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Emergency Appeal
Final Report MDRGT013

Guatemala: Volcanic Eruption (Fuego Volcano)

International Federation of Red Cross and Red Crescent Societies

Emergency Appeal: MDRGT013 Final Report	**GLIDE nº:** VO-2018-000066-GTM
Date of issue: 20 May 2020	**Date of disaster:** 3 June 2018
Operation start date: 6 June 2018.	**Operation end date:** 11 December 2019
Host National Society: Guatemalan Red Cross (GRC)	**Operation budget:** 2,187,494 Swiss francs (CHF)
Total number of people affected: 1,714,387 people (approx. 342,877 families)	**Total number of people assisted:** 12,255 people[1]
Host National Society presence: Guatemalan Red Cross (GRC) has one headquarters, 21 branches across the country and 2,000 active volunteers (56 per cent male and 44 per cent female).	
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), Italian Red Cross, Norwegian Red Cross and Spanish Red Cross.	
Other partner organizations actively involved in the operation: Action Against Hunger (ACH), Arbeiterwohlfahrt International (AWO), BASF, Care, Child Fund, Embassy of Australia, Escuintla Municipal Risk Management Office, European Civil Protection and Humanitarian Aid Operations (ECHO), Food for The Hungry, GoFundMe, Good Neighbours, Government of China, Government of the Republic of Korea, Guatemala Municipal Disaster Reduction Coordination (COMRED), Guatemala National Disaster Reduction Coordination (CONRED), Ibermed, International Cooperation (COOPI), Mercy Corps, Microsoft, Ministry of Public Health and Social Assistance (MSPAS), Ministry of Social Development (MIDES), Office of Social Works of the First Lady (SOSEP), Oxfam, Plan International, Religious Sector (Catholic and Evangelical), Save the Children, Shelter Box, Spanish Agency for International Development Cooperation (AECID), Techo, the United Nations (UN) system: United Nations Children's Fund (UNICEF), United Nations Population Fund (UNFPA), United Nations Development Programme (UNDP), World Food Programme (WFP), Office of the United Nations High Commissioner for Refugees (UNHCR), Office of the United Nations High Commissioner for Human Rights (OHCHR), UN Women, United Nations Volunteers, United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), United Nations Department for Safety and Security (UNDSS), United Nations Educational, Scientific and Cultural Organization (UNESCO), International Organization for Migration (IOM), United Nations Food and Agriculture Organization (FAO), World Vision, and valuable assistance of the national and international population.	
Donors of the operation: American Red Cross, British Red Cross, Charities Aid Foundation, China Red Cross, Hong Kong branch, Great Britain - Private Donors, Isuzu Motors Limited, Italian Government Bilateral Emergency Fund, Japanese Red Cross Society, Norwegian Red Cross, On line donations, OPEC Fund For International Development-OFID, Red Cross of Monaco, Swedish Red Cross, Swiss Red Cross, The Canadian Red Cross Society (from Canadian Government), The Netherlands Red Cross (from Netherlands Government), The Republic of Cyprus, The Republic of Korea National Red Cross, Turkish Red Crescent Society, UNDP - United Nations Development Programme.	
The response operation of the Fuego Guatemala Volcanic Eruption ended on 11 December 2019, with a balance of **CHF 132,498 Swiss francs.** The efforts of the Guatemalan Red Cross throughout the response operation have been channeled to meet the humanitarian needs of the affected population. In this regard, remaining funds from the Emergency Appeal will be used to finalize outstanding commitments throughout the implementation of the Emergency Appeal. The permanent presence of the Guatemalan Red Cross through its branch in Escuintla guarantees the continuity of support to the communities located in the areas affected by the Fuego Volcano. The humanitarian commitment, technical knowledge and experience accumulated in other similar interventions by the Guatemalan Red Cross guarantees the implementation of the remaining funds in relation to the construction of the 200 water collection systems.	

<Click here for the financial report[2], and here for the contact information.>

[1] In order to avoid double counting, this is a conservative estimate based on the Area of Focus with the highest number of people reached (Health)
[2] The final financial report includes an accrual amount to cover for external audit fees.

A. Situation analysis

Description of the disaster

On 3 June 2018, Guatemala's 3,763-metre (12,346 feet) Fuego Volcano erupted, emitting an eight-kilometre (five-mile) stream of hot lava and a dense plume of black smoke and ash that blanketed Guatemala's capital city and other regions. This eruption affected 43 communities in the departments of Sacatepéquez, Escuintla, and Chimaltenango as well as their capital cities.

N°	COMMUNITY	MUNICIPALITY	DEPARTMENT
1	Sangre de Cristo	San Pedro Yepocapa	Chimaltenango
2	El Porvenir		
3	Santa Sofía		
4	Yucales		
5	Morelia		
6	Panimaché I		
7	Panimaché II		
8	Palo Verde		
9	Santa Emilia		
10	El Sendero		
11	La Rochela	Escuintla	Escuintla
12	Ceylán		
13	San Andrés Osuna		
14	Lucerna		
15	Chuchu		
16	Santa Martha		
17	La Trinidad		
18	Guadalupe el Zapote		
19	La Reina		
20	Don Pancho		
21	El Rodeo		
22	Santa Rosa		
23	La Trinidad		
24	El Rancho		
25	El Rodeo Centro		
26	La Reinita		
27	Unión Maya		
28	San Felipe		
29	Belice		
30	Ozuna	Siquinala	
31	Níspero		
32	San Francisco Campamento		
33	Quisajché	Acatenango	Chimaltenango
34	El Campamento		
35	La Soledad		
36	Aldea San José Calderas		
37	Nueva Concepción, Acatenango		
38	Pajales 1, Acatenango		
39	Pajales 2, Acatenango		
40	Cooperativa integral RL Acatenango		
41	Calderas		
42	Agricultores Acatenango	San Juan Alotenango	

See link:http://www.arcgis.com/apps/webappviewer3d/index.html?id=f941924834c44fec96998aa8b2b29b88

According to Guatemalan authorities, 12,823 people were evacuated from the affected area, of which 1,398 were housed in collective centres and schools and approximately 1000 families in Temporary Single-Family Dwellings (ATUs in spanish).This emergency left 27 people injured, 260 people missing, and more than 200 deaths.

Falling ash affected the crops and therefore the livelihoods of 16,932 small-scale farmers in Escuintla, Sacatepéquez and Chimaltenango, damaging coffee, maize, bean, vegetable, and fruit crops as well as small livestock production. The columns of ash covered these three departments, although the greatest accumulation of ash and sand was seen in Chimaltenango and Sacatepéquez.

The ash particles and incandescent tephra that fell on crops damaged leaves, flowers, and fruits. The most affected were the families that engage in subsistence farming of maize and beans on leased land, as well as those work as day labourers in big farms and earn less than minimum wage. The damage caused to coffee grown by small-scale producers was significant, as coffee production sold to intermediaries in general is their only source of income. This was compounded by low coffee prices.
The loss of maize and bean crops affected food security conditions in 2019. Families lost their harvests, as ash destroyed the plants in flower. This situation was worsened and compounded by an extended dry season that caused sudden changes in temperature and shortage of water for irrigation. Furthermore, ash and larger volcanic material continues to fall on the land cultivated by communities located around the Fuego volcano.

Based on its damage assessment and needs analysis, the National Society prioritized humanitarian actions in the following areas:

- Shelter.
- Gender-based violence protection.
- Livelihoods
- Health.
- Psychosocial support
- Water, sanitation and hygiene promotion.
- Restoration of family links
- Dignified management of dead bodies.
- Disaster risk management.
- Institutional strengthening
- Humanitarian aid distribution

Summary of the response

Overview of Host National Society Response Action
The National Society has 200 staff members, 21 branches and more than 2000 volunteers (1100 man y 900 woman) across the country. Guatemalan Red Cross (GRC) has implemented cash and voucher assistance (CVA) programmes in its last two Disaster Relief Emergency Fund (DREF) operations, one of which was completed in late December 2017. It was well received by the target community.

From 3 June 2018, with support from national and international donors, GRC provided effective and timely response to prevent and alleviate the suffering of the population affected by the emergency by dividing its actions into a response phase and a recovery phase. The following actions were carried out during the response phase:

- Provided psychological first aid support to 3,928 individuals.
- Made 152 transfers to assistance centres.
- Conducted one day of voluntary blood donation, collecting and delivering 232 units of blood to blood banks in national hospitals.
- Supported the dignified management of more than 160 dead bodies.
- Provided 240 Restoration of Family Links (RFL) services.
- Provided medical care to 6,150 individuals.
- Provided psychosocial support (PSS) to 830 individuals.
- Provided pre-hospital care to 278 individuals
- Trained 2,485 individuals through hygiene promotion and sexual and reproductive health education sessions.
- Provided water and sanitation support through installation of 33 water tanks in the communities of El Rodeo, Santa Rosa, La Reyna and El Rancho; 61 showers in collective centres; and distribution of 45,826 gallons of water (173,222.28 litres) for human consumption.
- Distributed 2,640,000 litres of water for human consumption in the communities of El Rodeo, Santa Rosa, La Reina and El Rancho in Escuintla.
- Repaired two community water conduction systems through the installation of 600 meters of PVC pipes with 250-PSI capacity.
- Designed and installed 70 household rainwater collection systems (tanks) in the community of Rochela, Siquinala, Escuintla.

- Opened 16 aid collection centres nationwide.
- Assisted 1,218 families through a cash-based intervention (CBI): 739 families with Appeal funds and 479 families with funds from other donors.
- Provided humanitarian aid to 8,958 families.
- Delivered 7,756 food kits
- Delivered 4,183 hygiene kits.
- Delivered 970 shelter kits to the Temporary Single-Family Dwelling (ATU) Collective Centre.
- Managed 161 dead bodies.
- Assisted with management of ten collective centres for four months.

