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Emergency Appeal Operations Update

Guatemala: Volcanic Eruption

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRGT013	Glide n° VO-2018-000066-GTM
Operations Update n° 3	
Operation start date: 6 June 2018 Date of issue: 19 December 2018	Expected timeframe: 12 months Expected end date: 11 June 2019
Category allocated to the of the disaster or crisis: Orange	
Appeal budget: 2,036,967 Swiss francs (CHF) DREF allocated: 256,877 CHF	
Total number of people affected: 1,714,387 people	Number of people to be assisted: 1,000 families (6,000 people)
Host National Society presence: The Guatemalan Red Cross (GRC) has one national headquarters, 21 branches throughout the country and 1,684 active volunteers (56 per cent men and 44 per cent women).	
Red Cross Red Crescent Movement partners actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC), Spanish Red Cross, Italian Red Cross and Norwegian Red Cross.	
Other partner organizations actively involved in the operation: National Coordinator for Disaster Reduction of Guatemala (CONRED for its acronym in Spanish), Oxfam, Good Neighbours, Plan International, Action Against Hunger (ACH for its acronym in Spanish), Mercy Corps, Food for the Hungry, International Cooperation (COOPI for its acronym in Italian), <i>Techo</i> , Child Fund, Care, Save the Children, World Vision, Spanish Agency for International Development Cooperation (AECID), Arbeiterwohlfahrt International (AWO for the acronym in German), and the United Nations (UN) system: United Nations Children's Fund (UNICEF), United Nations Population Fund (UNFPA), United Nations Development Fund (UNDP), World Food Programme (WFP), United Nations High Commissioner for Refugees (UNHCR), Office of the United Nations High Commissioner for Human Rights (OHCHR), UN, Women, UN Volunteers, United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), United Nations Department of Safety and Security (UNDSS), United Nations Educational, Scientific and Cultural Organization (UNESCO), International Organization for Migration (IOM), Food and Agriculture Organization (FAO), European Civil Protection and Humanitarian Aid Operations (ECHO)	
The modifications to the EPoA are intended to adapt the response to fit the affected population's changing needs and to seek synergies between the EPoA and the Movement's actors who are implementing the operation.	
The following changes have been made to the EPoA:	
<ul style="list-style-type: none"> - <u>Livelihoods</u>. The number of families targeted for cash transfers increased from 500 to 750. - <u>Psychological support</u>. The number of people targeted for psychological support (PSS) decreased from 6,000 to 2,000. - <u>Health</u>. The number of people targeted for medical care and first aid services increased from 1,000 to 4,000. - The implementation period remains the same, the budget will be reviewed in the following update. 	
Health Outcome 2: The immediate risks to the health of affected populations are reduced	
Output 2.1: At least 4,000 people receive timely medical care and first aid services	
The GRC had to raise the target for this output because the affected population's health needs are considerably higher than expected, requiring more attention from the National Society.	
The GRC is using its own funds to hire doctors and nurse, and it is using emergency appeal funding to pay for transportation and food; the GRC is using its own funds and emergency appeal funding to pay for accommodations and medicine.	

Output 2.2: 2,000 people receive psychosocial support services according to the needs of the affected population

The GRC is reducing the target for this output because it is using its own funds and funding from AECID and ECHO to conduct PSS work with the same strategic focus, which means that the National Society would be duplicating its efforts if it continued to work in this area through the emergency appeal.

The following activity has been added to the emergency appeal under Outcome S.2.1:

Strategies for Implementation

Outcome S2.1: Effective and coordinated international disaster response is ensured

Output S2.1.1: Effective response preparedness and National Society surge capacity mechanism is maintained

New activity: Fuel for the Mexican and Salvadorian National Societies delivery of relief items

The GRC has used emergency funding to cover transportation costs, enabling the GRC, with support from the Salvadorian Red Cross Society and the Mexican Red Cross, to provide assistance in the form of food, kitchen, shelter and hygiene kits to more than 8,000 people at 41 delivery points.

A. Situation analysis

Description of the disaster

On 3 June 2018, Guatemala's 3,763-meter (12,346-feet) Fuego Volcano erupted, killing 165 people, leaving 260 people missing and injuring 27 people. The volcano emitted an 8-kilometer (5-mile) stream of hot lava and a dense plume of black smoke and ash that blanketed Guatemala's capital, Guatemala City, and other regions. According to Guatemalan authorities, 12,823 people were evacuated from the affected area (please see the map of affected areas); of the evacuated people, 2,851 people remain in collective centres. The fatalities are concentrated in three towns: El Rodeo, Alotenango and San Miguel Los Lotes. A forensic team continues working on the ground to identify any human remains that are found.



Photo: GRC personnel provide support to an affected woman. Source: GRC.

Summary of the current response

Overview of Host National Society

FUEGO VOLCANO GUATEMALA

9 August, 2018



The Fuego Volcano, the most active volcano in Guatemala, erupted on 3 June generating a column of ash, lava, and pyroclastic flows up to 10km from the crater. The eruption affected over 1.7 million people in Sacatepéquez, Escuintla, and Chimaltenango departments, where national authorities declared the highest level of alert.

