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# DREF Final Report

## Ecuador: Population Movement

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Operation N° MDREC013</b>	
<b>Date issue:</b> 20 March 2019	<b>Expected timeframe:</b> 3 months
<b>Operation start date:</b> 7 July 2018	<b>Operation end date:</b> 7 October 2018
<b>Overall operation budget:</b> 150,646 Swiss francs (CHF)	
<b>Total number of people affected:</b> An average of 1,500 people per day, which may reach 3,000 at critical times.	<b>Number of people to be assisted:</b> 3,000 people
<b>Host National Society presence (n° of volunteers, staff, branches):</b> The Ecuadorian Red Cross (ERC) has 24 provincial boards, 110 local branches, 7,802 volunteers and 200 staff members.	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC) and International Committee of the Red Cross (ICRC).	
<b>Other partner organizations actively involved in the operation:</b> Ministries of Public Works, Public Health, Education, and Risk Management; Decentralized Autonomous Governments of Tulcán, Lago Agrio, and Machala, Huaquillas; World Food Programme (WFP), Plan International, World Vision, Catholic Relief Services (CRS), United Nations High Commissioner for Refugees (UNHCR), Association of Venezuelans in Ecuador, International Organization for Migrants (IOM), HIAS Ecuador, Tulcán Canton Protection Board, Caritas in Tulcán and Jesuit Refugee Service (JRS).	

<Click [here](#) for the final financial report. Click [here](#) for contacts.>

## A. Situation analysis

### Description of the disaster

According to official data from the government of Ecuador, approximately one million Venezuelans entered the country in 2018. Around 80 per cent have continued their journey south and 20 per cent have decided to remain in the country for the medium or long term to save money to send back to relatives and later continue on their journey, or permanently settle in the country with their family seeking to obtain employment, education and other rights available in the country.

The UN has identified that close to 20 per cent of newly arrived Venezuelans "evidence specific protection needs and other vulnerabilities, including at-risk women and children, single-parent households or people with disabilities, and urgently require assistance." Venezuelan women and girls, who account for 40 per cent of migrants, face the primary risk of sexual violence, "particularly sex for survival and human trafficking".

According to data collected by UN High Commissioner for Refugees (UNHCR) and International Organization for Migrants (IOM) from national migration authorities and other sources, countries in Latin America and the Caribbean have taken in some 2.7 million Venezuelans in 2018, while other regions have taken in some 700 thousand. This translates into an average of 5,000 people per day who have departed Venezuela. Ecuador has reported 221,000 refugees and migrants from Venezuela, making it the country hosting the fourth largest migrant population, preceded by Colombia with more than 1,100,000, Peru with 506,000 and Chile with 288,000.



Ecuadorian Red Cross (ERC) volunteers provide psychosocial support activities for children at an ERC care post in Huaquillas. Source: ERC.

While human mobility flows have decreased since the beginning of the operation, the flow of migrants continues.

## Summary of current response

### Overview of Host National Society

As of 12 July, with support from IFRC and ICRC, Ecuadorian Red Cross began actions to restore family links (RFL) and provide psychosocial support (PSS); first aid; safe water, sanitation and hygiene services (WASH) to the migrant population; the National Society also launched a communications strategy with ERC provincial boards in El Oro, Carchi, Sucumbíos, Pichincha and Guayas. This reinforced the intervention in each locality according to the existing context, which entailed office supplies and furniture.

The following include the most relevant actions conducted:

#### Actions by ERC National headquarters

- Technical support to local ERC provincial board teams to commence activities in the field and during inter-institutional coordination meetings.
- Call for volunteers in Carchi and Sucumbíos boards as part of the operational support plan, achieving the deployment of RFL, PSS, WASH and Telecommunication personnel.
- Active participation in mobility technical working group and the meetings of the Emergency Operations Centre (EOC), as part of the technical advisory team to ERC provincial boards in Carchi, Sucumbíos and Pichincha, especially.
- Creation of a database that automatically updates records of services provided on a public [dashboard](#), which provides data in real time.
- Requisition, reception and shipment of products, equipment and supplies required to implement operation actions.
- Arrangements for supplies, resources and products to deliver care to the migrant population, including humanitarian assistance.

#### Actions by ERC provincial boards

- As of July, implementation of DREF Plan of Action and activities planned with the ICRC in ERC provincial boards in Carchi, Sucumbíos and El Oro. The ERC boards in Guayas and Pichincha joined national human mobility plan lines (covering expenses with own resources and support from ERC national headquarters) as of 12 August.
- Boards continue keeping daily records of services provided via the automatic application created by the national headquarters' information and communications technology (ICT) team.
- Distribution of humanitarian assistance.
- Ongoing assistance during mobility working group coordination meetings and meetings with other stakeholders according to needs in each province.
- Strengthening of and motivation to ERC provincial board volunteers.
- Preparation of weekly activity reports.

### Overview of the Red Cross and Red Crescent Movement in the country

IFRC has a country cluster support team (CCST) office in Peru that provides support to ERC and other National Societies in South America. This operation provided support for the deployment of a regional intervention team (RIT) member to the IFRC CCST office to support the disaster management coordinator for South America. IFRC's Disaster and Crisis Department for the Americas region provided ongoing support and technical assistance during the situation. Four years ago, IFRC established an agreement with ERC for an emergency response warehouse in Ecuador to supply the country, southern Colombia, and northern Peru in the event of a crisis. On 6 September, IFRC launched a regional emergency appeal Americas: Population Movement (MDR42004) for CHF 7.4 million to assist eight National Societies. Following the end of this DREF operation, the appeal operation will support the continuity of actions launched during this DREF operation.

Since 2007, ICRC has been working on different awareness-raising and capacity building activities in northern border provinces. In view of the context, in coordination with the National Society, ICRC conducted a visit from 11 to 20 April 2018 to the northern and southern borders to obtain more information about the situation, establish contacts with other organizations and identify the main intervention needs required.

Spanish Red Cross has a delegation in the country developing community and institutional strengthening projects, such as a recently completed civilian-military relations project to coordination inter-institutional emergency and disaster preparedness and response efforts.

### Overview of non-RCRC actors in country

In Ecuador, risk management activities are coordinated from the National Decentralized System, which involves all public and private institutions in the country (all of them are part of the Emergency Operations Committees' eight technical working groups, which are led by the relevant ministries). ERC actively participates in two of the eight technical working group at the canton, provincial, and national level, and in one of the three National Risk Management Secretariat (SNGR) working groups.