During the recovery phase, GRC worked in a comprehensive manner to provide response and support to families affected by the volcano's eruption to strengthen communities' resilience. The following actions were carried out during this phase:

- Provided medical care to 8,900 individuals
- Reached 12,255 individuals through the health sector
- Provided psychosocial support to 1996 individuals.
- Trained 26 volunteers in PSS National Intervention Teams (NITs).
- Provided differentiated information on how to protect their lives to 2,225 individuals.
- Provided SGBV training to 1,812 individuals in collective centres.
- Trained 132 volunteers on minimum gender and diversity standards and basic gender training.
- Provided sexual violence prevention and gender training to 2,225 individuals
- Provided gender-based violence prevention information services to 2,225 individuals through outreach and awareness activities.
- Produced 1480 sexual protection referral systems and brochures on gender violence and distributed to affected individuals during counselling sessions.
- Promoted hygiene, reproductive sexual health, livelihoods, food and nutrition, gender protection and social inclusion, vector control, complementary feeding, seed banks and infectious disease prevention through education sessions that reached 10,594 individuals.
- Assisted 507 families through meeting and provision of basic food needs, agricultural and livestock products, agricultural technical training and planting of vegetables and maize.
- Assisted 739 families to meet needs in terms of basic minimum basket indicator.
- Assisted 507 families through a cash-based intervention aimed at restoring food production in the home.
- Provided training on vocational skills and methods to increase incomes to 157 community members.
- Provided support to 137 families through materials and tools to restore their livelihoods.
- 137 family members actively participated in Livelihoods micro-project, in a practical way.
- Provided educational sessions on setting up vegetable gardens to 222 primary school children and 45 young people.
- Rehabilitated on community water conduction system through the provision of 2,800 metres of PVC pipes.
- Supported water quality improvements through the installation of eight automatic chlorination systems in the communities of San Rafael Sumatan, La Labor San José Chuachilil, Santa María Sibaja, Las Victorias, Bethanea, Paraíso El Xab, Las Victorias, Monte Carmelo, San Pedro Yepocapa.
- Provided livelihoods training to 22 volunteers.
- Distributed 528,872.45 gallons of water for human consumption in the communities of La Soledad and El Campamento, Acatenango, Chimaltenango.
- Provided psychosocial support to 3,412 individuals.
- Prepared 606 qq of organic fertilizers in communities through compost heaps.
- Assisted with preparation of more than 600 household emergency plans in eight communities, with support from volunteers, teachers and technicians from the Municipal Risk Management Office.
- Provided information on formulating household response plans to 600 households.
- 20 schools have disaster preparedness plans.
- Distributed 30 teaching kits with materials in schools.
- Provided teaching kits, spinal splints, one inflatable bed and assistance with the formulation of school response plans to five schools prioritized during the second phase.
- Distributed 150 inflatable beds and 15 small emergency camping tents the disaster intervention team at the Municipal Risk Management Office (Escuintla).
- Assisted with the preparation of eight community disaster response plans
- Trained 25 volunteers on “Protected Schools”
- Performed eight community diagnostics using the VCA methodology.
- Prepared key prevention messages through a sensitization and humanitarian information campaign, creating an agenda-type graphic notebook (designed), informational pens, bag made from recycled materials,

informational spots, brochures and informational water bottles, and distributed more than 1,000 didactic book kits to students.
- Trained 45 volunteers in Emergency Operations Centre management
- Trained 24 volunteers in National Disaster Intervention Teams.

Overview of Red Cross Red Crescent Movement Actions in country
IFRC approved DREF funds to begin the delivery of emergency, after which an Appeal was proposed. There are Partner National Societies (PNSs) present in the country—such as the Spanish Red Cross and Norwegian Red Cross, IFRC and 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 contributed funds through the Emergency Appeal, GRC received direct funding from Italian Red Cross, which was used to repair the Escuintla branch and an ambulance to support the operation.

At the regional level, sister National Societies, including the Honduran, Salvadoran, Nicaraguan and Mexican Red Cross National Societies, deployed vehicles and 130 tons of humanitarian assistance that were distributed to the affected population.

Spanish Red Cross worked with GRC to provide water to and on the construction of showers and sanitary facilities in GRC-managed collective centres.

In addition, two IFRC Regional Intervention Team (RIT) members from Mexican Red Cross and Ecuadorian Red Cross, with technical capacities in livelihoods, were deployed for four months, as well as one operations manager.

GRC had a specific field team for the operation, which led the Emergency Appeal, the Spanish Red Cross programme and the interinstitutional liaison. The work team consisted of the following:
- Disaster Risk Management Director
- One Coordinator
- One administrative financial technician.
- One procurement assistant.
- One project accounting officer.
- One livelihoods technician.
- Two community facilitators.
- Disaster risk management technician.
- Seven doctors for patient care.
- One psychologist for adults.
- One child psychologist
- One volunteer management technician
- One pilot logistician.
- 650 volunteers in support of the operation's activities

ICRC supported GRC’s implementation of RFL and dead body management actions in coordination with Guatemalan national authorities.

Overview of non-RCRC actors’ actions in country
OCHA requested US$ 1.6 million in CERF funds (Central Emergency Response Fund) to be invested as follows:

OIM	
PROJECT	Broad response to the Fuego volcano emergency
SECTOR / CLUSTER	Camp coordination and management
TARGETED POPULATION	5,040 people in collective centres
AMOUNT	319,980
MAIN ACTIONS	- Implementation of system to keep a registry of people in collective centres. - Population profiling. - Improvement of infrastructure conditions in collective centres. - Support to SOSEP with collective centre management.

UNHCR	
PROJECT	Emergency protection response to population affected by the Fuego volcano eruption
SECTOR / CLUSTER	Protection
TARGETED POPULATION	850 families (4,250 people) in collective centres
AMOUNT	192,601
MAIN ACTIONS	- Provision of 850 kits for families in collective centres, containing mosquito nets, kitchenware, water pumps, sheets, solar lamps and tarpaulins

UNICEF	
PROJECT	Psychosocial support to children and families affected by Fuego volcano eruption
SECTOR / CLUSTER	Child protection
TARGETED POPULATION	3,623 children in collective centres
AMOUNT	179,063
MAIN ACTIONS	- Psychosocial support for affected children. - Support to psychologists in collective centres. - Distribution of materials on child protection and abuse prevention. - Coordinated work with the Human Rights Ombudsman (PDH)

PROJECT	Children affected by the Fuego volcano emergency assisted with their return to safe and secure learning spaces
SECTOR / CLUSTER	Education
TARGETED POPULATION	7,118 students and teachers in the affected area
AMOUNT	117,576
MAIN ACTIONS	- Education kits for temporary learning spaces. - Recreation kits for teachers. - Distribution of school backpacks. - Psychosocial support for teachers

PROJECT	Humanitarian response to water, sanitation and hygiene needs in communities affected by the eruption.
SECTOR / CLUSTER	WASH
TARGETED POPULATION	16,241 people in collective centres and schools
AMOUNT	173,105
MAIN ACTIONS	- Provision of drinking water. - Provision of bathrooms and showers. - Solid waste management. - Dissemination of information on hygiene and waste management.

PROJECT	Prevention of deaths related to acute malnutrition in children in affected communities
SECTOR / CLUSTER	Nutrition
TARGETED POPULATION	2,659 families
AMOUNT	111,280

MAIN ACTIONS	- Community strategy for food security and nutrition for children. - Evaluation of children for acute malnutrition. - Nutritional and food counselling for affected families for the intervention of acute malnutrition.

WORD FOOD PROGRAM	
PROJECT	Assistance to families affected by the Fuego volcano eruption (cash transfers) and logistical support to collective centres and collection centres.
SECTOR / CLUSTER	Food security
TARGETED POPULATION	2,000 people in affected communities
AMOUNT	154,598
MAIN ACTIONS	- Cash distribution to population. - Supply and food management in collective centres and collection centres. - Set up of mobile warehouses.

Organizations that implemented projects with these funds include:

- Mercy Corps.
- CARE
- AWO Workers' Welfare Organization in Germany, Arbeiterwohlfahrt (AWO)
- Plan International
- COOPI
- ESAP's Healthy Equine Foundation
- ASB-LATAM Arbeiter-Samariter-Bund (German Federation of Samaritan Workers)
- HABITAT
- Good Neighbours
- OXFAM
- World Vision
- PCI Global Project Concern International
- Food for the Hungry

The Humanitarian Country Team (composed of UNOCHA, non-governmental organizations (NGOs) and international non-governmental organizations (INGOs)) maintained regular coordination meetings with CONRED. Thanks to this coordination, a lesson learned workshop was held to evaluate the actions and procedures conducted by the country's humanitarian team.

In addition to the Red Cross Red Crescent Movement, the following organizations were 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.

According to an official report, the Government of Guatemala designed a Recovery Plan worth 650,303,988 quetzals (US$ 82,944,176.00)[3]. This plan's budget was allocated to various ministries and other units, focusing on four priority areas:

a) Infrastructure
b) Water, sanitation, and hygiene.
c) Economic recovery
d) Shelter

It is worth mentioning that one of the actions that benefitted affected families was the structural installation of Temporary Single-Family Dwellings (ATU) in Escuintla and in Alotenango, Sacatepéquez through the Ministry of Development and the Office of the First Lady.

Needs analysis and scenario planning

Shelter: A total of 12,823 people (1,788 people from Chimaltenango, 10,823 from Escuintla and 212 from Sacatepéquez) were evacuated during the emergency. According to CONRED's latest situation report (June 2019), the volcanic eruption destroyed 186 homes and put 750 others at risk. Another 1,523 people were housed in collective

[3] According to Executive Report of 7 May 2019.

centres during the emergency. SOSEP (Ministry of Social Work led by the Guatemalan First Lady) was responsible for coordinating the collective centres.[4]

Ten of the eighteen official collective centres were managed by GRC, which provided comprehensive response in terms of health, psychosocial support and distribution of information related to gender-based violence (GBV). GRC also distributed safe water and food (from national collection centres), as well as non-food items (NFIs) such as blankets, cribs, pillows, mattresses and other items. Spanish Red Cross assisted with the construction of showers and sanitary facilities, Mexican Red Cross contributed with more than 5,000 food kits for 25 days, blankets, inflatable mattresses, single-person tents and hygiene kits.

A more detailed assessment conducted by GRC and IFRC in 2018 detected a high degree of deterioration of the houses' roofs, mostly built with zinc sheets. The constant rain of ash in areas surrounding the volcano forced families to continually replace their roofs. The situation worsened after the 2018 eruption, as many families lacked the financial capacity to buy tools. Some organizations and government entities provided zinc sheets to most families; however, the situation seems to have been recurrent in communities even before the eruption. In some cases, families resorted to building concrete roofs, but not all could afford to do so due to the high cost involved.

GRC decided to intervene indirectly to respond to the needs detected in this sector through bilateral funds rather than include it within this Appeal. GRC concentrated its own resources on livelihoods recovery and cash and voucher assistance (CVA), which families could potentially use to buy zinc sheets or repair damage caused to homes by falling ash.

Livelihoods and Basic Needs: Lava and pyroclastic flows destroyed and damaged the affected population's livelihoods (crops and livestock) as well as 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 food production areas. The eruption impacted around 2.47 million kilograms of coffee, equivalent to 1.27 per cent of national coffee exports for 2018-2019[5]. A preliminary study by Guatemala's Ministry of Agriculture, Livestock and Food (MAGA) revealed that the emergency affected 30,221 families' crops in Escuintla, Sacatepéquez, and Chimaltenango. In Sacatepéquez, the eruption destroyed 1,048 hectares of maize, beans, sweet potato, peaches, avocado, coffee, green beans and other crops, affecting 7,627 farming families. In addition, the emergency affected 2,808 hectares of maize, carrots, bell pepper, beans, avocado, broccoli and tomatoes in Chimaltenango, affecting 13,504 farming families, while in Escuintla, the emergency destroyed 5,910 hectares of maize, bananas, beans, maxán leaf, coffee and other fruits, impacting 9,090 farming families. Furthermore, ash and lava flow also limited food supply to the evacuated communities. The most affected areas were Chimaltenango, Sacatepéquez and Escuintla.