SITUATION

 People affected
1.7 million

 Deceased
165

 Injured
27

 Evacuated
12,823

 In shelters
2,851

Source: CONRED / General report August 9, 2018, 07:00 hrs

GUATEMALA RED CROSS ACTIONS

 **1,698** VOLUNTEERS OF THE NATIONAL SOCIETY
ALERT AND READY TO BE MOBILIZED

20 BRANCHES

- ▶ **Psychosocial support** for the survivors
- ▶ **Ambulances** deployed to transport people to hospitals
- ▶ **Medical and prehospital care** in shelters and in the impact zones
- ▶ **Collection centers** were opened at national level
- ▶ **Voluntary blood donation**
- ▶ **Restoring family links** service activated
- ▶ Support to the **rescue and evacuation** efforts

EMERGENCY APPEAL
CHF 2,036,967
TO SUPPORT
6,000 PEOPLE

At the onset of the disaster, the GRC deployed a support team from its headquarters to Escuintla to carry out a needs assessment and provide support and guidance to Restoring Family Links (RFL), PSS actions and the provision of medical care in the collective centres.

The GRC is working at the national level, as established in the National Response Plan, which determines the operational structure, lines of action and procedures that facilitate disaster response. The GRC has implemented a cash transfer programme (CTP) in its last two Disaster Relief Emergency Fund (DREF) operations, one of which was completed in the last week of December 2017 and well received by the target community.

Overview of Red Cross Red Crescent Movement in country

There are Partner National Societies (PNSs) present in the country such as the Spanish Red Cross and Norwegian Red Cross, IFRC and the ICRC, with which the GRC president, general director and staff maintain permanent institutional cooperation and coordination for both the programming of activities and accountability and resource management, among other relevant areas.

In addition to the National Societies that are contributing funds through the emergency appeal, the GRC has received direct funding from the Chinese, South Korean and Italian National Societies to reach 1,300 families; the GRC has already reached 750 families with this funding.

At the regional level, sister National Societies including the Honduran, Salvadorian, Nicaraguan and Mexican Red Cross-National Societies deployed vehicles and 130 tons of humanitarian assistance that were distributed to the affected population. The Spanish Red Cross worked with the GRC to provide water and on the construction of showers and sanitary facilities in the GRC-managed collective centres. The Italian Red Cross assisted with the rehabilitation of the Escuintla branch. In addition, two IFRC Regional Intervention Team (RIT) members with technical capacities in livelihoods were deployed for two months, and one operations manager has been deployed for three months and is still in country.

The GRC has a specific field team for the operation, which is leading the emergency appeal and working jointly with the Spanish Red Cross on its programmes. Furthermore, the field operations coordinator is the liaison between the GRC's administration, CONRED and other implementing actors.

The IFRC is providing support on Movement coordination through the regional office for the Americas (ARO)'s Disaster and Crisis Department, which maintains close communication with the GRC. With support from the IFRC and as per the institutional response plan, the GRC's volunteers and staff are implementing the relief actions for the affected population living near the volcano.

The ICRC was supporting the GRC's implementation of Restoring Family Link (RFL) actions and the management of cadavers, in coordination with Guatemalan national authorities.

Overview of non-Red Cross Red Crescent actors in country

The Humanitarian Country Team (composed of UNOCHA, non-governmental organizations [NGOs] and international non-governmental organizations [INGOs]) had regular coordination meetings with CONRED during the reporting period.

In addition to the Red Cross Red Crescent Movement, the following organizations are part of the coordination mechanism: UNICEF, UNFPA, UNDP, WFP, UNHCR, OHCHR, IOM, FAO, Oxfam, Good Neighbours, Plan International, ACH, Mercy Corps, CONRED, UNOCHA, Food for the Hungry, COOPI, *Techo*, Child Fund, Care, UN Women, Save the Children, UNDSS, UNESCO, World Vision, UN Volunteers, AECID and AWO International.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

Shelter: A total of 12,823 people (1,788 people from Chimaltenango, 10,823 people from Escuintla and 212 from Sacatepéquez) were evacuated during the emergency. According to a recent CONRED Situation Report, the volcanic eruption destroyed 186 homes and put 750 others at risk. Furthermore, there are currently 2,851 people sheltering in the collective centres. The governmental agency SOSEP is coordinating the collective centres.

At the beginning of the operation the GRC was managing 10 of the official collective centres, where it was mounting a comprehensive response rooted in health, psychosocial support and the distribution of information on gender-based violence (GBV). The GRC is also distributing safe water (from national collection centres), food (from national collection centres) and non-food items (NFIs) such as blankets, cots, pillows, mattresses and other items. Furthermore, the Spanish Red Cross has assisted with the construction of showers and sanitary facilities, and the GRC and IFRC created a [Dashboard](#) to facilitate monitoring of the collective centres.