Several public and private agencies that operate at the national level responded to the current situation such as the Ministries of Public Health and Transport and Public Works, the International Organization for Migration and the Country Humanitarian Team's Human Mobility Team. Others are focused on response at the local level such as:

- **CARCHI:** Ombudsman, Binational Attention Centre (CEBAF) Tulcán, Municipality of Tulcán, Caritas, Hebrew Immigrant Aid Society (HIAS), UNHCR, and Canton Rights Protection Board.
- **EL ORO:** CEBAF Ecuador – Huaquillas, CEBAF Peru – Tumbes, Municipality of Huaquillas.
- **PICHINCHA:** Decentralized Pichincha Government – Human Mobility Unit, University of San Francisco de Quito, Simón Bolívar Andean University, Norwegian Board for Refugees.
- **IMBABURA:** Scalabrini International Migration Network.
- **GUAYAS:** Hogar de Cristo.

## Needs analysis, targeting, scenario planning and risk assessment

### Needs analysis

Aiming to contribute to reducing the vulnerability of the migrant population in transit through the country's northern and southern borders, initial information gathered in the field by Ecuadorian Red Cross identified five areas of focus that needed to be supported to be able to facilitate access to services and minimal information. However, as the scenario evolved, some adjustments to the initially approved plan were made while retaining the objective of each area of focus.

### HEALTH

Ecuador's Ministry of Public Health (MSP) established medical attention at the country's entry and exit points, along with staff, supplies and equipment to deliver services. However, no psychosocial support actions were being conducted. As the population exhibited signs of stress, anxiety, concern and disorientation, PSS was necessary.

In line with an ongoing coordination process, ERC helped MSP to decentralize medical assistance post tasks by assuming responsibility for the taking of vital signs and assisting with prioritization of care through performance of basic triage during days with greatest affluence of migrants. ERC, jointly with local organizations, provided psychosocial support in migrant assistance points, optimizing the use of resources and avoiding duplication of efforts.

### PROTECTION

The scenario at the end of the operation remains similar to that when the operation was launched. The migrant population lacks or has limited access to communication with relatives or friends back home, in transit or at the point of destination. They also lack basic information about the country that would be extremely useful to them, such as migration procedures, travel routes, self-care messages and contact information of organizations or institutions at the national level that can provide specific services. In addition, a communication strategy with the host population that focused on reducing discrimination and xenophobia was necessary due to negative situations that continue to be linked with the Venezuelan population's arrival in the country.

During the operation's implementation, ERC identified that migrants preferred contacting their relatives via conventional telephone calls. It was initially believed that the most feasible way to establish contact was through the internet (WhatsApp, telegram, Facebook, email, among others), but migrants expressed that internet access in Venezuela was limited to certain hours of the day. In view of this situation, and considering that the Wi-Fi point connection budget item was the strongest, funds were reallocated to paying for top-ups for phone calls.

## WATER, SANITATION AND HYGIENE

In April, as previously mentioned, border assistance centres lacked adequate or sufficient toilet and shower facilities to cover demand. This was one of the lines for which ERC support. However, changes had to be made because authorities made the required improvements and particular needs were established.

### Targeting

ERC aided all migrants regardless of nationality with the prioritization of the following groups:

- Pregnant women.
- Persons with disabilities
- The elderly
- Unaccompanied minors
- Persons with chronic illnesses
- Single-parent households

### Operation Risk Assessment

During the operation, Ecuadorian Red Cross teams carried out their mission normally and no security incidents were reported, although the change and increase in the flow of migrants during certain periods required greater care.

Regarding the flow of migrants, a greater number of migrants travelling on foot were reported at the close of the operation. This mode of travel generated increased needs for care and augmented their risks during their journey.

## B. Operational strategy

### Overall Operational objective:

Provide basic assistance in health and water and sanitation and other services to people in movement in support of the activities already being implemented by provincial boards to assist the population in movement.

### Proposed strategy

All actions were carried out according to the role established by the National Society's humanitarian mandate and the Red Cross Movement's standards related to this context. Supported by the DREF operation and inter-institutional coordination, ERC complemented its actions through resource mobilization and its own resources. Proposed lines of intervention were health; migration; water, sanitation and hygiene; communications and awareness-raising; and institutional strengthening.

ERC aimed to serve as one of the institutions promoting coordinated actions with others in the area. The National Society remained mindful not to take on other institutions' and/or communities' responsibilities, thus avoiding dependency.

Scenario changes in the target areas required expanding certain posts and services to two additional provinces. The following table indicates the services provided in each location:

Activity	Northern border		Southern border	National	Guayas	Pichincha
	Rumichaca	San Miguel	Huaquillas			
Restoring of Family Links			X		X	X
Dissemination of General Information	X	X	X	X	X	X
Basic First Aid	X	X	X	X	X	X
Emotional Containment	X	X	X		X	X
Communications and community engagement and accountability (CEA) Strategy	X	X	X	X	X	X

Advocacy with government agencies for provision, regularization and supervision of services such as sanitary facilities, showers, safe water and transportation routes.	X	X	X	X		X
Support to the National System for attention to the population on the move through donation management.						X
Assessment of the feasibility of establishing a water purification plant		X				

## Human Resources

ERC has 7,802 volunteers nationwide, of which 306 were in El Oro, 90 in Carchi and 175 in Sucumbíos. Approximately 40 of these volunteers were available for operational activities, with support from the National Intervention Team (NIT) staff deployed. Both ERC headquarters and the provincial boards had a multidisciplinary technical team that ensured the implementation of activities:

#	Details
1	Field coordinator (Zone 1)
2	Administrative - accounting staff at headquarters
3	Principles and Values, Risk Management and Community Health Programme staff
1	Planning office staff
3	Logistics staff (procurement, warehousing, fleet)
3	Public relations staff
2	Telecommunications and Informational Technology (ITT) staff
100	Volunteer staff nationwide for the dissemination of the awareness-raising strategy
24	Staff with NIT training.

As this was an operation that was to take place at the border, ERC needed to increase all three provinces' volunteers' knowledge regarding the migration situation, as well as the quantity of volunteers available. Therefore, with support from National Operational Programmes and Provincial Technical Teams, ERC's Volunteer Department implemented a basic capacity building and refresher training strategy for areas established within this operation's plan of action.