Since many residents of affected communities had no steady employment, they were forced to purchase goods on credit from stores in their communities. Having to rely on credit also puts storeowners in a precarious situation, as many debtors lack the capacity to pay. Some coffee producers mentioned that they would consider migrating to Antigua or Guatemala City if coffee farms did not fully recover.

The ash particles and incandescent tephra that fell on crops damaged leaves, flowers, and fruits. The most affected were the families that engage in subsistence farming of maize and beans on leased land. The eruption in June 2018 caused families to lose not only that year's harvest but also their capacity to plant in 2019, the harvest for which begins in late May. Unlike other areas in the country, which have two planting seasons each year, farmers in this area can plant only one maize crop a year due to the area's altitude and rainfall patterns. The damage caused to coffee grown by small-scale producers also had dire consequences, as coffee production sold to intermediaries in general is their only source of income.

Based on these variants and the assessment's results, eight communities were selected and prioritized:

Prioritized communities and families, and identification of subsistence groups:

NO	DEPARTMENT	MUNICIPALITY	COMMUNITY	LIVELIHOOD GROUPS	FAMILIES
1	Chimaltenango	San Pedro Yepocapa	El Porvenir	Subsistence maize, bean and vegetable farmers.	**85**
2			Panimaché I	Small-scale coffee, maize, pacaya, mashan producers.	**94**

[4] https://conred.gob.gt/site/erupcion-volcan-de-fuego/.CONRED
[5] UNOCHA's SitRep 3.

3			Panimaché II	Small-scale coffee, maize, pacaya, mashan producers.	**42**
4		Acatenango	El Campamento	Subsistence maize, bean, and vegetable farmers.	**175**
5			La Soledad	Subsistence maize, bean, and vegetable farmers.	**145**
6			Acatenango	Small-scale coffee, maize, peach producers	**35**
7	Escuintla	Escuintla	Don Pancho	Small-scale coffee producers.	**80**
8			Unión Maya	Subsistence farmers.	**33**
Total					**689**

The communities of Campamento and Soledad lost their maize and bean crops. The crops were in the flowering stage at the time of the eruption, but raining ash caused the flowers to fall off and therefore prevented the forming of the maize kernels. This led to shortages of one of the staple grains in their diets and prevented them from storing the seed they needed to plant in 2019. In these communities, the altitude (approximately 2,300 metres above sea level) does not allow for two planting seasons a year because of climate conditions and the absence of irrigation systems. The shortage of water for irrigation and falling ash affected both the population's diet and financial situation, since the little harvest they had, which was mainly used for the families' consumption, left them with no seed for the 2019 planting season.

Coffee, pacaya and mashan crops planted in the villages of El Porvenir, Panimaché 1 and Panimaché 2 were affected by falling sand and ash, seriously impacting household economies. Heads of households in these communities were forced to find work as day labourers in nearby farms or in Escuintla. The rainy season that began in July 2018 caused rivers to overflow, which in turn hindered transportation and led to job loss.

The communities of Don Pancho (from Chimaltenango) and Unión Maya (from Quiché) are communities that were displaced some 15 years ago by the armed conflict and forced to resettle elsewhere. During this time, they had been farming the land to support their families, but falling ash and sand damaged their crops.

Communities affected by the volcano's eruption continue to suffer impacts on their livelihoods as they have been unable to return to pre-disaster conditions. They have been unable to fully reactivate their crops, in part due to the sporadically falling ash and the adoption of alternative work practices that fail to ensure access to stable and secure livelihoods.

Water, sanitation and hygiene promotion (WASH): There still is a high risk of contamination of drinking water sources, including wells, dams, catchment areas and river systems, in communities near the volcano due to constant falling ash and debris from the eruption.

The Emergency Plan of Action did not include water and sanitation activities because these were already being covered by other organizations - Spanish Red Cross and ECHO in coordination with GRC. GRC, with support from the Spanish Red Cross's WASH technician, participated in WASH sectoral boards where a water monitoring commission was established. GRC assessed and monitored the affected communities' water sources from 20 to 23 June in order to develop a results-based strategy.

The communities' water systems were damaged or partially destroyed, which led to significant and prolonged water shortages. Siquinala is located in an area of residual volcanic material, making it highly vulnerable to lahars, sediments and water flows that leave a wake of destruction as they rush down the volcano's slopes. This has been the Fuego volcano's largest eruption since 1974.

This water shortage compounds the impact caused by the drought underway in the Dry Corridor, and some families find it difficult to meet their safe water needs for consumption, crops and farm animals.

Water collection systems were included in this Appeal to reinforce livelihoods and help collect water for crops and farm animals.

Health: People suffering from influenza, fevers, skin infections, diarrhoea, headaches, joint pain, and eye irritation from particulates in the air were reported in Escuintla. Moreover, dengue and chikungunya are endemic in the affected area, which required the implementation of vector control measures in collective centres and surrounding areas.

Main causes of morbidity:

GENERAL CONSULTATION	PAEDIATRICS
General consultation Upper respiratory infection Headache Peptic disease Urinary tract infection Diabetes mellitus type 2 High blood pressure Acute diarrhoeal syndrome Intestinal parasites Follow-up for previously diagnosed diseases. Vitamin deficiency Other	Upper respiratory infection Vitamin deficiency Acute diarrhoeal syndrome Intestinal parasites Urinary tract infection Acute bronchitis Pneumonia Allergic rhinitis Anaemia Headache Other

GYNAECOLOGY	TRAUMA
Pregnancy / Prenatal Control Vaginosis Dysmenorrhea Amenorrhea Ovarian cyst Intrauterine fibroids Vaginitis Vulvo-vaginitis Follow-up for previously diagnosed diseases. Inflammatory breast disorders. Other	Cuts Short-term injury Lumbago as a result of trauma or injury Bruises Generalized arthralgia Excoriation Lumbar hernia Various trauma Contusions to fingers Other

With support from ECHO, the knowledge, attitudes and practices (KAP) survey conducted in the communities of La Reina, Don Pancho, Santa Marta and Rodeo, Santa Rosa in October 2018 showed that the population was still experiencing symptoms such as physical and mental fatigue, body aches, sadness, moodiness, headaches, reticence, nervousness, anxiety, and hypersomnia and insomnia, but have managed to overcome these thanks to support from their patients, families, friends and social networks. At the time of the survey, however, 92 per cent of respondents acknowledged that children could feel stressed and depressed and that they are not very clear on the mechanisms to help them.

Gender, protection, and social inclusion: During emergencies, women are more exposed to risks, especially to gender violence. While gender violence can occur at any time, the risk increases during emergencies due to the lack of public order, lack of or limited access to support services, and the temporary suspension of social networks. It is important to ensure access to psychological and social assistance and support provided by public or community services. One of the ways to care for women was to ask the appropriate institutions to ensure the presence of security personnel to prevent women from becoming victims of violence. In terms of gender-based violence, it was necessary to establish clear procedures and preventive measures in collective centres and to continue applying these measures throughout the intervention. The Plan of Action included gender-sensitive activities that began with the beneficiary selection process and continued throughout the project, including training to volunteers and families and coordination with local authorities.

Women account for 51.2 per cent of Guatemala's 15.8 million inhabitants (2014 census). Several mechanisms have been created specifically for women (Defender of Indigenous Women (DEMI) and the Presidential Secretariat for Women (SEPREM) following the signing of the Peace Accords in 1996. In addition, the government enacted laws (comprehensive women's development, domestic violence, sexual violence, trafficking and exploitation, femicide and other forms of violence) and crafted policies such as the National Policy for the Promotion and Comprehensive Development of Women (PNPDIM). However, despite progress, only 2 per cent of Guatemalan municipalities are led by women, more than 4,000 girls aged 10 to 14 give birth every year, and 759 femicides were recorded in 2013.

Information on the composition of affected families is underway in municipalities, i.e. whether these households are led by women, extended families, nuclear families, teen mothers, etc., in order to tailor aid and key messages to the affected population. The necessary elements for menstrual kits as well as an approach for cultural management of female hygiene and respective disposal of waste were identified, and a greater number of bathrooms for women were set up to accommodate the larger female population in collective centres. According to KAP survey results, people still lack knowledge about the different types of gender violence.

Restoration of Family Links (RFL): According to CONRED, 229 people are considered missing. Many families were separated during evacuations and lost contact with relatives living in other villages. GRC therefore promoted RFL during the operation and together with ICRC worked to provide RFL services to families in affected communities.

Disaster Risk Reduction: as part of expected results, the operation contributed to building resilience and mitigation and strengthening works in eight targeted communities through livelihoods actions; community vulnerability and capacity assessments (VCAs), DRR training, guidance on forming local Disaster Risk Reduction Coordination (COLREDs), and training aimed at Urban and Rural Development Community Councils (COCODEs), educational centres and the Municipal Risk Management Office; preparation of household and community response plans, forming school commissions such as for fire incidents, community first aid, search and location, introduction to risk management, damage assessment and needs analysis, promoting disaster risk reduction, school response plan, use and delivery of basic equipment for first aid kits, teaching box for education in emergencies, fire extinguishers (two per school), inflatable beds for the elderly, small camping tent, evacuation masks for eight targeted and seven nearby communities, and 20 educational centre (seven targeted and 13 that were used during response as temporary shelters)

According to a Se-CONRED report, risk indices in communities and schools are being evaluated based on danger, exposure, vulnerability, and lack of response capacity. In this regard, disaster risk reduction is promoted as a priority among local authorities, municipal authorities, communities, and educational centres.

Targeting:
GRC reached 2,250 families (13,500 people) in the departments of Escuintla, Sacatepéquez, Yepocapa and Chimaltenango through the following intervention sectors:

SECTOR	PEOPLE TARGETED
Livelihoods and basic needs	750 families (4,500 people)
Health	1,000 families (6,000 people)
Disaster Risk Reduction (DRR)	500 families (3,000 people)

Based on its humanitarian mandate, GRC ensured that its programmes were aligned with and committed to gender and diversity through the targeting of female-headed households, pregnant or breastfeeding women, men and boys vulnerable to disasters, households with members with special needs, elderly people, people suffering from chronic illnesses, households with children, and households with children under five.

GRC also targeted families that had received little or no assistance from the government or other organizations, individuals belonging to socially vulnerable households, and those who lack the necessary resources to meet basic humanitarian needs on their own. The operation considered these groups according to level of impact suffered.