The Guatemalan government has determined which communities residing in the collective centres will be transferred to temporary single-family dwellings and which can return to their homes. The government installed the first set of single-family dwellings, to which it transferred the community of Los Lotes.

Livelihoods: The lava and pyroclastic flows destroyed and damaged the affected population's livelihoods (crops and livestock), and it has impacted their food security and household economic security (HES), especially since the volcano affected Guatemala's southern region, one of the country's most critical areas for food production. According to UNOCHA's Situation Report 3, the eruption has impacted around 2.47 million kilograms of coffee, equivalent to 1.27 per cent of the national coffee export for 2018-2019. Guatemala's Ministry of Agriculture, Livestock and Food Supply (MAGA for its acronym in Spanish)'s preliminary study revealed that the emergency affected 30,221 families' crops in Escuintla, Sacatepéquez and Chimaltenango. In Sacatepéquez, the eruption destroyed 1,048 hectares of corn, beans, sweet potato, peaches, avocado, coffee, green beans and other crops, affecting 7,627 farming families. Meanwhile, the emergency impacted 2,808 hectares of corn, carrots, chili pepper, beans, avocado, broccoli and tomatoes in Chimaltenango, affecting 13,504 farming families. In Escuintla, the emergency destroyed 5,910 hectares of corn, bananas, beans, maxán leaf, coffee and other fruits, impacting 9,090 farming families¹. Moreover, ash and lava flows are also reportedly limiting the supply of food to the evacuated communities. The most affected areas are Chimaltenango, Sacatepéquez and Escuintla.

Lastly, since many residents of the affected communities are unable to find work, they are forced to ask for credit from the stores in their communities to purchase goods. The reliance on credit also puts the storeowners in a precarious situation, as many of the outstanding bills go unpaid. Some of the community members engaged in coffee farming

¹ The Fuego Volcano Eruption Damaged 30,221 Families' Crops in Guatemala. *Diario Las Americas*. 13 June 2018. <https://www.diariolasamericas.com/americas-latina/erupcion-del-volcan-fuego-dano-cultivos-30221-familias-guatemala-n4153431>

mentioned that they would consider migrating to Antigua or Guatemala City if the coffee farms have not fully recovered by next year.

Water, sanitation and hygiene promotion (WASH): There is a high risk of contamination of drinking water sources, including wells, dams, catchment areas, and river systems in the communities near the volcano due to the continuous fall of ash and the expulsion of debris from the eruption. With the Spanish Red Cross's support, the EPoA does not include water and sanitation activities because they are already being covered by other organizations and the Spanish Red Cross. The GRC, with support from the Spanish Red Cross's WASH technician, is actively participating in the WASH sectorial boards where a water monitoring commission has been established. The GRC conducted assessments and monitor the affected communities' water sources from 20 June to 23 June 2018 to develop a strategy based on the results. Preliminary assessments indicate that the water systems of the communities closest to the volcano were damaged by the lahars, leaving these communities without a viable source of potable water. The GRC's water and sanitation team is periodically measuring the affected communities' water's residual chlorine levels; the initial results indicate that residual chlorine is still present in the communities' drinking water.

With support from the Spanish Red Cross, the GRC has installed 45 showers, 47 waste storage areas and 28 water tanks, and the National Society has distributed more than 200,000 litres of water to the affected communities and the collective centres to date.

Health: First aid, pre-hospital care, medical care and psychological support (PSS) are the most urgent needs of the displaced and remaining population in high risk areas. In the assessed communities in Escuintla, there have been reports of people suffering from influenza, fever, skin infections, diarrhoea, joint pain, eye irritation from the particulates in the air, and headaches. Additionally, the affected area is endemic to dengue and chikungunya, requiring the implementation of vector control measures in the collective centres and surrounding areas. Maternal and child care as well as assistance to people suffering from chronic diseases or pulmonary issues are also taken into consideration through the emergency response.

The affected population has very high stress levels resulting from the emergency. The GRC is conducting communication campaigns for stress management, and it has been providing first aid, pre-hospital care, psychological support and medical attention to the families that require assistance.

Gender, protection and social inclusion: During emergencies, women are more vulnerable to risks than men, especially related to gender violence. While gender violence can occur at any time, there is a risk of it increasing during emergencies due to a breakdown in public order, the lack or limitation of support services and the temporary absence of social networks. It is important to guarantee access to psychological and social assistance and support provided by public or community services. One of the ways to care for women is to ensure the presence of security personnel to prevent women from being exposed to violence. In terms of gender-based violence, it is necessary to establish clear procedures and preventive measures in the collective centres and to continue applying these measures throughout the intervention. This EPoA includes gender-sensitive activities that began during the beneficiary selection process and will continue along the project, including training to volunteers, families and coordination with local authorities.