## Logistics and supply chain

The operation planned on the acquisition of communication articles, emotional containment items, basic first aid supplies and computer equipment. At the local level, work was conducted with the provincial board in El Oro regarding food and mobilization services at the local level. ERC has a specific department for procurement processes that is responsible for providing timely goods and services that meet operational requirements. The process is based on an approved plan. The funds for the requisition of purchases or services are allocated in accordance with the estimated budget.

## Information Technology (IT)

ERC has a very high frequency (VHF) telecommunications system with 34 repeaters nationwide. Overall, 80 per cent are linked to coordinate emergencies in different parts of the territorial network, which allows for coverage within areas of influence, neighbouring provinces, and ERC's headquarters in Quito to ensure communications in the event of a central system collapse. There is also a monitoring room that assisted with information gathering and the preparation of technical outputs required in the affected areas. The IT team assisted with the establishment and implementation of RFL, including the technical specifications of the computer equipment to be acquired. Three computers were purchased with funds from this operation.

ERC registered care and services provided and daily uploaded the numbers reached on to the dashboard. This tool was essential for analysis, accountability and decision making.

This DREF operation supported the costs of satellite phone service.

## Communications

In accordance with emergency communications procedures, ERC designated official local and national spokespersons. They were kept constantly updated regarding actions or emerging changes in scenarios to have complete information about the situation in general.

Communications and Public Relations implemented one communication and CEA strategy. The strategy promoted a positive approach to combat the stigmatization of people based on their nationality through a communication plan that sensitized the media to their plight and supported actions that reduced migrants' vulnerability through awareness-raising, aid and protection for the population on the move.

## Security

Field activities were conducted in border areas. The provinces of Carchi and Sucumbíos, on the Colombian border, and are areas deemed sensitive due to the issues of internal violence in Colombia. ERC at all times respected the Movement's minimum standards for operational safety. The National Society appointed an operational security technician who worked permanently to ensure compliance with provisions issued from the national operations coordination in the area. The response team had personal protective and visibility equipment, materials and resources to fulfil its humanitarian mission.

The Risk Management and Principles and Values teams reviewed the security strategy for operational staff working in the field and the official document that would be disseminated to publicize ERC's efforts.

## Planning, monitoring, evaluation and reporting (PMER)

The ERC's disaster management programme (responsible for emergency response) and the Department for Territorial Network Planning and Development monitored operational processes. ERC's national headquarters also had a financial monitoring team responsible for financial reporting and for ensuring the quality of intermediate and final reports.

## Administration and Finance

ERC has financial-administrative software that allows the Institution to control its own resources and/or those generated by various projects. Through its Finance Department, IFRC was tasked with training new ERC financial department staff and providing necessary support to the operation to review and validate budgets, bank transfers, technical assistance to the National Society regarding expense justification procedures and the review and validation of operational invoices.

## C. Detailed Operational Plan

Indicators:	Target	Achieved
# of people reached	10,500	15,827
# of participating volunteers and hired personnel	58	325
# of people assisted with first aid	1,500	1,169
# of participating volunteers	20	233
# of people assisted with PSS	9,000	14,658
# of participating volunteers and deployed NITs.	38	47
Narrative description of achievements		
<ul style="list-style-type: none"> <li><b>Provision of basic first aid supplies to five care points</b></li> </ul> <p>In July, ERC identified the need to set up first aid posts, with their respective first aid kits, to support fixed health points activated by MSP. Given the increase in the number of arriving migrants and the declaration of emergency, MSP activated its Response Plan and deployed a larger contingent of personnel and more resources to each point. However, after several days it became evident that the majority of cases did not warrant a medical consultation, as the population was requesting basic care such as the taking vital signs, stabilization due to fatigue or cleaning of wounds.</p>		

ERC and MSP personnel then implemented a joint support process whereby volunteers assisted with quick triage, cleaning wounds and taking vital signs in specific spaces, and, if necessary, referred patients Migration Control Centre clinics in El Oro, Carchi and Sucumbíos. In Pichincha and Guayas, ERC volunteer staff delivered services at land transport depots and in temporary transit centres set up in Quito.

Through coordination with MSP, a joint work space was achieved by holding regular meetings to learn about each institution's capabilities and needs.

- **Provision of health services to the population (first aid)**

As of 15 October, a total of 1,169 care visits (542 men and 627 women) were recorded of the 1,500 services planned in the five provinces of Carchi, Sucumbios, El Oro, Pichincha, and Guayas. As mentioned above, the expansion of MSP coverage limited ERC's care capabilities. The following table provides details on the first aid provided:

Province	Men	Women	Total
Carchi	5	6	11
Sucumbíos	39	32	71
El Oro	113	117	230
Pichincha	73	90	163
Guayas	312	382	694
<b>Total</b>	<b>542</b>	<b>627</b>	<b>1,169</b>

In addition, basic first aid materials were provided to the five provinces to implement the service, which were acquired using DREF funds. The ICRC provided Carchi and Sucumbíos with complementary supplies.

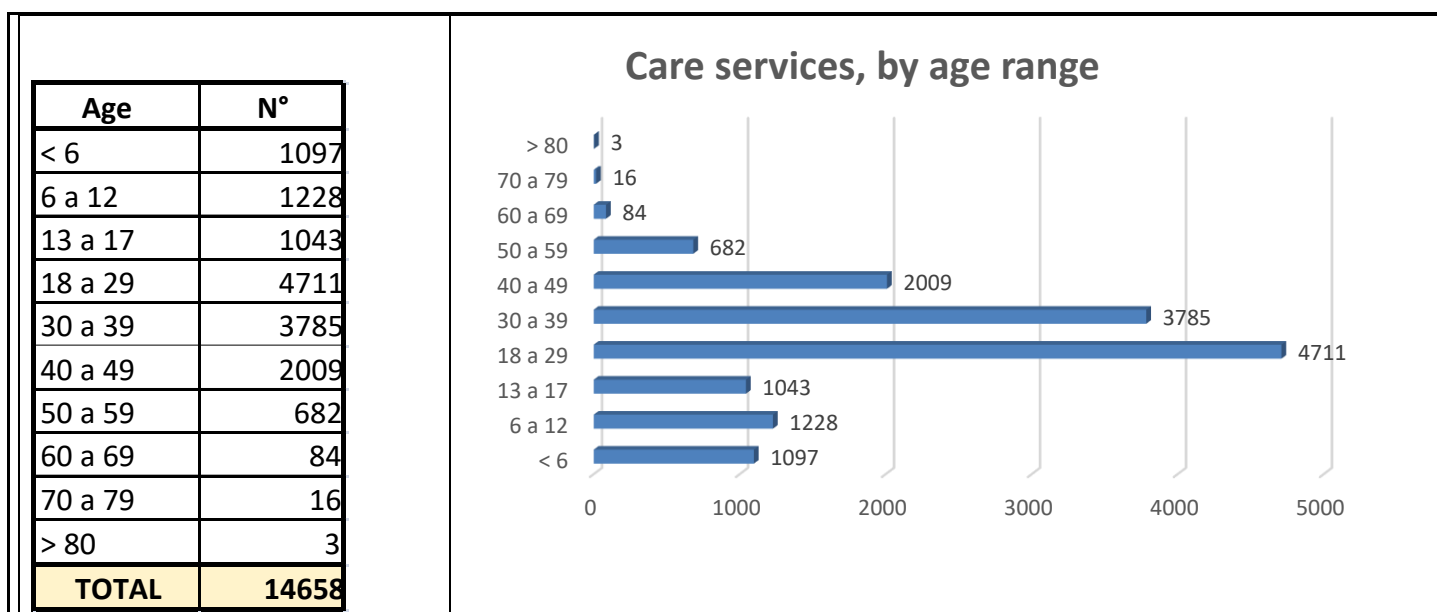
- **Provision of PSS supplies to three care points**