Operation Risk Assessment

The rainy season has been very irregular. Initially rains were late, which caused drought in some areas which in turn led to food insecurity. Once the rains finally began, they caused mild to moderate flooding.

Road conditions in the country, especially in the affected region, made it difficult for GRC, the population and the institutions working on the emergency to deploy their personnel and equipment.

B. Operational strategy

Overall Operational objective:

The overall objective of this operation was to ensure appropriate humanitarian assistance to at least 13,500 people (2,250 families) affected by the volcanic eruption in a timely, effective and efficient manner, as well as ensure that

targeted families receive the necessary support to recover from and become more resilient to disasters. Furthermore, this operation aimed to make sure that all affected women, men, children, people with disabilities and minority groups were reached.

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

1. GRC supported livelihoods response during the emergency and recovery phases through performance of continuous and detailed damage assessments and needs analyses to inform the operation's design and ongoing implementation. During the emergency phase, GRC assisted the affected population by making sure they had the necessary resources to ensure their food security. In addition, GRC strengthened its staff and volunteers' capacity to perform livelihoods assessments and implement actions that protect and restore affected communities' livelihoods, especially the communities that do not have access to productive assets. Through these actions, GRC helped affected communities to become more resilient.

    - **Target during the emergency phase**: **750 families (4,500 people*)*** through delivery of unconditional cash and voucher assistance (CVA) to affected communities, in accordance with procedures established by GRC.
    - **Target during the recovery phase: 500 families (3,000 people)** through delivery of unconditional CVA and parallel activities to strengthen livelihoods in affected communities, in accordance with procedures established by GRC.

2. Delivered volcano hazard awareness messaging, implemented health and PSS components for the Guatemalan population and developed a communication strategy for different target groups. GRC provided transportation to hospitals or health clinics to ill or injured patients and pre-hospital care and first aid to the affected population. Likewise, GRC hired additional personnel across the country, using own funds, to provide daily medical care and basic health services to the affected population. GRC conducted these activities in coordination with the Ministry of Health. GRC also conducted prevention, vector control and health promotion actions on various topics such as prenatal care and nutrition for children under two years of age. GRC purchased medical supplies to treat the most common illnesses such as respiratory and gastrointestinal ailments. Trained volunteers provided stress management strategies in collective centres and affected communities. **Target: 1,000 families (6,000 people).**

3. Gender-Based Violence: Guatemalan Red Cross reached the entire population in ten collective centres, focusing on pregnant women, children, the elderly and people with disabilities (it should be noted that there is no disaggregated information on the number of males and females with special needs). The total number of people in collective centres fluctuated regularly; nevertheless, a population of about 1,298 was considered for this sector.

    Within the framework of the Appeal, protection activities were carried out with GRC in communities that hosted people during the first months following the eruption. Activities included:
    - Protection and GBV prevention workshop, aimed at GRC volunteers and staff.
    - Theatre forum in at least 15 affected communities, with participation by GRC's theatre company (composed of volunteers), which performed a play called "*1, 2, 3 Red Cross*". The main purpose was to raise awareness regarding the effects of violence and ways to prevent it, also including the topic of Household Contingency Planning for disasters and the 72-hour backpack. These forums were aimed at teenagers, youth and adults

    Materials on GBV and reporting protocols were reproduced for both activities. **Target: 500 families (3,000 people)**.

4. Considering the Fuego Volcano's permanent risk of eruption, disaster risk reduction during the emergency phase is a key element for the recovery phase. Based on the needs of and impact to affected schools, GRC implemented the Red Cross Reference Centre for Resilience's safe school methodology. IFRC supported GRC's continued efforts to strengthen the government's national legal frameworks for DRR, preparedness and response, which were particularly important during the recovery phase. Furthermore, since the formation and training of a community-based organization (e.g. Community-Based Action Team (CBAT)), Community Disaster Response Teams (CDRTs) have been established as essential components of all Disaster Management programmes and the main drivers of DRR activities within communities. GRC helped affected communities to organize response teams. **Target: 500 families (3,000 people)**.

5. The Disaster Law Programme's disaster law case study and lessons learned workshop strengthened GRC's auxiliary role and legislative advocacy capacity in International Disaster Response Law (IDRL) through the following areas:

    - Support in managing the entry of international humanitarian aid into the country, revision of the emergency decree of 3 June, the call for international humanitarian assistance of 7 June, the manual of the Centre for the Coordination of Humanitarian Assistance (CCAH) and the procedure to facilitate the transit and reception of humanitarian aid in the region, promoted by the Central American Integration System (SICA)

    - Reinforcement of lessons learned from the April 2018 Allied Humanitarian Force (FAHUM) Exercise: a simulation of an eruption of the Fuego Volcano in which the IFRC Disaster Law Programme, the Civilian-Military Programme and GRC participated. The workshop was attended by GRC staff and volunteers, government officials, and representatives of the Coordination Centre for Natural Disaster Prevention in Central America (CEPREDENAC).

GRC launched an emergency plan at the national level, which the National Society funded bilaterally through the national and international contributions it has received. Since the IFRC's Emergency Plan of Action is part of GRC's comprehensive emergency plan, this document does not reflect all lines of action included in the intervention.

C. Detailed Operational Plan.

Livelihoods and basic needs

People reached: 7,044

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

Indicators	Target	Achieved
# of population met their immediate needs, including basic food needs, agricultural and livestock products, technical and agricultural training, water collection system for animals and vegetables crops.	500	1,174 [6] families

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

Indicators:	Target	Achieved
# of households able to meet (Survival) Minimum Expenditure Basket needs (including food items, food-related non-food items)"	750	739

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

Indicators:	Target	Achieved
# of households assisted to restore/increase/improve household food production	500	507
# of community members trained in vocational skills and ways to increase income.	500	157
# of volunteers trained in Livelihood Programming.	25	22
# of RIT deployed	1	1

Narrative description of achievements

of the population that met their immediate needs, including basic food needs, agricultural and livestock products, technical and agricultural training, water collection system for animals and vegetable crops.

An assessment of community needs, capacities and markets was carried out using the household economic approach. The following activities and tools were used to collect this information:

- **Focus groups**: 21 focus groups were organized in the first instance, with the participation of approximately 100 people, where meetings were held with farmers from the same socio-economic group, divided by gender or mixed. Information was collected on the availability and access to livelihood capital, the impact of the disaster, and survival strategies. This information helped to validate the information obtained by secondary sources.
- **Development of seasonal calendars**: with the information provided by the focus groups, a seasonal calendar of cultural and management activities for the main crops of the prioritized communities was developed for each of the livelihood groups.
- **Key informant interviews**: Interviews were conducted with community leaders (COCODES), representatives of the Ministry of Agriculture, Livestock and Food (MAGA) in Escuintla, Chimaltenango and with agricultural input suppliers.
- **Market visit**: According to the information provided by the communities, the markets in Chimaltenango, Escuintla, Santa Lucía, Paramos and Antigua Guatemala were visited. The visit was made to determine access to markets, operations, supply capacity and prices of food products and inputs.
- **Secondary information**: The report on the perception of losses caused by the eruption of the Fuego volcano, prepared by FAO and MAGA, and the report on the impact on coffee prepared by ANACAFE and FUNCAFE were reviewed.

[6] Two CVA delivery processes were carried out, in which 72 families received emergency cash transfers and subsequently received financial support in the recovery stage in the Don Pancho community in Escuintla. To avoid double counting, the total number of families has been calculated by subtracting these 72 families from the count of the second transfer.

To carry out these actions, a feasibility study was carried out, in which the most pertinent recommendations for the task are reflected. The fact that the population is accustomed to the use of cash, cheques, remittances or the management of bank accounts and that financial services are available on the market has been analysed. The elements that the communities indicated as necessary were corn, beans, medicine, purchase of shoes, crop protection, etc.

The factors considered for the operation of the actions were: accessibility and familiarity of the beneficiaries, capacity of the institution, cost, internal controls, ability to report, compliance with regulations, willingness to establish prior agreements.

Distribution and delivery of maize and bean rations to the community of El Campamento, 2019

Based on the proposed mechanisms, the Guatemalan Red Cross opted for cash transfer and delivery of checks, **benefiting 1,174 families**. The technical team and volunteers established coordination with local authorities for the organization of financial and administrative documentation and procedures.

Two CVA delivery processes were carried out, in which 72 families received emergency cash transfers and subsequently received financial support in the recovery stage in the Don Pancho community in Escuintla. To avoid double counting, the total number of families has been calculated by subtracting these 72 families from the count of the second transfer.

Water harvesting systems for animals and vegetable crops were not implemented during the appeal period for two main reasons:

1. Delays in the availability of funds. A total of CHF 135 000 was allocated to this activity to establish 200 rainwater harvesting systems in two communities. However, in 2019 the operation prioritized progress on livelihoods, health, psychosocial support, gender, risk reduction and strengthening the National Society. The funds available were not enough to carry out this activity.

Administrative process for contracting construction services According to the procurement manual, and based on the estimated amount required, these processes take about three months and the National Society must have the total funds available before starting the contracting process.

# of households able to meet the needs of the minimum (survival) expenditure basket (including food and non-food related items)

Photo 2: Delivery of CVA aimed at livelihoods recovery. Source: GRC 2019.

During the emergency phase, the multipurpose cash-based intervention was carried out to meet the basic needs of 750 families. In the first months, cash was delivered, and at the end of the operation, checks were handed out.

The department of Escuintla is in second place in terms of crime rates at the national level, access to the affected communities is complicated, having to cross rivers and having only four working hours to get in and out of them. Families had their personal identification documents to present to the bank. Given these conditions, a change in the implementation mechanism was thought of, which came out of the recommendations set out in the feasibility study, and the decision was directed to the delivery of checks.

To carry out the analysis of the change of mechanism, an evaluation matrix was used, which can be found in the annexes section as "Annex 1 - Matrix for change of mechanism".

Amount of money distributed: 3000 Quetzals (372 USD). This amount was calculated based on the feasibility study carried out. The daily activities that the people carried out to solve their livelihoods, such as the purchase of corn, beans, and water for a month, led them to spend an approximate of the final agreed amount.

The communities reached were: Don Pancho, El Rancho, El Porvenir, El Sendero, Guadalupe el Zapote, La Trinidad, Panimaché 1, Panimaché 2, Sangre de Cristo, Santa Emilia, Santa Marta, Unión Maya Quiché and Palo Verde.