Women in Guatemala comprise 51.2 per cent of Guatemala's 15.8 million people (2014 census). After the signing of the Peace Accords in 1996, several mechanisms specifically for women were created (Defender of Indigenous Women [DEMI for its acronym in Spanish] and Women's Presidential Secretariat [SEPREM for its acronym in Spanish]); additionally, the government issued laws (women's comprehensive development, domestic violence, sexual violence, trafficking and exploitation, femicide and other forms of violence), and it drafted policies such as the National Policy for the Promotion and Comprehensive Development of Women (PNPDIM for its acronym in Spanish). Nonetheless, these advances notwithstanding, only 2 per cent of Guatemalan municipalities are run by women, more than 4,000 girls aged 10 to 14 give birth every year, and there were 759 femicides in 2013.

Data on the composition of the affected families is needed, i.e., whether they are female-headed households, extended families, a nuclear family, a teenage mother, and so forth, to tailor the aid and the key messages to the impacted population. Additionally, the required items for the menstrual kits and an approach to the cultural management of the feminine intimate hygiene and the respective processing of waste must be identified. Moreover, more restrooms to accommodate the larger female population in the collective centres are needed. Finally, the affected female population needs to be made aware of report cases of gender violence, specifically sexual violence, and GRC volunteers need to receive training on managing these situations.

Migration: As of 20 October 2018, there are still 260 people missing, and families may have been separated during the evacuations and their subsequent resettlement in the collective centres; consequently, there is a need for restoring family links (RFL) services during the operation's emergency phase.

Targeting

The Guatemalan government is coordinating the collective centres, in which approximately 2,851 people are being housed. The GRC will target 2,250 families (13,500 people) in the departments of Escuintla, Sacatepéquez, Yepocapa and Chimaltenango through the following sectors:



Photo: A GRC staff member conducts a PSS activity with children in a collective centre. Source: GRC

Sector	Target Beneficiaries
Livelihoods	750 families (4,500 people)
Health	1,000 families (6,000 people)
Disaster risk reduction (DRR)	500 families (3,000 people)

In its emergency responses, the GRC ensures that its programmes are aligned with the Red Cross's commitment to gender and diversity through the targeting of female-headed households, pregnant or lactating women, men and boys made vulnerable by disasters, households with persons special needs, elderly people, those suffering from chronic illnesses, children-headed households and families with children under five years old. The GRC also targets families that have not received any or sufficient assistance from the government or other organizations, those belonging to the socially vulnerable households and those who lack relevant resources to cope with the basic humanitarian needs on their own in its relief efforts. These groups will be considered according to the level of impact in the current operation.

The Guatemalan Red Cross maintains attention to the population in collective centres, host families and the population that stays in their communities.

Scenario planning

Best scenario: The emergency appeal covers the beneficiaries' needs through health and livelihoods actions for one year, and there are mechanisms in place for the GRC to coordinate with Guatemalan authorities, other humanitarian agencies, and partners to respond effectively to the emergency.

Most likely: Long-term displacement of households; medium humanitarian needs that require modifications to the emergency appeal to support relief activities for more households for a longer period.

Worst scenario: High humanitarian needs and coordination mechanisms requiring modifications to the emergency appeal to support relief and early recovery activities for affected households. The rainy season causes additional landslides, and lahars, displacing more people.

Operation Risk Assessment

The rainy season has been very irregular because rainfall was greatly delayed initially, which produced a persistent drought effect in some areas of the country and resulting food insecurity. Once the rains finally began, they caused mild to moderate flooding. The rainy season is expected to last until the end of November.

Moreover, the road infrastructure conditions in the country, especially in the affected region, make it difficult for the Guatemalan Red Cross, the population and the institutions linked to the emergency to mobilize their personnel and equipment.

B. Operational strategy

Overall Operational objective:

The overall objective of this operation is to ensure appropriate humanitarian assistance to at least 6,000 people (1,000 families) affected by the volcanic eruption in a timely, effective, and efficient manner, and that the targeted families are provided with the necessary support to recover with increased disaster resilience. Furthermore, this operation will ensure that all affected women, men, children, persons with disabilities and minority groups are reached.

Based on the current information, the operational strategy is to contribute to the response during the emergency and recovery phases by focusing on the following intervention areas:

