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6-Month update

Guatemala: Volcano Eruption



Emergency Appeal n° MDRGT013 6-month update	Glide n° VO-2018-000066-GTM
Operation start date: 6 June 2018 Date of issue: 17 April 2019	Expected timeframe: 18 months (6-month extension) Expected end date: 11 December 2019
Appeal budget: 2,036,967 Swiss francs (CHF) DREF allocated: 256,877 CHF	Category allocated to the of the disaster or crisis: Yellow
Total number of people affected: 1,714,387 people	Number of people to be assisted: 6,000 people (1,000 families)
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)	
<p>The Emergency's Appeal timeframe was initially twelve months, mainly to provide support to the affected population after the impact of Guatemala Fuego Volcano. However, after further assessments there are some communities around the Volcano that have only one harvest per year (from January to December) and families are looking for other jobs outside the communities due the lack of resources to prepare the lands and to acquire food. The ash is still falling and affecting the communities, some more than others, and due this, community's leaders have requested to extend the support of the Red Cross and help with the diversifications of economic activities. GRC is evaluating different options to support this request. The timeframe of the Emergency Appeal operation is therefore extended by 6 months (new end date 11 December 2019) to accommodate the changes in the livelihoods and basic needs assessment. <i>The Emergency Plan of Action is under review and will be published soon.</i></p>	

<Click [here](#) for the financial report, and [here](#) for the contact information.>

A. Situation analysis

Description of the disaster

On 3 June 2018, Guatemala's 3,763-meter (12,346-foot) 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 was 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 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 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 (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.



Photo: A GRC staff member conducts a PSS activity with children in a collective centre. Source: GRC 2019.

Protection, Gender and Inclusion (PGI): 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

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>

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 RFL services during the operation's emergency phase.

Targeted Population

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:

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 with special needs, elderly people, those suffering from chronic illnesses, children-headed households and families with children under five years old. As part of its relief efforts, the GRC also targets families that have received little to no 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. These groups will be considered according to the level of impact in the current operation.

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

Scenario planning

Best-case 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 within affected communities; medium humanitarian needs that require modifications to the emergency appeal to support relief activities for more households for a longer period.

Worst-case 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 GRC, 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—providing targeted families 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, implementing health and PSS components for the Guatemalan population and developing 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 prenatal care 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 (GBV): 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 collective centres fluctuates regularly; 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. DRR during the emergency phase is a key element of recovery, considering the Fuego Volcano's ongoing risk of eruption. Based on 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 DRR, 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 adequately manage 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 lessons learned workshop aim to strengthen the GRC's auxiliary role and legislative advocacy capacities in International Disaster Response Laws (IDRL) through the following areas:
- Managing the entry of international humanitarian response actors (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; 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)
 - Reinforcing the lessons learned from the April 2018 Allied Humanitarian Force (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 include GRC personnel and volunteers, along with government actors and officials from the Central American Coordination Centre for the Prevention of Disasters (CEPRENAC for its acronym in Spanish).

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. 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 livelihood 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 GRC has pre-positioned stocks 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 Regional Logistics Unit (RLU)'s warehouse in 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 of the GRC's purchases will be made in-country with the support of a procurement officer from the RLU in 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 aid in the coordination of operational and security procedures. 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 Movement's 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 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 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 as the situation evolves, and IFRC technical staff will also conduct monitoring visits during the operation.

The scenario is constantly changing, and continuous 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: 4,500 people (750 families)

Male: 2,250

Female: 2,250

Outcome 1: Livelihoods are restored among the targeted population (the 750 most vulnerable families during the emergency phase and the recovery phase).

Indicator:	Target	Actual
Percentage of targeted population that meets their immediate needs, including basic food needs.	100%	98%

Output 1.1: Households are provided with unconditional cash grants to address their basic needs during the emergency phase.

Indicator:	Target	Actual
# of households reached through CTP for basic needs.	750	739

Output 1.2: 750 households have received assistance to cover their mid-term and long-term livelihoods needs during the recovery phase.