Response Stage:

COMMUNITY	WOMEN head of household	MEN head of household	TOTAL
Don Pancho, Escuintla	62	18	**80**
El Rancho, Municipio de Escuintla, Departamento de Escuintla	32	23	**55**
El Sendero, Municipio de San Pedro Yepocapa, Departamento Chimaltenango	3	1	**4**
Guadalupe, Municipio de Escuintla, Departamento de Escuintla	240	29	**269**
Aldea Panimaché I, San Pedro Yepocapa, Departamento de Chimaltenango	50	15	**65**
Santa Emilia, Municipio de San Pedro Yepocapa, Departamento de Chimaltenango	0	1	**1**
Santa Marta, Municipio de Escuintla, Departamento de Escuintla	53	15	**68**
La Trinidad, Municipio de Escuintla, Departamento de Escuintla	156	41	**197**
TOTAL	**596**	**143**	**739**

One month after the distribution was completed, a satisfaction survey was conducted with a sample of 20% of the families reached in each community to get a picture of the program's impact. Many families used the money to buy medicines to treat respiratory diseases caused by the ash, others used the money to buy food or coffee plants for their crops and a few left the money in savings to face future crises.

A house-by-house census was conducted in each of the affected communities to verify whether the people registered belonged to the community and to ensure that no family was counted twice. These visits confirmed this:

- That families were eligible to participate in the training.
- That the families had complied with the preparation of organic fertilizers.
- That the families participated in the collection of seeds for the seed bank

Recoveree Stage:

COMMUNITY	WOMEN head of household	MEN head of household	TOTAL
La Soledad, Acatenango	106	23	**129**
El Campamento, Acatenango	115	22	**137**
Panimaché II, San Pedro Yepocapa	38	4	**42**
El Porvenir, San Pedro Yepocapa	84	12	**96**
Don Pancho, Escuintla	59	13	**72**
Unión Maya, Escuintla	12	19	**31**
Total	**414**	**93**	**507**

# of households assisted to restore/increase/improve household food production

Distribution of food kits (corn, beans) for three months

To assist subsistence farmers and small-scale coffee producers to regain their livelihoods and based on needs assessments carried out in the field, the need to assist 500 families in six communities with food rations was identified.

- 227.3 KG (five quintals) of maize
- 90.9 KG (two quintals) of beans

Distribution and delivery of maize and bean rations to the community of La Soledad, 2019.

COMMUNITY	WOMEN	MEN	TOTAL
El Campamento, Acatenango, Chimaltenango	115	18	**133**
La Soledad, Acatenango, Chimaltenango	119	5	**124**
El Porvenir, San Pedro Yepocapa, Chimaltenango	86	14	**100**
Panimaché II, San Pedro Yepocapa, Chimaltenango	36	3	**39**
Panimaché I, San Pedro Yepocapa, Chimaltenango	67	13	**80**
Unión Maya, Escuintla	12	20	**32**
Don Pancho, Escuintla	60	12	**72**
Total	**495**	**85**	**580**

According to the above table, the total number of beneficiaries should be 580 families. However, this number was reduced to 480 after the community leaders (COCODE) of El Campamento, La Soledad, Panimaché 1 and Panimaché 2 cleaned up the list and eliminated the families that no longer lived in the community and the families that had been counted twice.

Since it was estimated that the rations would benefit 500 families, these additional rations were allocated to 100 families in the community of El Porvenir in Chimaltenango, which had not been prioritized by the need's assessment for food rations. In order to assist these 100 families, the rations had to be reduced to 45.6 kg of maize and 18.2 kg of beans per family, so that in the end all available humanitarian aid was distributed.

Distribution of agricultural kits.

500 sets of differentiated agricultural material were delivered to subsistence farmers and small coffee producers, in order to recover maize, vegetable and coffee crops.

Delivery of agricultural kit inputs to beneficiary in the community of Don Pancho, Escuintla, 2019.

COMMUNITY	WOMEN	MEN	TOTAL
El Campamento, Acatenango, Chimaltenango	115	18	**133**

La Soledad, Acatenango, Chimaltenango	119	5	**124**
El Porvenir, San Pedro Yepocapa, Chimaltenango	86	14	**100**
Panimaché II, San Pedro Yepocapa, Chimaltenango	36	3	**39**
Unión Maya, Escuintla	12	20	**32**
Don Pancho, Escuintla	60	12	**72**
Total	**428**	**72**	**500**

# of community members trained in vocational skills and ways to increase income

Communication campaign for livelihood programmes.

Manuals on the use and improvement of the maize varieties ICTA B7 and ICTA San Marceño Mejorado Amarillo were prepared and distributed to 515 families participating in the educational sessions on agronomic management.

COMMUNITY	WOMEN	MEN	TOTAL
Aldea La Soledad, Acatenango, Chimaltenango	107	19	**126**
Aldea El Campamento, Acatenango, Chimaltenango	119	20	**139**
Aldea El Porvenir, San Pedro Yepocapa, Chimaltenango	88	16	**104**
Aldea Panimaché II, San Pedro Yepocapa, Chimaltenango	38	6	**44**
Aldea Don Pancho, Escuintla	62	9	**71**
Aldea Unión Maya, Escuintla	12	19	**31**
Total	**426**	**89**	**515**

Technical and agricultural training package.

As part of the diversification of livelihoods, administrative processes were carried out to select the company that would provide this service, and the contract was finally awarded to the Association of Rural Entrepreneurs (AGER). This company provided training to groups of men and women, with the following topics

- Basic motorcycle maintenance.
- Basic Guatemalan cooking.
- Basic household electricity.
- Basic Guatemalan bakery.
- Basic clothing manufacturing.

The selection of these courses responds to the needs evaluated with the different local actors, such as the Community Development Councils, Vice-Mayors, local referents, and assemblies.
A total of 157 people from the municipalities of San Pedro Yepocapa and Acatenango, Chimaltenango, participated.

COURSE	GROUP	WOMEN	MEN	TOTAL
Gastronomy.	1	0	19	**19**
Motorcycle maintenance.	1	27	0	**27**
Gastronomy	2	0	27	**27**
Motorcycle maintenance	2	20	0	**20**
Bakery	1	3	17	**20**
Cutting and sewing	1	0	25	**25**
Electricidal	1	18	1	**19**
Total		**68**	**89**	**157**

All persons received diplomas certifying a 40-hour training process. In addition, each participant received a toolbox or basic equipment to undertake their new occupations. You will find the detail in the annexes section as "Annex 2 - Basic Livelihood Equipment".

Total number of kits delivered in the courses:

Kit	QUANTITY
Gastronomy Kit	46
Motorcycle Maintenance Kit	47
Bakery Kit	20
Cutting and Dressing Kit	25
Electricity Kit	19
Total	**157**

Each participating group formulated business plans, reaching a total of seven plans and four different communities.

Demonstration plots.

The plot generated increased knowledge of community members about crop management, shade management and good agricultural practices to increase productivity and crop quality. This plot was applied on a community land of 441m2. Also included was the incorporation of mango (manguifera indica), avocado (persea americana) and banana (musa paradisíaca) trees for the plots.

COMMUNITY	WOMEN	MEN
Don Pancho, Escuintla	14	58
Total	**72**	

Another seven demonstration vegetable plots were set up in seven communities, which were provided with equipment and supplies for drip irrigation systems and equipment to produce natural pest and disease control products. For details on the contents of the equipment go to Annexes (Annex 3 - Natural Products Equipment)

Seven demonstration vegetable plots were established in an equal number of communities, which were also provided with equipment and supplies for drip irrigation systems, as well as equipment to produce natural pest and disease control products. This equipment is listed below:

COMMUNITY	WOMEN	MEN	TOTAL
Aldea La Soledad, Acatenango.	23	105	**128**
Aldea El Campamento, Acatenango	15	76	**91**
Aldea El Porvenir, San Pedro Yepocapa	18	89	**107**
Aldea Panimaché I, San Pedro Yepocapa.	12	64	**76**
Aldea Panimaché II, San Pedro Yepocapa.	5	30	**35**
Aldea Don Pancho, Escuintla	26	42	**68**
Aldea Unión Maya, Escuintla	18	13	**31**
Total	**117**	**419**	**536**

Seed banks.

An educational session on the implementation and installation of the seed banks was provided, lasting a total of three days. The following information was provided:

1st and 2nd day of session:

- What are seed banks

- The Importance of Storing Seeds
- The importance of having a diversity of crops and varieties
- What we can learn from local knowledge
- How to create and operate a community seed bank

During the third day of the session, work was done on community strengthening, and a committee was organized to operate and safeguard the seed bank.

Kit	QUANTITY
La Soledad, Acatenango	3
El Campamento, Acatenango	3
Unión Maya, Escuintla	1
Total	**7**

These banks are strengthened by the purchase and delivery of seeds for the communities, as they will be protected in these facilities for the 2020 maize planting season. 25 pounds of improved maize seed were provided to 500 families (ICTA San Marceño, Mejorado Amarillo and ICTA B-7)

Organic Fertilizers.

Within the educational sessions we worked on the creation of low-cost natural fertilizers to improve the structure of the soil. The use of organic waste generated in their communities is a very important point in this topic and also to be able to generate sustainability through the use of local resources.
Types of organic fertilizers treated in sessions:
- Compost.
- Composting pit.
- Bocashi.
- Vermicompost, only as a reference.

COMMUNITY	WOMEN	MEN	TOTAL
Aldea La Soledad, Acatenango.	18	104	**122**
Aldea El Campamento, Acatenango	21	107	**128**
Aldea El Porvenir, San Pedro Yepocapa	19	79	**98**
Aldea Panimaché I, San Pedro Yepocapa	15	58	**73**
Aldea Panimaché II, San Pedro Yepocapa.	4	38	**42**
Aldea Don Pancho, Escuintla	13	47	**60**
Aldea Unión Maya, Escuintla	21	12	**33**
Total	**111**	**445**	**556**

The people who participated in the sessions have replicated them in their communities:

COMMUNITY	REPLICATIONS
Aldea La Soledad, Acatenango.	60
Aldea El Campamento, Acatenango	80
Aldea El Porvenir, San Pedro Yepocapa	54
Aldea Panimaché I, San Pedro Yepocapa	30
Aldea Panimaché II, San Pedro Yepocapa.	39
Aldea Don Pancho, Escuintla	60
Aldea Unión Maya, Escuintla	33

Total	**356**

On average, each family produced 500 pounds (228KG) of fertilizer by applying the improved manure using local resources such as crop stubble, small livestock manure, dead bushes, black soil, organic food waste from household kitchens and green plant material with "green" fertilizing properties.

Soil conservation.

Teaching materials were used to make a technical presentation on the soil conversation and to work with participants to demonstrate how the contour plough is used.