In August and September, services at border points had to be constantly reassessed in order to adapt the strategy to evolving scenarios. Care posts were set up in Carchi, Sucumbios, El Oro, Pichincha and Guayas. This included the purchase of furniture and tents. During this period, PSS teams were activated in Pichincha and Guayas due to the increased number of people in those areas. At the request of local authorities, ERC provided support in Quito's temporary transit centres set up by the metropolitan EOC and in Guayaquil's land transport depot.

- **Provision of PSS services to the population**

As mentioned above, efforts by staff were well received due to context and location of ERC assistance points. By the end of the operation, a total of 14,658 care services (7,103 men and 7,555 women), of a target of 9,000, were provided. As per the table below, most of those treated were adults, although more than 1000 children less than six years of age and older adults were provided care as well. The following table provides details on the psychosocial support provided:

Province	Men	Women	Total
Carchi	1,362	1,049	2,411
Sucumbíos	331	334	665
El Oro	3,528	3,872	7,400
Pinchincha	511	625	1,136
Guayas	1,371	1,675	3,046
<b>Total</b>	<b>7,103</b>	<b>7,555</b>	<b>14,658</b>



Source: ERC Dashboard, as of 6 October 2018

The operation included different activities aimed at providing care to both the population and responders, mainly using three work strategies:

- Emotional support to RFL service users during phone calls.
- Emotional support to children while parents or relatives were in line or waiting for regularization procedures, through painting, drawing, games, dynamics and even rest. One of the most important lines of work in this regard is sexual abuse prevention.
- Emotional containment and release for adults exhibiting high levels of stress.
- Delivery of food such as fruits, juices and water, as part of self-management actions by each ERC provincial board and national headquarters

The change in profiles of the migrant population required a modification in the strategy. High numbers of adolescent and adult males were reported in July and August, while a greater number of families with children, unaccompanied minors, older adults and pregnant women or with babies in their arms were seen in September and October.

This operation deployed 233 volunteers (97 males and 136 females) from ERC provincial boards. An PSS workshop was conducted to support capacity building.

Considering that Sucumbíos, Carchi and El Oro required support personnel to be able to initiate activities for this operation, national headquarters' national intervention team (NIT), principles and values, and volunteer management departments deployed 47 volunteers to various provinces, according to need. These people had the following training: 14 national intervention team members (12 men and 2 women) and 33 specialists in WASH: 6; IT-Telecom: 3; RFL: 2; and PSS: 3. Of the 33 specialized staff deployed (19 men and 14 women), 12 were deployed to Cotopaxi and 11 to Tunguhua with 3 or less to Azuay, Cañar, Imbabura, Orellana and Zamora.

The staff deployed implemented actions both within their areas of expertise as well as in all other lines of work in the field, including planning and analysing needs for modified activities, as well as participation in meetings with local stakeholders.

- **Provision of PSS services to volunteers**

During this operation, the ERC provided psychosocial services to its volunteers engaged in the actions to support the population on the move. Psychosocial services were provided to 54 volunteers from the ERC boards in Sucumbíos, El Oro, Pichincha and Santo Domingo.

### Challenges

- As the ERC did not have an initial agreement with the Ministry of Public Health regarding the provision of first aid and pre-hospital care services, the National Society could not roll out planned actions until coordination was established

- It took time to be able to use Sucumbíos board's ambulance in the San Miguel National Border Assistance Centre (CENAF) activities since certain legal requirements had to be fulfilled. The ERC was the only actor that has this vehicle available to transport patients during the operation.
- Given the focus on attending to the target population, special efforts were required to ensure that volunteer personnel participated in the emotional release process, had active breaks, care and self-care spaces and other elements to support their emotional and physical wellbeing.
- The referral processes for comprehensive psychosocial support required close contact with strategic partners.

### Lessons learned

- The ERC at the national and board levels should organize regular refresher courses in first aid and pre-hospital care for all volunteers and especially for new personnel.
- Basic training in recording services should be provided to all people in the field. Daily reporting on people reached and services provided facilitates reports required (monthly reports and final report).
- Permanently promote strategies to strengthen ERC provincial boards through encouraging the reactivation of former volunteers and registration of new volunteers.
- Specialized volunteers tasked with supporting missions (NIT members) should clearly understand intervention parameters established within the profile for which they were deployed.
- Institutional coordination allows implementing quick population care actions; therefore, it is essential that each institution share their action plan, specifying existing capacity within each service.
- Local funding strategies should be created to provide continuity to the services.



## Water, sanitation and hygiene

**People targeted: 50% of flow of population in movement**

Male: 40%

Female: 60%

Indicators:	Target	Achieved
# of litres of safe water distributed (cumulatively)	8,880	59,320
# water distribution points	3	3
# sanitation service points improved and maintained	3	3

### Narrative description of achievements

- **Safe water provided in San Miguel and Huaquillas.**

By the end of the intervention, 59,320 litres of water were distributed in Sucumbios, El Oro and Carchi provinces. Of these, 2,250 litres were distributed from water tanks in Sucumbíos; over 4,000 litres from water systems and water tanks in El Oro; and over 45,000 litres from water systems and 2,400 in water tanks in Carchi.