1. Supporting the GRC's livelihoods response during the emergency and recovery phases through the performance of continuous and detailed assessments and analysis to inform the operation's design and ongoing implementation. During the emergency phase, the GRC will ensure that the affected population has the necessary resources to guarantee its food security. Additionally, the GRC will strengthen its staff and volunteers in the execution of Livelihoods assessments and the implementation of actions that protect and restore the affected communities' livelihoods, especially the communities that do not have access to productive assets; Through these actions the GRC will help the affected communities become more resilient. **Target: 750 families (4,500 people)**
2. Conducting volcano hazard awareness messaging and implementation of health and PSS components for the Guatemalan population and the development of a communication strategy for the different target groups. The GRC will provide transportation to hospitals or health clinics to ill or injured patients and pre-hospital care and first aid to the affected population. Likewise, the GRC is hiring additional personnel at the national level (with its own funds) to provide daily medical care and basic health services to the affected population; the GRC will conduct these activities in coordination with the Ministry of Health. The GRC will also conduct prevention, vector control and health promotion actions on various topics such as caring for your unborn child and nutrition for children under 2 years of age. The GRC will purchase medical supplies to treat the most common illnesses such as respiratory and gastrointestinal ailments. The GRC's PSS personnel team is conducting PSS actions. Currently, trained volunteers are providing strategies for stress management in the collective centres and the affected communities. **Target: 1,000 families (6,000 people)**
3. Gender-Based Violence: The Guatemalan Red Cross considers the entire population in the 10 collective centres to be beneficiaries for this sector, with a focus on pregnant women, children, the elderly and persons with disabilities (it should be noted that there is no disaggregated information on the number of males and females that have special needs). The total number of people in the collective centres fluctuates regularly due to people departing from them; nevertheless, a population of about 2,083 people should be considered for this sector. This data will be regularly updated with information from the [Dashboard](#).
4. Disaster Risk Reduction during the emergency phase is a key element of the recovery phase, considering the Fuego Volcano's ongoing risk of eruption. Based in the needs and the impact on the affected schools, the GRC will implement the Red Cross Reference Centre for Resilience's safe school methodology. The IFRC will support the GRC's continued efforts to strengthen the government's domestic legal frameworks for disaster risk reduction, preparedness and response, which will be particularly important during the recovery phase. Additionally, since the formation and training of a community-based organization (e.g. Community-Based Action Team (CBAT), Community Disaster Response Team (CDRT) have been established as pivotal components of all Disaster Management programmes and the main drivers of DRR activities within communities, the GRC will help the affected communities build response teams. **Target: 500 families (3,000 people)**
5. National Society Capacity Development (NSD): Ensure that the GRC has the capacity to manage adequately challenges. It is important to continue to support ongoing NSD efforts by strengthening the GRC's structures and systems to ensure it has effective and improved service delivery capacity. The continued emphasis on NSD will improve the GRC's' long-term capacity to respond and prepare for emergencies and provide sustained support to vulnerable populations.
6. The Disaster Law Programme's disaster law case study and lesson learned workshop's objective is to strengthen the GRC's auxiliary role and legislative advocacy capacities in International Disaster Response Laws (IDRL) through the following areas:
 - The management of the entry of international humanitarian response (revision of the June 3 emergency decree, the June 7 appeal for international humanitarian assistance, the Humanitarian Assistance Coordination Centre (CAHA for its acronym in Spanish) Manual, the

implementation of the recently adopted the Central American Integration System (SICA for its acronym in Spanish) Procedure to facilitate the shipment, transit and receipt of humanitarian aid in the region)

- Reinforcement of the lessons learned from the April 2018 Allied Humanitarian Force Exercise (FAHUM for its acronym in Spanish) Exercise – a simulation of an eruption of the Fuego Volcano, in which the IFRC Disaster Law Programme, the Civil-Military Programme and the GRC participated. The workshop's participants will be GRC personal and volunteers and government and Central American Coordination Centre for the Prevention of Disasters (CEPRENAC for its acronym in Spanish) officials.

The GRC launched an emergency plan at the national level, which the National Society is funding bilaterally through the national and international contributions it has received. Since the IFRC's emergency plan of action is part of the GRC's comprehensive emergency plan, not all the intervention's lines of action are reflected in this document. Please see the operation's [Dashboard](#) for the other lines of intervention.

Strategies for implementation

Human Resources

The Guatemalan Red Cross has advised its 1,684 volunteers of the situation and put them on alert. Volunteers providing support to the operation have the necessary profiles and basic security to conduct this operation. It is important that each volunteer has the appropriate visibility as established by the GRC and that they are covered by insurance during the operation. For the operation, the GRC will hire the following personnel:

- Procurement assistant (until the end of 2018)
- Accounting Assistant (until the end of 2018)
- Driver (3 months)
- Volunteer management technician (until July 2019)
- 6 psychologists (until the end of 2018)
- 6 doctors (until the end of 2018)
- 6 nurses (until the end of 2018)

Through the appeal, the following personnel will be hired:

- 1 operations coordinator (12 months)
- 1 financial officer (12 months)
- 1 livelihoods technical officer (12 months)
- 2 psychologists (6 months)
- 1 Driver (3 months)

Additionally, two Regional Intervention Team (RIT) members, and one operations manager will support the GRC on the implementation of the activities.

With financing from AECID, ECHO and autonomous communities in Spain, the Spanish Red Cross will also hire personnel to conduct actions for this volcano operation.

Logistics and supply chain

Logistics activities aim to effectively manage the supply chain, including mobilization, procurement, customs clearance, fleet, storage and transport to distribution sites in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures.

The Guatemalan Red Cross has pre-positioned stock of blankets and kitchen sets on its premises that can be used immediately to support operational needs. Additional relief items are ready to be sent from the IFRC's Regional Logistics Unit (RLU)'s warehouse Panama by ground transport if needed, with a maximum transit time of five days.