Indicators:	Target	Actual
# of households reached through CTP for basic needs.	750	739
# of families whose livelihoods are restored to pre-disaster levels.	500	In progress
# of community members trained in vocational skills and methods for increasing income.	250	In progress
# of GRC volunteers trained in Livelihoods programme.	25	23
# of RIT deployed.	1	1

Progress Towards Outcomes

The distribution of unconditional cash through a CTP has helped to alleviate the situation, as affected families have been able to cover their most pressing needs. The study carried out a month after the community distributions revealed that the surveyed families mainly used the funds for food and healthcare needs. It should be noted that the families' healthcare expenditures are higher than expected.

The amount of money that was determined according to the feasibility study carried out by the Livelihoods RIT was Q.3,000.00 (\$372). The GRC delivered cash to communities early on in the operation while checks were provided later on to guarantee the safety of beneficiaries. The communities that received CTP were: Don Pancho, El Rancho, El Porvenir, El Sendero, Guadalupe, La Trinidad, Panimache 1, Panimache 2, Sangre de Cristo, Santa Emilia, Santa Marta, Unión Maya and Palo Verde. The distributions started in July and ended in October 2018, with a total of 739 families receiving cash.

After a month of distributions in each community, an exit interview was conducted with a sample of beneficiary families to study the impact of the program. Families noted using the CTP money to buy medicine for respiratory diseases caused by the remaining ash, some beneficiaries used the cash to buy food or coffee plants for their crops and others left some money in savings in the event of future emergencies. A general revision process is currently ongoing to modify some activities in CTP for Livelihoods. A redistribution of funds and reallocation of the budget will be proposed soon.

With respect to the Technical Institute for Training and Productivity (INTECAP) courses, the GRC intends to improve the livelihoods of the families by offering courses on trades that they can exercise within their community and fill some identified gaps during the VCA exercise.



Health

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

Male: 3,000

Female: 3,000

Outcome 2: The immediate risks to the health of affected populations are reduced.

Indicator:	Target	Actual
# of people reached through the health sector.	6,000	5,944

Output 2.1: At least 4,000 people receive timely medical care and first aid services.

Indicator:	Target	Actual
# of people reached through medical care and first aid services.	4,000	3,948

Output 2.2: 2,000 people receive psychosocial support services according to affected population's needs.

Indicators:	Target	Actual
# of people reached through PSS activities.	2,000	1,996
# of GRC volunteers trained in PSS.	25	26

Progress Towards Outcomes

The first actions carried out included prehospital care, transfers and medical attention. Both the prehospital care and the transfers were carried out by volunteers and contracted rescuers from the GRC. The transfer service benefited 119 people (38 girls, 14 boys, 41 boys and 26 girls) and pre-hospital care benefited 187 people (49 girls, 22 boys, 70 women and 46 men). Medical attention was provided by GRC doctors, who treated a total of 3,948 people in the months of June, July and August. The care was provided in a clinic set up in the temporary morgue and in medical seminars held in temporary shelters and communities affected by the eruption of the volcano.

Since the beginning of the operation, volunteers and technicians have carried out actions aimed at promoting healthy practices. Recognizing that one of the greatest risks in a disaster situation is the appearance of an acute diarrheal disease outbreak, especially in conditions of overcrowding and low drinking water coverage, the emphasis in the first months was on hygiene promotion. The topics covered were safe water consumption, water conservation, personal hygiene, household hygiene and food hygiene. A total of 1,954 people was reached (221 men, 875 women, 504 boys and 354 girls) in GRC temporary shelters and in transition single family shelters (ATUSs) located in the Finca la Industria.

Psychosocial support actions reached a total of 1,996 people (215 men, 643 women, 491 boys and 647 girls). These actions are part of a psychosocial support strategy formulated by the Guatemalan Red Cross with the support of an PSS expert from the Spanish Red Cross. During the first 72 hours after the disaster (and after the fifth eruption of the volcano on 18 November), psychological first aid was provided to the affected people, both by psychologists and by volunteers and trained personnel. The psychologists hired as part of the call provided consultations to people who attended the GRC medical clinic installed in the temporary morgue and in shelters. They also implemented workshops aimed at supporting recovery processes and preventing future mental health problems. Eleven workshops were held with children and adolescents covering topics such as working with emotions, mental health, self-esteem, managing stress and mourning. Eight workshops were implemented with adults, covering mental health, the needs of children, educating without violence, sex and gender, the rights and obligations of children, grief and family communication.