In early September, it was identified that many of the people arriving at the border assistance post were carrying water bottles in poor conditions or did not have containers to transport water safely during their journey. ERC responded by acquiring and distributing sports bottles, prioritizing children and women. These were distributed in Santo Domingo, Sucumbíos, El Oro and Carchi.

Below are the achievements obtained, by locality:

#### **Carchi – National Centre for Attention on the Border (CENAF) Rumichaca**

The need to improve safe water provision to the population was met through the acquisition and installation of a 5000-litre water tank on the building's terrace. The tank is directly connected to the municipal water supply and has a float valve that allows it to fill automatically. The water is chlorinated and filtered to ensure its safety and distributed via five sinks outside the toilet facilities. These are equipped with liquid soap that is replenished regularly.

An average of 8,000 to 10,000 litres of water are consumed per week, as it is the only system open to the public that provides safe water that is chlorinated and pH-tested every day to ensure its quality. Distribution taps installed by Ecuadorian Red Cross were in high demand.

### Sucumbíos – CENAF San Miguel

The Tarabita Organization and UNICEF are permanently providing safe water to the population at these facilities; therefore, ERC acquired only 280 20-litre jerrycans and five water dispensers. Only 130 units were consumed by the end of this operation.

### El Oro – CEBAF Huaquillas

As ERC already had operation funds, 389 20-litre jerrycans, six distribution taps for jerrycans and six support stands were acquired for immediate use. ERC is the only institution providing water at this CEBAF. The supplier donated a matching quantities of water as that which the ERC purchased, thus, doubling the water provided.

In August and September, these jerrycans helped to meet water demand in waiting areas where the population gathered, consuming an average of six jerrycans per day (120 litres). In early September, a 1,100-litre water tank was installed with technical support from a NIT member specialized in WASH and in coordination with the Ecuadorian Secretariat for Risk Management and CEBAF management. This includes a chlorination and filtration process to ensure water safety. Volunteers from Huaquillas' canton board came once a week to place chlorine tablets in the automatic doser.

- **Coordination with Operation Peru to complement water provision in CEBAF Ecuador (Huaquillas).**

From 20 May to 15 August 2018, Peruvian Red Cross assisted ERC by distributing water in jerrycans at CEBAF Ecuador through the programmatic actions to serve the population movement at CEBAF Peru. This was done because the entire population is concentrated on the Ecuadorian side, as migration registry had to be relocated due to internet access issues that interfered with the system's functioning. This activity was carried out in coordination with the RIT member from IFRC responsible for operations in the field, who delivered jerrycans on a weekly or biweekly basis depending on migration flows. By the end of the intervention, a total of 150 20-litre units were received, which were used to supply water to four safe water distribution points available to migrants. Both Red Cross border crossing attention posts (in Peru and Ecuador) were supported throughout the operation.

At the southern border, work and coordination relationships were strengthened with Red Cross personnel on the Peru side of the border, who provided technical support in PSS and WASH online resources to build capacity and strengthen response in Ecuadorian territory. At the end of the DREF operation, coordination actions continue with Peru through loaning of tents to protect the population in movement.

- **Conduct assessment of water situation in CENAF San Miguel (northern border).**

In Sucumbíos, an intervention analysis began in October to complement activities that ICRC and UNICEF already had implemented related to the installation of showers and water storage tanks, which required basic water treatment to make it safe for consumption.

- **Coordination with other water and sanitation actors regarding target group needs and the appropriate response**

Throughout the operation, contact and coordination were maintained to improve migrants' access to water and sanitation through CEBAFs, municipalities and local actors.

- **Provision of shower and bathroom services, rehabilitation of showers and sanitary facilities to the population**

### Carchi – CENAF Rumichaca

Sanitation: The main intervention that was supposed to be carried was connecting shower drains to the municipal sewage system. However, by the time the plan was approved, and the WASH team was deployed to the field, this had already been done and hot water had been installed in showers.

Two large garbage bins were provided for CENAF facilities and placed in areas where tents have been set up in order to contribute to basic sanitation. Daily garbage collection was arranged for with the municipal government. ERC volunteer staff and the migrant population began a community process to keep the CENAF clean.

**Sucumbíos – CENAF San Miguel**

**Sanitation:** With ICRC support, the CENAF's water supply system for sanitary facilities was improved with the installation of two 1,300-litre water tanks and respective pumps. Three showers were rehabilitated in the men's bathroom and four showers were rehabilitated and a dressing room was set up in the women's bathroom, thus contributing to maintaining people's privacy and dignity.

ERC contributed to solid waste collection within the CENAF by providing garbage bins and bags.

**Ei Oro – CEBAF Huaquillas**

**Sanitation:** Support to this CEBAF consisted in rehabilitating and improving the existing shower system by installing shower floors to prevent people's feet from coming in direct contact with the ground. A water tank was provided with minimum characteristics for human consumption, as well as sports bottles for personal water storage. A five-tap hand-washing station was installed, with a permanent supply of liquid soap, which was replenished weekly. In coordination with the National WASH team, garbage bins and bags were provided to contribute to sanitation in CEBAF facilities.

**Challenges**

- Promoting spaces to reinforce volunteers' knowledge regarding long-term maintenance of the water treatment system.
- Having a greater number of volunteers to support activities.
- Developing strategies to deliver personal hygiene supplies to places with large concentrations of people in movement.
- Placing adequate signage in spaces that highlights services provided by ERC.

**Lessons learned**

- The mapping of possible scenarios with regards to changes in migration flows can facilitate decision making, particularly regarding the installation and quantity of water taps.
- Conducting campaigns that use flyers describing basic sanitation standards improves the shared spaces in CENAFs.
- Promoting periodic community support contributes to vector and pest control.
- The implementation of a water tank with a filtration system optimized resources and access to periodicity of water for migrants.
- Communicating and disseminating the actions carried out by various institutions helped to generate new intervention strategies in the CEBAF and in the Lago Agrio land transport depot.