The National Society has limited warehousing space and the supply chain needs to be handled carefully to ensure the safety of operational goods; therefore, the GRC has rented two warehouses to store the relief items it procures for the operation.

All procurement related to this operation will follow the IFRC's standards procurement procedures and Sphere standards for NFI purchases. The procurement of items and services will meet the required conditions based on the needs of the

affected population and/or the operational areas to guarantee the appropriate level of supplies and optimal performance. All the GRC's purchases will be made in-country with the support of a procurement officer from RLU Panama.

Information Technology (IT)

The GRC's branches use a 2-metre and an 11-metre radio communications system at the national level, which allow for communication and the coordination of operational and security aspects. Likewise, the GRC will purchase Open Data Kits (ODK) and communication materials for its headquarters and its Escuintla branch. A National Intervention Team (NIT) member specialized in ODK and information management will support the operation.

Communications

The GRC's organizational structure includes a Communications and Press Department, which is responsible for the dissemination of operative-technical information, public information, information to donors and institutional information. It is important that all actors who participate directly or indirectly in deployments understand the operational plan, the mandate and the Red Cross and Red Crescent's Movement Fundamental Principles; therefore, the strategy includes the issuing of a bulletin that will widely disseminate the National Society's position and efforts.

The IFRC's Communications Department is providing technical support and assistance to the communications strategy, and its communications officer will be deployed as necessary to support these activities. Press releases will be issued as events develop, sent to national media outlets and uploaded to social networks and the institutional website. At the country level, the GRC will use its social networks, its web site and the media to disseminate information about the operation.

The GRC has extensive Community Engagement and Accountability (CEA) materials; however, based on the GRC's current CEA programmes, it will need to hold a workshop to strengthen its volunteers in this area.

Security

The GRC has established a plan to ensure the safety and access of volunteers and staff in the area of intervention. Within the framework of the operation, the GRC provides its staff and volunteers with personal protective equipment whenever necessary. To support this, the IFRC and the GRC personnel and volunteers will be provided with training (Stay Safe) and guidance on safe and secure access. All deployed delegates, personnel and volunteers should have medical and emergency insurance. Along with national and local emergency coordinators, the GRC and the IFRC will play a pivotal role in the assessment of risks and threats and the performance of continuous analysis of the security situation, resulting in recommendations and briefings to ensure the protection of all personnel, equipment and assets at all times.

The Red Cross is well received by the affected communities, allowing it to work in the affected areas without major difficulties; Furthermore, the affected communities are active participants in the GRC's activities, mainly in the collective centres, which increases the GRC's level of acceptance within the communities and facilitates joint work. However, a large number of displaced civilians in precarious health and other adverse conditions could create situations of despair, access and security incidents in some of these communities. The GRC, in its auxiliary role, works with the Civil Protection of Guatemala (CONRED), the army, navy and police units that support logistics, health care, migration, camp and engineering assets, security and access during disasters and crises, and it is actively supporting the Guatemalan military's emergency operations centre (EOC) and the Humanitarian Rescue Units, which are part of the Conference of Central American Armed Forces (CFAC). Mexico (mainly Navy) and the United States (U.S. Southern Command) have placed nearby military personnel and assets on alert to support rescue and response operations if needed. The GRC always follows the Red Cross and Red Crescent Movement's seven Fundamental Principles when working with military or governmental agencies.

Planning, monitoring, evaluation and reporting (PMER)

The Guatemalan Red Cross's disaster management coordinator is responsible for implementing the plan, in coordination with other GRC directors.

The IFRC will continuously monitor and hold meetings with the GRC to stay informed of the planned actions' progress and the situation's evolution, and IFRC technical staff will also conduct monitoring visits during the operation.

The scenario is constantly changing, and constant monitoring will help assess the need to expand the area of intervention. The GRC will hire a local PMER official to support the development of the appeal's emergency reports.

Administration and Finance

The administrative and financial procedures are in line with the GRC's quality control procedures, and they will support all actions included in the National Society's humanitarian mission, ensuring transparency and adequate accountability. The GRC's Management and Finance Unit will be closely involved in supporting the operation. Furthermore, the IFRC's in-country office will also support the administrative and financial management processes, and ARO will provide support to ensure compliance with established quality standards.

C. Detailed Operational Plan



Livelihoods and Basic Needs

People targeted: 750 families (4,500 people)

Male: 2,250

Female: 2,250

Needs analysis: Preliminary assessment reports indicate that the eruption has damaged crops of maize, coffee and possibly sugarcane², which could impact the families' food security and welfare as these crops help the affected communities subsist.

The presence of ash in these areas, the damage to the land, loss of livestock, the constant rains and the likelihood of further flooding is a scenario that discourages families from farming, as they have no land available for this purpose. Most of the affected people are farm workers as opposed to landowners, which means that the disaster will leave them without employment, resulting in a loss of income.

The GRC damage assessment and needs analysis teams' rapid assessment identified homes with severe and moderate damage, as well as impact to the livelihoods of the area. Following the National Society's disaster response director's assessment, the GRC decided that the best way to support the families was through a cash transfer programme (CTP). Moreover, CONRED is supporting all the GRC's actions in the collective centres.