COMMUNITY	WOMEN	MEN	TOTAL
Aldea La Soledad, Acatenango, Chimaltenango	107	19	**126**
Aldea El Campamento, Acatenango, Chimaltenango	119	20	**139**
Aldea El Porvenir, San Pedro Yepocapa, Chimaltenango	88	16	**104**
Aldea Panimaché II, San Pedro Yepocapa, Chimaltenango	38	6	**44**
Aldea Don Pancho, Escuintla	62	9	**71**
Aldea Unión Maya, Escuintla	12	19	**31**
Total	**426**	**89**	**515**

Improved agronomic management of maize seed

Training was provided on the use of improved maize seeds - ICTA B7 and ICTA San Marceño Mejorado Amarillo - to teach beneficiaries how to use these varieties to obtain better yields and grain quality. This activity was supported by the provision of a technical manual to provide beneficiaries with reference material on the cultural practices used in the management of this seed. During this activity, 515 participants from six communities were trained.

COMMUNITY	WOMEN	MEN	TOTAL
Aldea La Soledad, Acatenango, Chimaltenango	107	19	**126**
Aldea El Campamento, Acatenango, Chimaltenango	119	20	**139**
Aldea El Porvenir, San Pedro Yepocapa, Chimaltenango	88	16	**104**
Aldea Panimaché II, San Pedro Yepocapa, Chimaltenango	38	6	**44**
Aldea Don Pancho, Escuintla	62	9	**71**
Aldea Unión Maya, Escuintla	12	19	**31**
Total	**426**	**89**	**515**

Selection of the mass

Mass selection is a method for the continuous improvement of maize and other crops. This method can achieve better yields and plant adaptability, among other characteristics. Five hundred and eighteen people from six beneficiary communities were trained in continuous crop improvement with the help of a mass stratification manual that specifies the process of the method. The training was divided into two areas: theoretical and practical. It consisted of working directly on a corn plot and going through it to several points so that all the participants learned the correct way to select the plants and to select and remove the ears.

COMMUNITY	WOMEN	MEN	TOTAL
Aldea La Soledad, Acatenango, Chimaltenango	104	24	**128**
Aldea El Campamento, Acatenango, Chimaltenango	116	19	**135**
Aldea El Porvenir, San Pedro Yepocapa, Chimaltenango	90	18	**108**

Aldea Panimaché II, San Pedro Yepocapa, Chimaltenango	34	9	**43**
Aldea Don Pancho, Escuintla	59	13	**72**
Aldea Unión Maya, Escuintla	12	20	**32**
Total	**415**	**103**	**518**

Demonstration plots and production of organic pest and disease products

Educational session on preparation of organic fertilizers, Community of Don Pancho. Source: GRC 2018.

The orchards were an alternative for obtaining fresh fruit, vegetables and medicinal or aromatic plants without chemicals. The purpose of the implementation of the gardens was to generate a healthy and nutritious diet based on the diversity of crops that would be produced, reduce environmental pollution and benefit household economies. This training required the organization of groups of no more than 20 people to ensure proper management of the group and the acquisition of knowledge. A total of 577 people was trained.

COMMUNITY	WOMEN	MEN	TOTAL
Aldea La Soledad, Acatenango, Chimaltenango	101	24	**125**
Aldea El Campamento, Acatenango, Chimaltenango	111	17	**128**
Aldea El Porvenir, San Pedro Yepocapa, Chimaltenango	89	11	**100**
Aldea Panimaché II, San Pedro Yepocapa, Chimaltenango	36	4	**40**
Aldea Panimaché I, San Pedro Yepocapa, Chimaltenango	67	13	**80**
Aldea Don Pancho, Escuintla	58	14	**72**
Aldea Unión Maya, Escuintla	13	19	**32**
Total	**475**	**102**	**577**

# of trained volunteers in livelihoods programming

During the month of October, the Livelihoods course was held with a total of 22 volunteers, 11 women and 11 men. The course was conducted by a facilitator from the Livelihood Centre and four co-facilitators from the National Society.
Both the National Society and the International Federation of the Red Cross, through the Livelihoods Reference Centre, support the capacity building of the members of the Guatemalan Red Cross, with priority given to the training of volunteers. This process was supported financially by the IFRC-funded Monarch Butterfly project.
The overall objective of the course was to provide participants with the theoretical and practical basis to identify and formulate livelihood projects.

Specific Objectives
- To familiarize participants with the concepts, terminology, and approaches to sustainable livelihoods.
- To introduce the different types of Livelihoods interventions
- Know the existing tools that could be used in the identification and formulation of projects in Livelihoods.
- Generate institutional capacities for emergency response.

# of RITs deployed

A RIT Livelihoods Specialist has been mobilized to support the National Society in this area during the first four months of this emergency. Part of their tasks involved carrying out all the necessary activities to get the ball rolling. The following outputs were achieved in their mobilization:

- Livelihoods strategy.
- Market analysis.
- Intervention feasibility analysis.
- Question and answer system for the implementation of CBI.
- Evaluation / community census.

Challenges

- Complicated administrative processes to purchase inputs significantly delayed the kits' delivery to beneficiary communities.
- The lack of funds due to lack of disbursements also delayed delivery of agricultural kits to communities.
- GRC's lack of legal representation due to the National Council's updating process also delayed deliveries, as no contracts could be awarded.
- Some beneficiary lists had to be revised due to the high degree of community leaders' nepotism, reducing the number of beneficiary families in communities in Escuintla, Chimaltenango.
- Due to financial constraints, the operation could only cover 500 families in six communities, leaving 14 families in El Porvenir off the list. These families were later included after beneficiary lists were revised.
- Due to delivery delays, farmers in El Campamento and La Soledad used part of the products for vegetable crops, leaving a certain amount for the following year for use with maize crops, as these communities are located in areas whose altitude allows for only one planting cycle per year.
- Given that 2019 was an election year, community leaders tried to use and take credit for GRC humanitarian actions in order to improve their political standing.
- Operation volunteers and technical team faced high-risk security contexts; therefore, Safer Access measures and plans were implemented to minimize the impact and continue with planned humanitarian work.

Lessons learned

- The supplier used low-quality packaging, so bags were damaged during handling.
- Travel to communities took longer because suppliers' means of transport were not suitable for use on dirt roads.
- Procurement delays due to the lack of available funds, which forced deliveries to beneficiaries to be rescheduled.
- Complicated administrative processes to buy items significantly delayed the delivery of rations to beneficiary communities.
- GRC's lack of legal representation due to the National Council's updating process also delayed deliveries, as no contracts could be awarded.
- Contingency planning and security measures are essential for implementing plans of action, as are activities that allow volunteers and technical teams to participate and provide constant feedback.

Health

People reached: 12,255
Male: **4,359**
Female: **7,896**

Outcome 2: The immediate risks to the health of affected populations are reduced		
Indicators:	**Target**	**Achieved**
# of people reached through the health sector	6,000	12,255
Health Output 2.1: At least 6,000 people receive timely medical care and first aid services		
Indicators:	**Target**	**Achieved**
# of people reached through medical care and first aid services	6,000	12,255
Output 2.2: 2,000 people receive psychosocial support services according to affected population's needs		
Indicators:	**Target**	**Achieved**

# of people reached through PSS activities.	2,000	1,996
# of volunteers trained in PSS	25	26

Narrative description of achievements

# of people reached through the health sector

Mobilization of GRC ambulances to provide basic medical care and first aid to affected families. Source: GRC 2018.

The actions were focused on health promotion, from the beginning of the operation, knowing that one of the greatest risks in a disaster situation can be the appearance of acute diarrheal diseases, especially in conditions of overcrowding with low drinking water coverage. The topics addressed were safe water consumption, water conservation, personal hygiene, household hygiene, food hygiene.

A total of 1,954 people was accommodated in temporary shelters provided by the National Society and in temporary single-family homes set up at Finca La Industria.

GIRLS (0 TO 17 YEARS)	BOYS (0 TO 17 YEARS)	WOMEN	MEN	TOTAL
354	504	875	221	**1,954**

Two posters on mental health in emergencies have also been produced and distributed in different contexts (homes, institutions, communities, etc.). These were designed in accordance with the Ministry of Health advocating for access to mental health and being able to communicate to all people where and how they could access these services at the state level.

# of people reached through medical care and first aid services

In the first 72 hours, the actions carried out included pre-hospital care, transfers and medical attention to the affected population. Both pre-hospital care and transfers were carried out by Guatemalan Red Cross volunteers.

The transfer of 119 people (38 girls, 14 boys, 41 men and 26 women) and pre-hospital care benefited 187 people (49 girls, 22 boys, 70 women and 46 men).

Medical care was provided by GRC doctors, who treated a total of 10,519 people between June 2018 and June 2019. Care was provided at a clinic set up in a temporary morgue and during medical sessions offered in 20 temporary shelters and 23 communities affected by the volcano's eruption.

From the beginning of the medical care operation, coordination was carried out with leaders of the Hunapu community to set up a space for integrated care for the entire affected population, resulting in the use of the facilities of the national intercultural school (ENI), locating medical clinic, psychosocial support, restoration of family contact. The Guatemalan Red Cross provided general medical care, paediatrics, gynaecology-obstetrics and trauma care for a total of 12,255 people from June 2018 to September 2019.

People served from September 2019:

GIRLS (0 TO 17 YEARS)	BOYS (0 TO 17 YEARS)	WOMEN	MEN	TOTAL
2,723	2,414	5,173	1,945	12,255

Of those treated, 8,900 received medical treatment:

YEAR	MONTH	GIRLS (0 TO 17 YEARS)	BOYS (0 TO 17 YEARS)	WOMEN	MEN	TOTAL

2018	June to August	821	738	1,706	683	3,948
2019	January	105	102	26	9	242
	February	208	151	380	57	796
	March	193	153	312	72	730
	April	71	69	133	32	305
	May	162	104	467	227	960
	June	41	39	73	30	183
	July	41	47	254	92	434
	August	60	52	190	65	367
	September	322	333	181	99	935
TOTAL		**2,024**	**1,788**	**3,722**	**1,366**	**8,900**

Care was provided by 38 contract employees (doctors, nurses and other health technicians) assisted by 575 GRC volunteers. During the first months, this medical care was provided in three shifts per day and included a waiting area, medical consultations, medication supply and minor medical procedures.

In addition to the funds provided by the IFRC, the Guatemalan Red Cross also received financial support from the Inter-American Development Bank, the Government of Korea, the Government of Australia and several individual donors, enabling it to provide medical care to a total of 3,355 people (1,451 women, 579 men, 626 boys and 699 girls).

# of people reached through the activities of the PSS

A total of 1996 people received services from PSS:

GIRLS (0 TO 17 YEARS)	BOYS (0 TO 17 YEARS)	WOMEN	MEN	TOTAL
647	491	643	215	**1,996**

Psychological first aid was provided to the affected people during the first 72 hours after the disaster (and after the fifth eruption of the volcano on 18 November) by psychologists, volunteers and trained staff. Psychologists hired as part of the appeal attended to people who came to the GRC medical clinic set up in the temporary morgue and collective centres, and conducted workshops aimed at supporting the recovery process and preventing future mental health problems.

PSS sessions and recreational activities with children and adults. Source: GRC 2019.