**Migration**

**People targeted: Approximately 3,000 people at three care points per month**

Male: N/A

Female: N/A

Indicators:	Target	Achieved
% of Ecuadorian population in areas of influence is reached through the ERC's awareness campaign	60%	62,91%
% of population in movement are provided with wi-fi services and key information	70%	85%
% of volunteers nationwide through the ERC's awareness campaign	80%	100%
# of people reached with migration assistance and protection services	6,400	14,205
# of awareness materials distributed to target population	45,000	14,500
# of volunteers and hired staff sensitized	6,400	6,436
# of volunteers participating in awareness campaigns.	150	265
# of people reached with fixed internet and wi-fi services	5800	1,787*

# of people reached with call services	100	6,790*
# of people reached with copy/printing service	500**	85
Narrative description of achievements		
<ul style="list-style-type: none"> <li>• <b>Development, design and production of communication outputs for awareness campaigns</b></li> </ul> <p>The planned target was not met within the DREF's timeframe because of the time it took to have communication outputs ready, validated (terminology) by various national-level governmental and non-governmental actors, IFRC and ICRC. However, the following outputs were developed and prepared as an initial step to a longer-term strategy:</p> <ul style="list-style-type: none"> <li>- 15,000 pocket-size brochures with general information on Ecuador (location, type of currency, climate, etc.) and health and self-care messages.</li> <li>- Two metal advertising totems, six metal street displays, four billboards with information on services.</li> </ul> <p>These materials were sent to Rumichaca and Huaquillas since materials were printed jointly with funds provided by ICRC.</p> <p>Two radio spots were produced: one provided information on services provided by ERC and the second aimed to raise awareness to prevent discrimination against migrants. Spots were broadcast by a radio station with nationwide coverage. These were considered a priority for cities such as Quito, Esmeraldas, Santo Domingo de los Tsáchilas, Guayas, Machala and Lago Agrio because they receive the most migrants. Spots were aired on a rotating schedule - two spots a day from Monday to Friday for 45 days in each city.</p> <p>The full target was achieved through the awareness campaign for volunteers through the internal Red Cross in Action bulletin sent through ICTs. The systems area database reported the activity of 5,436 volunteers and 286 ERC workers across the country. An additional 1,000 are estimated to have received the newsletters through social networks. It is estimated that an additional 1,000 have received the bulletins through posts in social networks.</p> <ul style="list-style-type: none"> <li>• <b>Shipping of communication campaign outputs</b></li> </ul> <p>In order to achieve the communications objective, a communication strategy was prepared that defined several activities and outputs aimed at different audiences of interest. The goal was to generate empathy and solidarity towards Venezuelan nationals in movement. Each communication activity was designed according to planning for programmatic action lines contained in the institutional plan of action. The communications strategy focused on each actor's or the target population's characteristics, considering their needs for information, communication and agency.</p> <ul style="list-style-type: none"> <li>• <b>Constant airing of spots through mass media</b></li> </ul> <p>As part of the communications plan, press bulletins were sent to and spaces arranged for in local and national media. Seventy free press publications were reported as a result.</p> <p><b>Social networks</b></p> <p>A total of 257 posts were uploaded on ERC's main social networks: 97 on Facebook, 104 on Twitter and 56 on Instagram, reaching a total of 700,938 people.</p> <p>Awareness and dissemination of volunteers' activities was fostered within the National Society through the creation of two specific spaces on its web page:</p> <ul style="list-style-type: none"> <li>- The first space, called "Human Mobility Plan", summarizes services, care points and up-to-date figures regarding the aid delivered by Ecuadorian Red Cross:</li> </ul>		



### Plan de Movilidad Humana

Las personas en situación de movilidad que intentan establecerse en otros lugares, son a menudo objeto de discriminación, violencia y no cuentan con el acceso a servicios sociales. Por ello, Cruz Roja Ecuatoriana con el apoyo del Comité Internacional de la Cruz Roja y la Federación Internacional de las Sociedades de la Cruz Roja y la Media Luna Roja, desarrolla el Plan de Movilidad Humana. En el marco de esta iniciativa brinda sus servicios en tres puntos del país, dos en frontera norte (Rumichaca y Sucumbios) y uno en frontera sur (Huaquillas)



- The second space, called "Humanity For All", includes all information regarding the donations that will be received by Ecuadorian Red Cross.



- **Design and implement a mechanism to monitor rumours and for feedback / complaints (both for the migrant population and for transit and host communities)**

A play called "The Heaviest Backpack" was performed on six occasions in an effort to make citizens aware of the situation faced by the population in movement. Theatre was used since the key messages were more easily transmitted and this method engaged with the population.

The plays were performed in the cities of Ambato, Quito (2 shows), Machala, Tulcán and Sucumbios, as these cities host many migrants. The play tells the story of two men, Segundo and Ambrosio, as they walk through city streets, carrying backpacks, and reflect on the difficult situation faced by migrants during their journey to other countries and clarify any questions about migrants and their situation. These were adapted to the context in each city.

The communications department used conventional and social media to promote the show and invite people to attend. It is important to mention that humour and reflection were used to achieve greater sensitization and impact from the awareness campaign. Street theatre was used because it allows closer contact with spectators.

- **CEA workshop for staff and volunteers**

As part of National Society capacity strengthening, "Communication, Community Engagement and Accountability" workshops were held in order to strengthen volunteers', communicators' and paid staff's media management knowledge and skills, focusing on the context of human mobility context. Workshops were held in: Carchi – Tulcán (Zone 1), Santa Elena – La Libertad (Zone 2), Tungurahua – Ambato (Zone 3), and El Oro – Machala (Zone 4). A total of 77 people, including volunteers and paid staff, attended nationwide.

- **Set up three points to provide RFL and coordination services to migrants**

Throughout the intervention, ERC detected that not many people were using the Wi-Fi service. Users preferred making phone calls because power cuts and limited Internet access in Venezuela make it difficult for relatives to send or receive emails or messages over social networks. This is reflected in the difference in the number of calls made and Wi-Fi connections used.

Therefore, the strategy had to be adapted to the current reality. ERC decided that the funds that were to be used to pay for a three-month Internet point needed to be reallocated to buying chips and telephone top-ups for Huaquillas, always keeping in mind that an internet connection is required anyway to receive the transfer codes via WhatsApp. Internet was made available from one or two computers only for as long as the calls lasted. This made it possible to keep track of the number of people connected and prevented system saturation or crashes 95 per cent of the time. The telephone equipment used throughout the operation are those that come with the ODK kit. These were provided in the four provinces that have provided this service: Carchi, Sucumbíos, El Oro and Pichincha.

After a couple of weeks into the operation, ERC noticed a high percentage of "unsuccessful calls", which means users were unable to contact relatives after two or more attempts. Around 30 per cent of calls were unsuccessful.