Two sets of posters related to mental health in emergencies were designed and produced via the appeal and placed in various locations according to the guidelines issued by the Ministry of Health.

To strengthen the capabilities of the National Society, the GRC held a course on National Intervention Teams and Psychosocial Support. The course was attended by 26 people and was taught by four facilitators certified by the CREPD, two of whom were from the GRC and two of whom were from the Nicaraguan Red Cross. The transportation, lodging and other travel costs of the facilitators from the Nicaraguan Red Cross were covered thanks to the support of the Spanish Red Cross and ECHO.

Recognizing the importance of the well-being of volunteers and technicians involved in the response, psychologists hired with funds from the appeal and with funds from other donors, implemented psychosocial support actions. In general, they met the needs of those who participated (individually and as a group) in the response, providing guidance on self-care practices, relaxation, rest and recreation. Additionally, they carried out debriefing / ventilation sessions, where for at least four hours, in a relaxed environment they applied visualization and relaxation techniques. A total of 149 people from the Guatemalan Red Cross (63 women and 86 men) and 56 people from the Executive Secretary of Civil Protection (SE-CONRED) (20 women and 36 men) were reached by these activities, many of whom were first responders and companions of those deceased due to the eruption.



Protection, Gender and Inclusion²

People targeted: 3,000 people (500 families)

Male: 1,500

Female: 1,500

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.

Indicators:	Target	Actual
# of people (disaggregated by sex and age) receive information with a differential focus on the protection of their lives.	3,000	1,812
# of people that receive training (disaggregated by sex and age) in sexual and gender-based violence (SGBV) in the collective centres.	30	32

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.

Indicators:	Target	Actual
# of volunteers (disaggregated by sex) that receive training in Minimum Standards of Gender and Diversity and basic training in gender.	30	102
# of individuals (disaggregated by sex and age) that receive training in SGBV prevention.	3,000	1,812
# of beneficiaries (disaggregated by sex and age) that receive SGBV service information through outreach and awareness raising.	500	1,812
# of beneficiaries (disaggregated by sex and age) that have access to Safe Spaces.	500	0
# of beneficiaries (disaggregated by sex and age) that receive PSS.	500	1996
# of reference systems on sexual protection and gender-based violence brochures that are produced and distributed to beneficiaries during counselling sessions.	100	100

Progress Towards Outcomes

PGI has been a vital component of this operation from the start. The following workshops have been held with staff and volunteers participating:

- On 24 June, a workshop on Sexual Violence and Protection was held in Escuintla. Thirty-two people participated, including 24 volunteers (16 men and 8 women) and 8 Guatemalan Red Cross technicians (2 men and 6 women). The workshop was facilitated by a RIT specialized in SGBV and a psychosocial support specialist from the Spanish Red Cross. Basic concepts such as gender, diversity, equity, gender violence, sexual violence, discrimination, the concept of not causing harm and the code of ethics and conduct were addressed.
- On 3 August, a workshop was held for the Red Cross Management team with the General Director, Directors, Program Coordinators, and the heads of several offices of the institution participating. A total of 50 people (31 men and 29 women) were in attendance. The workshop addressed three themes: Law on femicide and other forms of violence against women, gender concepts and the Code of Conduct.

² 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

- From 4 to 7 September, a third workshop on Protection, Gender and Inclusion in Emergencies was conducted by a SGBV consultant from the IFRC. Twenty people participated, including 6 Volunteers (4 men and 2 women) and 14 technicians from the Guatemalan Red Cross (4 men and 10 women).

With the support of the participants, information was provided about protection, gender and inclusion to people housed in the transition single family shelters (ATUSs) and in the shelters installed in Escuintla, reaching a total of 1,812 people. During the educational sessions and visits to each single-family shelter, a small book was distributed with information about the different types of violence, what to do and where to go in cases of sexual violence.



Migration

People targeted: 1,200 people (200 families)

Male: 600

Female: 600

Outcome 4: Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit and destination).

Indicator:	Target	Actual
# of families that have contact restored with their missing family members through RFL services.	200	397

Output 4.1: Family links are restored for people separated from or without news of their loved ones as a result of the disaster.