945 families are living in collective centres and many more are living in the communities. Records show loss or damage to household items, household supplies and personal belongings.

Considering the context of the intervention zone, this EPoA assisting disaster-affected families through the provision of USD \$372 (3,000 quetzales), through a CTP, which will be informed by a feasibility study based on previous emergency experiences; the purpose of the CTP is to support the families' decisions regarding which basic needs to prioritize and to provide a boost to the local economy.

The IFRC's Livelihoods RIT proposed the delivery of unconditional CTP to the affected communities, according to the GRC's established procedures.

The minimum agricultural and non-agricultural salary for 2018 was used to calculate the CTP amount. The amount of USD\$372 will cover:

- USD\$300 for food (cereal, meat, dairy, fruits, vegetables and seeds).
- USD\$50 for medicine/scholastic costs
- USD\$22 for transportation to and from the market

Clothing was not included in the calculation of the CTP because the affected communities have received charitable donations of these items. In addition, the GRC used the cost of the basic food basket for 2018 to calculate the amount of the CTP. The GRC will mount an awareness campaign to explain the selection criteria of the CTP and livelihoods process to the participating communities to prevent community members from developing unrealistic expectations about the aid that they will receive from the GRC.

² Source: *Prensa Libre Guatemala*, 04.06.2018 ([article in Spanish](#))

AP008	Replacement or acquisition of productive assets to restore livelihoods of 750 families ³ (possibly through Cash transfers)													
AP008	Monitoring and evaluation of the impact of the activity to restore sustainable livelihoods by the GRC and the IFRC.													
AP008	Coordination with stakeholders on the livelihoods programme													
AP008	Regional surge personal deployment (RIT member for at least 3 months)													

Progress

The distribution of the 1,300 unconditional CTP (750 from the current appeal) have helped to alleviate the situation, as affected families have been able to cover their most pressing need. From the study carried out a month after the all the community distributions, the surveyed families revealed that they mainly used the funds for food and healthcare needs. It should be noted that the families' healthcare expenditures are higher than expected.



Health

People targeted: 1,000 families (6,000 people)

Male: 3,000

Female: 3,000

Needs analysis: People need basic first aid services, stabilization support via GRC ambulances and personal protective equipment to mitigate the volcanic ash's impact. There is also risk of the spread of silicosis, especially among those already suffering from lung diseases; additionally, vector-borne diseases, especially dengue and acute respiratory illnesses may proliferate in the collective centres. Furthermore, there is high risk of contracting skin diseases from contact with the volcanic ash, especially among small children. Finally, there is also a need to provide new-born kits to pregnant and lactating women in the collective centres.

Population to be assisted: The GRC will assist 6,000 people through awareness-raising activities and the provision of personal protective in the target communities and the collective centres. A subset of this population will also receive medical attention (an estimated 4,000 people) and PSS services as needed (an estimated 2,000 people).

Programme standards/benchmarks: Sphere and Guatemala's Ministry of Health's national standards

P&B Output	Health Outcome 2: The immediate risks to the health of affected populations are reduced	<i>6,000 people reached through the health sector</i>
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³ The GRC will review the CTP amount during its assessment and once the detailed assessment is finished to define the mechanism to be used. The RIT in the field is working on the detailed information.

Code	Health Output 2.1: At least 4,000 people receive timely medical care and first aid services	4,000 people reached through medical care and first aid services											
	Activities planned Month	1	2	3	4	5	6	7	8	9	10	11	12
AP021	Deployment of GRC medical personnel for the provision of basic medical care to communities in the affected areas												
AP021	Provision of medical supplies and equipment and fuel for ambulance services												
AP021	Provision of first aid services in the collective centres and the affected area												
AP021	Community health promotion (including prevention of vector-borne diseases)												
AP021	Provide personal protective equipment for volunteers												
P&B Output Code	Health Output 2.2: 2,000 people receive psychosocial support services according to affected population's needs	2,000 people reached through PSS activities. 25 GRC volunteers trained in PSS											
	Activities planned Month	1	2	3	4	5	6	7	8	9	10	11	12
AP023	Development of a psychosocial support strategy for the operational set up												
AP023	Conduct training for volunteers in PSS in emergencies												
AP023	Produce information, education and communication (IEC) materials and disseminate information on PSS, stress management, coping and the prevention of violence through radio, social networks and other mass media channels												
AP023	Establish safe spaces for PSS activities												
AP023	Provision of PSS services to affected people												
AP023	Establish referrals pathways for specialized support as needed												
Progress													
The GRC has provided pre-hospital care to 207 people, and it has transported 62 people by ambulance to health clinics. Additionally, the GRC has provided medical care to more than 2,900 people in the collective centres and affected communities.													