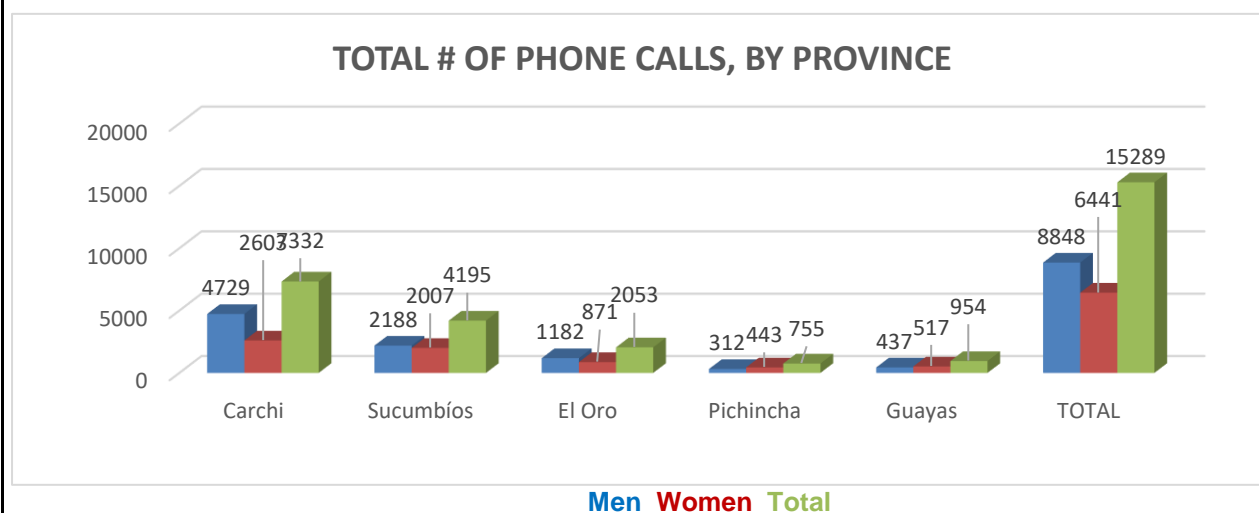
This led to considering the possibility of including an activity such as a "safe and sound" message in RFL services. Users who are unable to contact their families are offered the possibility of opening a "safe and sound message" case, which will get a message to relatives even when the user is no longer in the area. A brief induction in this regard was provided in the three border assistance points. A total of 84 cases were received and completed successfully.

- **Internet, equipment charging and photocopying services in Huaquillas**

As of 6 October, 3,575 Wi-Fi connections and 13,580 phone calls were made. Ecuadorian Red Cross kept track of the services provided because:

- Many people did not feel comfortable or safe providing their personal information, as registration involves asking general information regarding age, sex and the existence of disability.
- Users who were unable to contact relatives during their first attempt were allowed to make a second or even a third attempt to call.
- Some users needed to make two calls, one to ask for information regarding money deposits or addresses and another to get the answers to their queries.
- Some users asked to make two calls, so they used one minute per call.

\* Given this situation, an analysis was made together with field teams to obtain the estimated number of beneficiaries according to the number of services provided, the result being: **1,787 people reached with internet services and 6,790 people reached with phone call services.**



### **Photocopy services**

This service was not widely used. Only 85 services were reported in Carchi at ERC spaces within the CEBAF.

### **Charging of electronic devices**

ERC identified the need to provide electronic device charging services to the population. The periods during which this service was made available depended on the number of people requesting it, which ranged from 30 minutes to three hours. By the end of the operation, a total of 6,929 charges are reported, i.e. 5,543 people, considering that only 25 per cent requested this service for a second time.

As for RFL, this line counted on the support of all volunteers activated for this plan because, as mentioned in the health component, all personnel performed activities in all lines as required by the situation.

It is important to mention that **20 mobile phones and 2 computers** (part of ODK and Mega 5 kits) were used to carry out RFL activities in the three border points.

- **Advocacy services (if applicable)**

The flow of information between humanitarian institutions was achieved thanks to ERC's information notebooks.

### Challenges

- Public communications are difficult since there is not a communications focal point available at all times.
- Printed materials, such as flyers, do not generate the same impact on target groups (migrants, host communities), unless these are given to people interested in receiving the information.
- It is important to note that communication with key actors at the local level largely depends on each ERC board leader's decisions.
- The development of the communication strategy required more time since there were initially unidentified needs, including those arising from the services themselves.
- Constantly evolving scenarios forced ERC to adapt its strategy several times during the operation.
- The lack of a procedure for handling RFL, supported by IFRC and ICRC in mixed contexts, meant that some efforts might potentially overlap.
- Within RFL, additional attention was required to protect the identity of the population to be reached and not put them at risk.

### Lessons learned

- The information provided to migrants should be balanced with information provided to host communities.
- The most effective channels to transmit information regarding the situation faced by migrants are social networks and radio.
- The workshops in the different ERC zones (regions in the country) enabled communicators and communication focal points to attend, but also zone coordinators, volunteers and paid staff appointed by ERC provincial boards .
- ERC should establish a strategy to monitor the population served at the country's entry and exit points to obtain an accurate record of the number of services an individual or family received while in transit through the country.
- Since this is the first time that this has occurred in the country, ERC staff gained experience with large-scale population movement operations.
- Volunteers require increased knowledge of use of mobile equipment and knowledge of RFL protocols.
- ERC should increase its support for the use of RFL services in the National Decentralized Risk Management since Technical working group 4 has included this component in emergency management.

## Strategies for Implementation

Requirements (CHF): 54,767

Indicators:	Target	Achieved
# of volunteers that will remain active in their province boards.	50	265
# of humanitarian staff with increased knowledge of human mobility issues.	150	265
# of new volunteers registered in the system	150	40
# of volunteers trained in PoA lines	58	265
# of Local Technical Teams know the processes for working in human mobility and improve coordination with headquarters.	3	3
National Technical Teams visit each Provincial Board at least twice to assess EPoA development	2	2
Narrative description of achievements		
<ul style="list-style-type: none"> <li>• <b>Deployment of volunteer NIT personnel as field support</b></li> </ul>		

A total of 47 trained volunteers: 14 as National Intervention Teams and 33 as national intervention team members and 33 specializing in PSS, RFL, Telecoms, WASH and humanitarian assistance provision were deployed to provinces according to their needs until 3 October 2018 to support plan activities. The provincial boards of Cotopaxi and Tungurahua provided the greatest support and volunteers.