Indicator:	Target	Actual
# of families that receive RFL services.	200	397

Progress Towards Outcomes

The CRG mobilized volunteers and staff to provide Restoring Family Links (RFL) services to the shelters that were established for the care of all those displaced as a result of the eruptions of the Volcán de Fuego. In addition, worked with the different communities on the slopes of the volcano and collaborated with the authorities in the process of identification of corpses. A total of 397 families with different RFL services were directly reached through the following services provided:

INTERVENTION AREA	SERVICE	FAMILIES REACHED	STATUS
RCF-RF	Family reunification	5	Concluded
RCF-B	Search	25	Concluded
RCF-MC	Mobilization of corpses	132	Concluded
RCF-CE	Delivered corpses	84	Concluded
RCF-SEFAZ	Temporary permit	1	Concluded
RCF-TEL	Phone calls	150	Concluded
TOTAL		397	



Disaster Risk Reduction (DRR)

People targeted³: 3,000 people (500 families)

Male: 1,500

Female: 1,500

Outcome 5: Communities in high-risk areas are prepared for and able to respond to disasters.

Indicators:	Target	Actual
# of households that receive information for family disasters plans.	500	0

³ Reference to the guide on counting targeted people.

# of schools that have preparedness plans.	3	0
Output 5.1: Communities take active steps to strengthen their preparedness for timely and effective response to disasters.		
Indicators:	Target	Actual
# of families in 3 communities that receive family plans.	500	0
# of volunteers that are trained in "Escuela Protegida."	25	0
# of roll outs at the community level for school children, teachers and community members from the schools.	3	0
Progress Towards Outcomes		
The CRG will hire a disaster risk reduction expert in the coming weeks.		
All the activities planned in this sector are scheduled for the upcoming months. DRR activities through the VCA will also help to justify and complement part of the livelihood interventions.		

Strategies for Implementation

Quick links

[Emergency Items Catalogue 2009](#)

[Logistics Standards Online](#)

[Procurement Portal](#)

Strengthening National Societies		
Outcome 1: S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competencies and capacities to plan and perform.		
Output S1.1.4: The GRC has effective and motivated volunteers who are protected.		
Indicators:	Target	Actual
# of volunteers that are insured.	1,684	1,800
# of debriefing sessions conducted.	20	Planned
Output S1.1.6: The GRC has the necessary corporate infrastructure and systems in place.		
Indicators:	Target	Actual
# of volunteers that receive NIT training.	25	24
Operations coordinator and financial officer hired.	100%	100%
Escuintla branch has an EOC.	100%	In progress
Outcome 2: S2.1: Effective and coordinated international disaster response is ensured.		
Indicator:	Target	Actual
Percentage of the target population reached by the disaster response operation.	100%	Planned
Output S2.1.1: Effective response preparedness and National Society surge capacity mechanism is maintained.		
Indicators:	Target	Actual
# of IFRC monitoring visits.	Not defined	3
# of lessons learned workshops held.	1	Planned
Outcome 3: S3.1: The IFRC secretariat, together with National Societies, uses its unique position to influence decisions at local, national and international levels that affect the most vulnerable.		
Output S3.1.5: National Societies are supported to undertake successful policy and legislative advocacy at the national level.		
Indicator:	Target	Actual
# of volunteers participating in lessons learned workshop.	25	Planned
Outcome 4: S4.1: The IFRC enhances its effectiveness, credibility and accountability.		
Output S4.1.4: Staff security is prioritized in all IFRC activities.		
Indicators:	Target	Actual

# of security plans produced.	1	To be reported
# of GRC staff and volunteers that take Stay Safe online course.	100	To be reported
Progress Towards Outcomes		
<p>Activities have been carried out with the support of the GRC related to the principal output for S1.1.</p> <p>Volunteering has been a strength of the operation, especially early on, with a huge number of volunteers coming from all over country. Insurance for volunteers (number to be defined soon) will be renewed in January 2019.</p> <p>The Escuintla delegation has been restored and the last activities there will implemented in the first quarter of 2019.</p> <p>The following personnel will be also added after approval by ARO:</p> <ul style="list-style-type: none"> • 1 driver-logistician (4.5 months) • 1 Nacional PMER officer (4.5 months) <p>Three monitoring visits were held by IFRC staff to support the implementation of the activities. One visit included the development of a workshop on civil-military relationship in Guatemala and ensured that all National Society, Movement and Government participants left with the knowledge and coordination of all government and IFRC disaster response systems and culminated in the drafting of a Civil Military Relations Plan to annex to the Disaster Response Plan.</p>		