Eleven workshops were held with children and adolescents, working on the development of standards and on the theme "My life", the management of emotions, mental health, risk factors, self-esteem, values, stress and grief. There was also a workshop on "recognizing my emotions", a psychodrama on "how to deal with emotions", as well as purely recreational workshops.
Eight workshops were held with adults, covering mental health, children's needs, excretory disorders, enuresis, education without violence, sex and gender, children's rights and obligations, grief and family communication.

These actions were part of a psychosocial support strategy formulated by the Guatemalan Red Cross with the support of an expert from the PSS of the Spanish Red Cross.

Psychologists contracted with Appeal and other donor funds implemented psychosocial support actions, recognizing the importance of the well-being of the volunteers and technicians involved in the response. They addressed the needs of those who participated (individually and in groups) in the response by providing guidance on self-care practices, relaxation and rest and recreation. In addition, clearance/monitoring sessions were held in which visualization and relaxation techniques were applied in a stress-free environment for at least four hours. A total of 149 people from the GRC (63 women and 86 men) and 56 people from the Executive Secretariat of Civil Protection (SE-CONRED) (20 women and 36 men) were reached through these activities, many of whom were first responders and friends of a SE-CONRED technician who died during the evacuation.

The Public Security Service's response included plans to establish recreation areas in the affected communities, including La Soledad, El Campamento (municipality of Acatenango, Chimaltenango); and Santa Marta, La Reyna,

Santa Rosa and El Rancho (municipality of Escuintla, Escuintla). In each community, beneficiaries helped level and clear the land and with landscaping once the playground equipment was installed. Approximately 1134 families benefited.

# of volunteers trained in PSS

In order to build the capacity of National Societies, four CREPD-certified facilitators - two from the Guatemalan Red Cross and two from the Nicaraguan Red Cross - gave a National Intervention Team (NIT) course on the SSP to 26 members of the Guatemalan Red Cross. Transport and accommodation were provided with the support of the Spanish Red Cross and the AECID.

Photo 5: PSS NIT course for GRC volunteers and staff. Source: GRC 2018.

The PSS course consists of five modules distributed in two training areas which are

- Module I "Introduction to psychosocial support": Basic concepts, levels of psychosocial support and programme models, approaches to psychosocial support, crisis and grief, stress, as well as violence and safe strategy against violence.
- Module II "Psychological aspects in the context of emergencies and disasters": Psychological first aid and effective communication, psychosocial effects and reactions.
- Module III "Psychosocial support actions": addresses the issues: Strategies, methods and techniques of psychosocial support, mental health in Red Cross staff, mental health care and self-care strategy, children and psychosocial support.
- Module IV: "Social aspects in the context of emergencies and disasters" develops the topics: psychosocial support networks, community work and psychosocial support.
- Module V: "Planning and evaluation of psychosocial actions" covers the topics: evaluation, planning and monitoring of psychosocial actions.

Participants: 26 people.
- Men: 15
- Women: 11

Facilitators: 6 people.
- Men: 3
- Women: 3

Challenges

Internal constraints:

- Despite this being an emergency, administrative processes hindered expedited procurement, affecting the pace of work.
- Deploying personnel to various locations during the emergency was a challenge for the National Society, affecting the progress of planned activities; nevertheless, the situation was resolved through coordination and efficient use of vehicles. A sister National Society provided four-wheel drive vehicles when they were most needed.

External constraints:

- The onset of winter constituted a significant challenge for response at the community level. The appearance of lahars in the target area limited work schedules and allowed constant work.
- The presence of aid/response institutions in the same area initially limited the institution's actions; however, the population was benefitted through coordinating and complementing actions.
- Some of the communities not served by GRC complained about not being included in activities
- Violence rates in the area prevented actions in certain locations at certain times

Lessons learned

- Making psychosocial support visible as a line of action helped it to become a fundamental aspect of many health intervention actions
- Hiring professional staff for identification of psychosocial care and follow-up is essential for focusing on that immediate emergency action.

Protection, Gender and Diversity

People reached: 2,225
Male: **807**
Female: **1,418**

Outcome 3: The National Society adopts specific measures that contribute to humanitarian assistance with a differentiated approach according to the people affected vulnerabilities, gender, and/or a situation, promoting protection and inclusion

Indicators:	Target	Achieved
# of people (disaggregated by sex and age) receive information with a differential focus on the protection of their lives.	3,000	2,225
# of people receive training (disaggregated by sex and age) in sexual and gender-based violence (SGBV) in the collective centres.	30	1,812

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	Achieved
# of volunteers (disaggregated by sex) receive training in Minimum Standards of Gender and Diversity and basic training in gender.	30	132
# of individuals (disaggregated by sex and age) receive training in SGBV prevention.	3,000	2,225
# of people (disaggregated by sex and age) receive SGBV information services through outreach and awareness raising	500	2,225
# of people (disaggregated by sex and age) have access to Safe Spaces.	500	0
# of people (disaggregated by sex and age) receive PSS.	500	1,996
# of reference systems on sexual protection and gender-based violence brochures are produced and distributed to people affected during counselling sessions	100	1,480

Narrative description of achievements

# of people (disaggregated by sex and age) receive information with a differential focus on protecting their lives

GRC volunteers and staff provide information on gender protection and inclusion to affected people. Source: GRC 2018.

Protection discussions are held with affected persons during community visits. People often clear up their doubts in these discussions with the expert volunteers.

A total of 2225 people from the community have been reached. Of which 780 were adult women, 213 adult men, 594 boys and 638 girls.

# of people receive training (disaggregated by sex and age) on sexual and gender-based violence (SGBV) at the collective centres.

With support from participants, information on protection, gender and inclusion was provided to people housed in temporary single-family dwellings (ATUs) and in collective centres in Escuintla, reaching a total of 1,812 people. A small booklet with information regarding the different types of violence, what to do and where to go in cases of sexual violence was distributed during educational sessions and visits to ATUs.

GRC volunteers performing the "1,2,3 Red Cross" play. Source: GRC 2018.

From 24 April to 5 June 2019, the Guatemalan Red Cross Theatre Group, made up of volunteers and under the direction of the management team with experience in the matter, performed a play called "1, 2, 3 Red Cross" in 14 affected communities, reaching a total of 2,225 people. The play promotes a culture of peace and violence prevention through the staging of real-life situations. After each performance, participants analysed and reflected on the different types of violence and the way in which it is sometimes considered normal within families and society. In addition, they proposed ways to foster a culture of peace within their communities.

Communities	Women	Men	*Boys (0 a 17 years)*	*Girls (0 a 17 years)*	Total
El Zapote	15	5	65	78	163
Sangre de Cristo	8	8	1	1	18
Don Pancho	15	16	4	7	42
Santa Marta	23	28	15	23	89
Lucerna	67	35	73	67	242
Unión Maya	29	12	30	36	107
Campamento	16	5	7	5	33
Morelia	80	30	50	90	250
Panimache 1	60	17	0	0	77
Santa Sofía	240	30	50	65	385
El Porvenir	80	12	0	0	92
Panimache 2	36	5	15	18	74
Soledad	111	10	12	8	141
Cantón Quisache	0	0	272	240	512
TOTAL	**780**	**213**	**594**	**638**	**2,225**

# of volunteers (disaggregated by sex) receive training in Minimum Gender and Diversity Standards and basic gender training

Protection and GBV were vital components of this operation from the start. The following workshops were held with staff and volunteers:

- On 24 June, workshop on Sexual Violence and Protection held in Escuintla, attended by 32 individuals including 24 volunteers (16 men and 8 women) and eight GRC technicians (two men and six women). The workshop was facilitated by an SGBV RIT and a PSS specialist from Spanish Red Cross, addressing basic concepts such as gender, diversity, equity, gender violence, sexual violence, discrimination, the concept of do no harm, and the code of ethics and conduct.
- On 3 August, workshop on Law on femicide and other forms of violence against women, gender concepts, and the Code of Conduct aimed at the Red Cross Management Team, including the General Director, Directors, Programme Coordinators, and the heads of several offices within the institution - a total of 60 individuals (31 men and 29 women).

- From 4 to 7 September 2018, a third workshop on Protection, Gender and Inclusion was delivered by a SGBV consultant from IFRC. The workshop was attended by 20 individuals including six volunteers (four men and two women) and 14 GRC technicians (four men and ten women).
- From 3 to 7 June 2018, a fourth workshop on Protection, Gender and Inclusion was delivered by an instructor from Dominican Republic Red Cross and two instructors from Guatemalan Red Cross. The workshop was attended by 21 individuals including National Society staff and volunteers (11 men and 10 women).

# of individuals (disaggregated by sex and age) receive training in the prevention of SGBV

These people received training, in the form of talks on the subject. The talks were given in different spaces and could be made up of both men and women. All the topics related to prevention were discussed. They also distributed brochures with information that helped spread the message to the rest of the community.

# of people (disaggregated by sex and age) receive information services on SGBV through outreach and awareness

GRC volunteers and staff provide information on gender protection and inclusion to affected people. Source: GRC 2018.

Referral systems on sexual protection and brochures on gender violence are produced and distributed to affected persons during counselling sessions

11,480 distribution materials with referral information were provided to people who participated in protection and GBV prevention activities.

# of people (disaggregated by sex and age) have access to Safe Spaces

During the attention within the emergency, there were not well defined areas as Safe Spaces for children in the shelters established by the Secretary of Social Works of the Wife of the President (SOSEP), also most of the places enabled as shelters were saturated and there was no space available that met the basic conditions, without putting the children at risk, so the action was not carried out.

# of people (disaggregated by sex and age) receive PSS

A total of 1996 people received services from PSS:

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Psychological first aid was provided to the affected people during the first 72 hours after the disaster (and after the fifth eruption of the volcano on 18 November) by psychologists, volunteers and trained staff. Psychologists hired as part of the appeal attended to people who came to the GRC medical clinic set up in the temporary morgue and collective centres, and conducted workshops aimed at supporting the recovery process and preventing future mental health problems.

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# of referral systems on sexual protection and gender-based violence are produced and distributed to affected persons during counselling sessions

A total of 1480 pamphlets on sexual protection and gender-based violence were produced and distributed to the population. With this distribution, small informative talks were held on the subject.

Brochures delivered by the National Society
Production: GRC

Challenges

- Incorporating protection, gender and inclusion activities was a challenge during health activities, since this component had not been considered a line of action in any other intervention.
- Producing materials for work in the field was a challenge because of the lack of materials and sufficient time.
- The use of Public Buildings such as schools, classrooms and stadiums; limited the creation of spaces assigned for recreation or work with children.
- The number of people in a small space made it difficult to carry out actions every day, since people did not stay long in the shelter; therefore, the number of people changed every day. Some returned to their homes during the day and only arrived at night.