Protection, Gender and Inclusion⁴

People targeted: 500 families (3,000 people)

Male: 1,500

Female: 1,500

⁴ Minimum standards for the protection for children, Inter-Agency Standing Committee (IASC) guides on gender-based violence (GBV), application of minimum standards for gender and diversity in programmes developed for emergencies, safe access guides promoted by the Movement, laws and regulations in force countries, as well as the general strategy of the Federation


Needs analysis: Data on the composition of the affected families is needed, i.e., whether they are female-headed households, extended families, a nuclear family, a teenage mother, and so forth, to tailor the aid and the key messages to the impacted population. Additionally, the required items for the menstrual kits and an approach to the cultural management of the feminine intimate hygiene and the respective processing of waste must be identified. Moreover, more restrooms to accommodate the larger female population in the collective centres are needed. Finally, the affected female population needs to be made aware of report cases of gender violence, specifically sexual violence, and GRC volunteers need to receive training on managing these situations.

Population to be assisted: The Guatemalan Red Cross considers the entire population in the 10 collective centres to be beneficiaries for this sector, with a focus on pregnant women, children, the elderly and persons with disabilities (it should be noted that there is no disaggregated information on the number of males and females that have special needs). The total number of people in the collective centres fluctuates regularly due to people departing from them; nevertheless, a population of about 2,083 people should be considered for this sector. This data will be regularly updated with information from the [Dashboard](#).

Programme standards/benchmarks: Minimum standards of protection for children, Inter-Agency Standing Committee (IASC) guides on GBV, application of the minimum standards for gender and diversity in emergency-based programmes, safe access guides promoted by the Movement, laws and regulations in force in affected countries and the IFRC's general strategy.

P&B Output Code	Inclusion and Protection Outcome 3: The National Society adopts specific measures that contribute to humanitarian assistance with a differentiated approach according to the beneficiaries' vulnerabilities, gender and/or a situation, promoting protection and inclusion	<i>3,000 people (disaggregated by sex and age) receive information with a differential focus on the protection of their lives. 30 people receive training (disaggregated by sex and age) in sexual and gender-based violence (SGBV) in the collective centres.</i>															
	Inclusion and Protection Output 3.1: Emergency response operations prevent and respond to sexual and gender-based violence (SGBV) and all forms of violence against women and children	<i>30 volunteers (disaggregated by sex) receive training in Minimum Standards of Gender and Diversity and basic training in gender. 3,000 of individuals (disaggregated by sex and age) receive training in SGBV prevention. 500 beneficiaries (disaggregated by sex and age) receive SGBV service information through outreach and awareness raising 500 beneficiaries (disaggregated by sex and age) have access to Safe Spaces. 500 beneficiaries (disaggregated by sex and age) receive PSS. 100 reference systems on sexual protection and gender-based violence brochures are produced and distributed to beneficiaries during counselling sessions</i>															
	Activities planned Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP031	Inclusion of messages on how to prevent and respond to SGBV and violence against women and children in all outreach activities during the Emergency Appeal timeframe																
AP031	Set up child-friendly spaces for children in the service assistance areas (financed by local contributions)																
AP031	Reproduction of communication materials and information kits about SGBV for distribution to the beneficiary population and during all community activities																

AP083	Deployment of a team of GRC volunteers for restoring family links. (the ICRC will provide financial support for this activity)																	
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Disaster Risk Reduction
People targeted⁵: 500 families (3,000 people)
 Male: 1,500
 Female: 1,500

Needs analysis: Guatemala is vulnerable to various disasters, including volcanos, earthquakes, floods and landslides. Volcanos and floods are the biggest hazards in terms of mortality, the number of affected people and economic losses. The population affected by the volcano is now even more vulnerable to these risks, which is further compounded by the absence of disaster risk reduction focal points, community-based disaster response teams and early warning systems in some of the affected communities.

Population to be assisted: Guatemalan Red Cross is on the process of selection of the communities in the departments of Escuintla, Sacatepéquez, Yepocapa and Chimaltenango. (Detailed assessments will be undertaken to select the people and specific communities to be assisted)

Programme standards/benchmarks: Reference Centre for Resilience and national standards for the Disaster Risk Reduction.

P&B Output Code	DRR Outcome 5: Communities in high-risk areas are prepared for and able to respond to disasters	<i>500 households receive information for family disasters plans. 3 schools have preparedness plans.</i>											
	DRR Output 5.1: Communities take active steps to strengthen their preparedness for timely and effective response to disasters	<i>500 families in 3 communities receive family plans. 25 volunteers are trained in "Escuela Protegida" 3 roll outs at the community level for school children, teachers and community members from the schools.</i>											
	Activities planned Month	1	2	3	4	5	6	7	8	9	10	11	12
AP001	Family disaster plans disseminated to and completed in conjunction with community members												
AP001	Conduct Community Disaster Response Team training workshop												
AP001	Community-based DRR mitigation activities are conducted												
AP001	Community Vulnerability and Capacity Assessment (VCA) workshop												
AP001	Roll out VCA in 3 communities												

⁵ Reference to the guide on counting targeted people.

Contact Information

Reference documents

Click here for:

- [For previous updates](#)

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