Contact Information

Reference documents

[Click here for previous updates](#)

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Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/01-2019/03	Operation	MDRGT013
Budget Timeframe	2018-2021	Budget	APPROVED

Prepared on 16 Apr 2019

All figures are in Swiss Francs (CHF)

MDRGT013 - Guatemala - Vocano Eruption

Operating Timeframe: 06 Jun 2018 to 11 Jun 2019; appeal launch date: 11 Jun 2018

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	74,703
AOF2 - Shelter	0
AOF3 - Livelihoods and basic needs	1,370,186
AOF4 - Health	156,113
AOF5 - Water, sanitation and hygiene	0
AOF6 - Protection, Gender & Inclusion	0
AOF7 - Migration	0
SFI1 - Strengthen National Societies	214,680
SFI2 - Effective international disaster management	210,823
SFI3 - Influence others as leading strategic partners	5,231
SFI4 - Ensure a strong IFRC	5,231
Total Funding Requirements	2,036,967
Donor Response* as per 16 Apr 2019	1,930,613
Appeal Coverage	94.78%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	74,703	730	73,974
AOF2 - Shelter	0	817	-817
AOF3 - Livelihoods and basic needs	765,446	349,061	416,386
AOF4 - Health	156,113	40,840	115,273
AOF5 - Water, sanitation and hygiene	0	0	0
AOF6 - Protection, Gender & Inclusion	0	6,267	-6,267
AOF7 - Migration	0	0	0
SFI1 - Strengthen National Societies	214,680	25,647	189,033
SFI2 - Effective international disaster management	210,822	450,430	-239,608
SFI3 - Influence others as leading strategic partners	5,231	0	5,231
SFI4 - Ensure a strong IFRC	5,231	831	4,401
Grand Total	1,432,227	874,621	557,606

III. Operating Movement & Closing Balance per 2019/03

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	1,930,613
Expenditure	-874,621
Closing Balance	1,055,992
Deferred Income	0
Funds Available	1,055,992

IV. DREF Loan

* not included in Donor Response	Loan :	256,877	Reimbursed :	256,877	Outstanding :	0
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Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/01-2019/03	Operation	MDRGT013
Budget Timeframe	2018-2021	Budget	APPROVED

Prepared on 16 Apr 2019

All figures are in Swiss Francs (CHF)

MDRGT013 - Guatemala - Vocano Eruption

Operating Timeframe: 06 Jun 2018 to 11 Jun 2019; appeal launch date: 11 Jun 2018

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	603,791				603,791		
British Red Cross	64,616				64,616		
Charities Aid Foundation	4,887				4,887		
China Red Cross, Hong Kong branch	25,470				25,470		
Cyprus Gouvernement	11,500				11,500		
European Commission - DG ECHO	119,013				119,013		
Great Britain - Private Donors	1,299				1,299		
Isuzu Motors Limited	17,737				17,737		
Italian Government Bilateral Emergency Fund	230,477				230,477		
Japanese Red Cross Society	67,200				67,200		
Norwegian Red Cross	116,634				116,634		
OPEC Fund For International Development-OFID	99,368				99,368		
Red Cross of Monaco	17,401				17,401		
Swedish Red Cross	118,222				118,222		
Swiss Red Cross	100,000				100,000		
The Canadian Red Cross Society (from Canadian Gov	63,293				63,293		
The Netherlands Red Cross (from Netherlands Govern	161,154				161,154		
The Republic of Korea National Red Cross	50,000				50,000		
Turkish Red Crescent Society	8,750				8,750		
UNDP - United Nations Development Programme (fron	49,801				49,801		
Total Contributions and Other Income	1,930,613	0	0	0	1,930,613	0	
Total Income and Deferred Income					1,930,613	0	