- **Acquisition of equipment and visibility items for volunteers**

100 sets of personal protective gear was acquired for volunteers at migrant assistance posts.

- **Rapid and basic training processes focused on EPoA intervention lines**

Forty new volunteers were recruited for border points during this operation. The target number was not reached because of various scenarios that prevented recruitment actions from achieving the desired impact, as services had to be covered with all the staff that was available. This was compounded by communities' negative perceptions, which led to discrimination and xenophobia.

A total of 265 volunteers participated in local actions in assistance points or in their own provinces in support of the National Human Mobility Plan. These volunteers received an introduction to the action lines.

DREF activities were supported by volunteers belonging to provinces in which assistance points were located: Carchi and Sucumbíos at the northern border and El Oro at the southern border. The number of local volunteers at assistance points proved to be insufficient to handle the influx of migrants during the DREF's implementation period. ERC therefore made a nationwide call for volunteers to support RFL, PSS, first aid and other activities required at assistance points.

In addition, the following were trained:

- 42 volunteers trained in first aid
- 53 volunteers trained in PSS
- 90 volunteers trained in RFL
- 17 volunteers trained in vulnerability and capacity assessment (VCA)

- **Activities planning**

Activities were conducted according to programming; however, activities have been adapted to the context.

- **Monitoring, guidance and assessment visits**

The national technical team provided ongoing support to teams in the field through 13 visits (PSS, RFL, communications and national coordination specialists) throughout the operation. Donations were delivered to assistance points, as reported by province technicians

- **Drafting and submission of intermediate and final reports**

The ERC has monitored and prepared operational progress reports and provided information progress in an internal interim report and in this final report. The ERC also submitted a proposal to incorporate actions into the regional Americas: Population Movement emergency appeal operation.

## Challenges

- The initial role of ERC in border areas following the emergency declaration was challenging since many public actors limited the institution's actions.
- The standardization process for communication materials (form and content) between different national, international, public and private actors took an extended amount of time.
- Volunteer staff commitment in provinces such as Carchi and Sucumbíos was challenging due to volunteer management and retention.
- The registration strategies designed with volunteer staff took time.
- Donations needed to be adapted to the context in which the emergency was occurring.
- Sustained work with institutions was needed to ensure a steady supply of products for distribution to the target population.
- Not all humanitarian actors were allowed access to temporary collective centres to provide humanitarian aid.

## Lessons learned

- The current capacities of each provincial board need to be mapped. This will enable an external support strategy to ensure that local-level decisions are not overridden or not respected.
- Strategies are needed to re-recruit former volunteers to recover some of the skills acquired in recent years.
- The ERC provincial board local technical teams should be assisted with tools and guidance for local volunteer recruitment and management.
- The deployment procedures for national support personnel to the field requires streamlining.

## Budget

Please see attached final financial report.

## Contact Information

**For further information, specifically related to this operation please contact:**

### In the Ecuadorian Red Cross:

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# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/07-2019/02	Operation	MDREC013
Budget Timeframe	2018/07-2018/10	Budget	APPROVED

Prepared on 19/Mar/2019

All figures are in Swiss Francs (CHF)

## MDREC013 - Ecuador - Population Movement

Operating Timeframe: 07 Jul 2018 to 07 Oct 2018

### I. Summary

Opening Balance	0
<b>Funds &amp; Other Income</b>	<b>150,646</b>
DREF Allocations	150,646
<b>Expenditure</b>	<b>-101,127</b>
Closing Balance	<b>49,519</b>

### II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs			0
AOF4 - Health	26,075	17,242	8,832
AOF5 - Water, sanitation and hygiene	13,714	10,234	3,480
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration	52,529	36,266	16,263
<b>Area of focus Total</b>	<b>92,318</b>	<b>63,743</b>	<b>28,575</b>
SFI1 - Strengthen National Societies	24,998	17,073	7,925
SFI2 - Effective international disaster management	14,200	10,366	3,834
SFI3 - Influence others as leading strategic partners	19,130	9,945	9,185
SFI4 - Ensure a strong IFRC			0
<b>Strategy for implementation Total</b>	<b>58,327</b>	<b>37,384</b>	<b>20,943</b>
<b>Grand Total</b>	<b>150,646</b>	<b>101,127</b>	<b>49,518</b>

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/07-2019/02	Operation	MDREC013
Budget Timeframe	2018/07-2018/10	Budget	APPROVED

Prepared on 19/Mar/2019

All figures are in Swiss Francs (CHF)

## MDREC013 - Ecuador - Population Movement

Operating Timeframe: 07 Jul 2018 to 07 Oct 2018

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>71,814</b>	<b>45,719</b>	<b>26,095</b>
Water, Sanitation & Hygiene	11,697	6,591	5,107
Medical & First Aid	4,957	5,099	-143
Teaching Materials	53,981	32,373	21,608
Utensils & Tools		1,656	-1,656
Other Supplies & Services	1,180		1,180
<b>Land, vehicles &amp; equipment</b>		<b>2,314</b>	<b>-2,314</b>
Computers & Telecom		2,314	-2,314
<b>Logistics, Transport &amp; Storage</b>	<b>5,353</b>	<b>3,183</b>	<b>2,170</b>
Transport & Vehicles Costs	5,353	3,183	2,170
<b>Personnel</b>	<b>24,513</b>	<b>22,993</b>	<b>1,520</b>
International Staff		7,594	-7,594
National Staff	12,159		12,159
National Society Staff	9,628	13,037	-3,409
Volunteers	2,726	75	2,651
Other Staff Benefits		2,288	-2,288
<b>Consultants &amp; Professional Fees</b>	<b>991</b>		<b>991</b>
Professional Fees	991		991
<b>Workshops &amp; Training</b>	<b>27,757</b>	<b>12,803</b>	<b>14,954</b>
Workshops & Training	27,757	12,803	14,954
<b>General Expenditure</b>	<b>11,023</b>	<b>7,944</b>	<b>3,080</b>
Travel	4,064	1,049	3,015
Information & Public Relations	991	744	248
Office Costs	3,172	4,808	-1,636
Communications	2,230	1,005	1,226
Financial Charges	565	338	227
<b>Indirect Costs</b>	<b>9,194</b>	<b>6,172</b>	<b>3,022</b>
Programme & Services Support Recover	9,194	6,172	3,022
<b>Grand Total</b>	<b>150,646</b>	<b>101,127</b>	<b>49,518</b>