Lessons learned

- The community workshops were a success and well accepted by the population. Using theatre to communicate PGI messages was very successful

- Strengthening the National Society's capacity through workshops contributed to the incorporation of PGI actions into the Plan of Action.

Disaster Risk Reduction

People reached: 3000
Male: 1050
Female: 1950

Outcome 4: Communities in high-risk areas are prepared for and able to respond to disasters

Indicators:	Target	Achieved
# of households receive information for family disasters plans.	500	600
# of schools have preparedness plans	3	20

Output 4.1: Communities take active steps to strengthen their preparedness for timely and effective response to disasters

Indicators:	Target	Achieved
# of volunteers trained in “Escuela Protegida” (Protected School).	25	30
# of families in 3 communities receive family plans.	3	3
# of VCA in the communities (1 per community).	8	8

Narrative description of achievements

# of households receive information for family disaster plans

Sessions to strengthen community disaster preparedness were held with the support of volunteers, community members and municipal technical disaster management teams. This required the preparation of training materials that served for the awareness campaigns.

More than 30 risk reduction sessions were held for eight communities. Through participation and presentation of measures to local authorities, sessions were held for university students and members of the local coordination of other communities and the disaster management office.

The communities where the work was done were Unión Maya, Santa Marta, Don Pancho, Panimaché I, Panimaché II, El Porvenir, Soledad, Campamento. And the topics discussed were adverse events in the country, community first aid, fires.

The session that dealt with adverse events in Guatemala aimed at raising community awareness by developing a calendar through the formation of working groups, and dealt with basic definitions such as threat, vulnerability, capacity, mitigation, prevention, risk, disaster and emergency.

Brochures delivered by the National Society
Production: GRC

Community first aid: basic lessons on primary care in relation to snake bites, fractures, fevers, epilepsy, contents of a first aid kit, bandages, how to deal with bleeding, burns and stabilization of patients on site.

Fire Incident: The following topics were covered to teach participants how to deal with a potential fire: the fire triangle, ways to extinguish fires, fuel removal, cooling and cooling, parts of an extinguisher, fire extinguishers and types of fires, and evacuation methods during a fire incident.

Given the change in community authorities, a workshop was held in the capital of Escuintla to review each topic with the new authorities. Knowledge of teaching techniques was provided to ensure that the sessions continued in the communities. Overall, the community sessions and workshop trained 40 community members, 25 volunteers and 14 technicians from the Municipal Risk Management Office.

As part of this process and in the framework of a strategic partnership, the technical teams of the Municipal Risk Management Office were given a basic course on the management of collection centres. The course addressed the conceptualization, steps for opening, requirements, organization, and practices of collection centres. As a complement, the 16 technicians and three volunteers who attended the course received a lesson on the generalities of collection centres

During the DRM sessions, equipment such as fire extinguishers, basic kits with disposable material, megaphones, etc. were used, which were later transferred to the Community Councils for Urban and Rural Development and to the participants so that they could continue with the training in their communities and help them manage their own equipment. The Municipal Office of Disaster Risk Management was also equipped with workshop materials so that they could continue the training process in the communities.

For emergency management, the National Coordinator for Disaster Reduction provides tools that guide planning tasks and identify the strengths and weaknesses of the vulnerable population. It also establishes basic strategies to adapt to different scenarios, one of which is the Local Response Plan (LRP).

Eight community response plans were developed together with community leaders and participants. These were well accepted by the communities, as the plans are practical tools for identifying vulnerabilities as well as those responsible for achieving an effective local response.

This document establishes a basic structure of actors, responsibilities, procedures, and norms that, in the face of an adverse event, allow actions to be executed effectively. Among the agreements established with community leaders were updating the plans at least once a year, socializing them to the community and public institutions.

Another commitment was that, when a change of local authorities is made, the response plan will be part of the documentation to be transferred.

# of schools have plans to prepare

In the last decade, disaster prevention has begun to develop more systematically in Guatemalan schools. The GRC has supported the implementation of activities such as drills, preparation of emergency plans for schools, damage and needs assessment techniques, crisis intervention, training of teachers, students and administrative staff, and physical protection of schools.

Thirty-five teachers, five municipal risk management technicians and ten volunteers were trained in the importance of disaster preparedness in schools through three Escuela Protegida workshops.

Schools have school emergency plans to reduce risk or to prevent, prepare for, respond to and recover from a crisis, although the term school safety is applied in different ways in each school. Of the protected schools, which functioned as collective centres during the emergency, seven are in rural areas and 13 in urban areas.

The new school guide approved by SE-CONRED was announced during the last workshop held with the directors and teachers of the 20 schools. The new guide, which replaces the previous one, was called "School Committees", and now focuses on CERED (School Commission for Disaster Reduction) and is a practical guide with considerable information

As part of the training process, each school was provided with basic equipment, such as a teaching kit, a fire extinguisher, a megaphone, sheets of paper, pens, markers, cones, a first aid kit and basic materials, to provide basic education or psychosocial support in emergency situations.

Some of the lessons covered in these interactive workshops are

- Importance of school disaster response plans
- Structure of disaster response commissions
- Adverse events in schools
- Basic Definitions
- Information management in emergencies
- First aid in schools
- Evacuation
- Fire Incidents Commission

Photo: Participants in the "Escuela Protegida" workshop. Source: GRC 2019.

Disaster response plans in schools began to be prepared during the Escuela Protegida workshops. Twenty plans were prepared with the support of volunteers, technicians from the municipal risk management unit, community leaders and school principals and teachers.

This process will serve as a starting point for preparing school drills for the 2020 school year, as well as for the search for the new guide. The GRC used the funds allocated to activity A4106 to print some samples to be used in 2020 during demonstrations of the new guides to organize school disaster risk reduction committees.

It should be noted that the National Coordinator for Disaster Reduction has released a new guide for the formation of response commissions in schools, which GRC used the fund allocated in activity no. A4106, for its printing, hoping to be able to contribute to the updating of both the Volunteer Support in the subject and in the educational centres.

# of trained volunteers in "Protected School".

Practice on steps to prepare for adverse events. Photo: GRC.

Two introductory disaster management workshops were held in May and July 2019. Workshops emphasized Community Disaster Response Teams and developed methodologies for organizing and forming Local Disaster Risk Reduction Coordination (COLRED), training 30 volunteers (14 female and 16 male) from eight delegations, seven community members and 14 members of the Municipal Risk Management Office. Three Guatemalan Red Cross facilitators participated.

These workshops led to an inter-institutional partnership to continue to provide these trainings to community leaders, volunteers, and Municipal Risk Management Office technicians in scheduled and follow-up communities.

Topics included.

- What is Disaster Risk Management?
- Disaster Risk Reduction
- Disaster preparedness
- Timeline
- Type of threats in Guatemala

- Steps to prepare for adverse events
- Teaching-learning techniques
- Fire incidents
- Community first aid
- Search and location

All workshops included teaching techniques, to ensure correct teaching when performing replications to volunteers, municipal and community risk management teams in communities targeted by the operation and in other communities targeted by the Municipal Risk Management Office.

# of family's communities receive family plans

Brochures delivered by the National Society
Production: GRC

The household response plan is a tool that teaches each family member what to do if an adverse event occurs in the home or community.

To disseminate it, 30 volunteers (14 women and 16 men) and 14 community members were trained on the importance of having a household response plan, completing the plan, mapping in working groups, evacuation routes and basic conceptualization of risk management.

It is worth mentioning that the lesson that generated the most interest was how to treat people who need special assistance, i.e. people with disabilities, concluding with the importance of conducting family drills.

Household disaster plans were disseminated and completed together with community members. As a result of the training described above, 600 disaster response plans were prepared in eight affected communities, with the support of volunteers and community leaders.

Each volunteer was provided with basic materials to prepare plans with families, such as rulers, pencils and colored pencils to prepare a map of each household. Throughout this training process, the GRC encouraged the various discussion groups to prepare their family plans so that this tool would reach more people

# of VCAs in the communities (1 per community)

Community sessions on Disaster Preparedness and Response Photo/SDL/GRC.

Two VCA workshops were held in the communities, as well as ten sessions of consultation and VCA preparation. For the workshops, communities were divided into two groups of four communities.

Group 1	Group 2
1. El Campamento	1. Don Pancho
2. La Soledad	2. Panimaché 1
3. Santa Marta	3. Panimaché 2
4. Unión Maya Quiché	4. El Porvenir

The first group participated in the workshop from 3 to 5 April 2019, which was attended by community leaders and members of the Community Councils for Urban and Rural Development (COCODE). Five participants came from El Campamento, five

from La Soledad, six from Santa Marta and six from the Unión Maya Quiché, for a total of 22 participants (14 men and 8 women).

The second group participated in the workshop from April 9-11, 2019, attended by community leaders and members of the COCODEs. Six participants were from Don Pancho, six from Panimaché 1, six from Panimaché 2 and three from El Porvenir, for a total of 21 participants (14 men and 7 women)

Topics covered during the workshop:
- Basic concepts
- What is the VCA?
- Historical profile
- Historical Calendar
- Seasonal calendar
- Mapping: Space, capacity/resources and threats/vulnerabilities
- The social fabric.
- Graph of transformative action
- Presentation of results

Preparation of VCAs Source: GRC 2019.

Ten trained volunteers and 14 technicians from the Risk Management Office of the Municipality of Escuintla helped in this training process.

After more than ten community sessions, eight community assessments (VCAs) were carried out in order to have a general description of the hazards, vulnerabilities, capacities of each community.

The elaboration of each VCA tool allowed the population to know their capacities, vulnerabilities, and threats. Several communities expressed that they would use these reports in the management of mitigation works according to their priorities and capacities. Four VCA workshops were carried out to community members and the technical team of the Municipal Risk Management Office, achieving eight VCAs in eight communities.

Thanks to the awareness gained, the technical team of the Municipal Risk Management Office will continue to receive training and update the VCAs in 2020.

Through this process, the community obtains results.
- A better understanding of their risks
- Discover the teamwork in the elaboration of sketches, the dynamics of organization
- Interest in managing to turn your vulnerabilities into capabilities

In order to incorporate important information on DRR, paragraphs on prevention were studied during the training process with teachers, community members and the municipal risk management team, always based on information published by the technicians of the National Secretariat for Disaster Coordination and the Municipal Risk Management Office. The National Society's press department provided support during this activity.

The result was a graphic notebook with paragraphs on prevention, which will be distributed to the staff who participated in the training process to provide them with a prevention teaching guide

The main paragraphs of this communication campaign are the guidelines for preparing household emergency plans, the guidelines for the formation of school risk management committees and the 72-hour backpack.

The campaign included processes such as writing informative paragraphs together with community participants, taking advantage of each training and consultation process with the governing body (CONRED) to describe the appropriate paragraphs according to their informative brochures; preparation of the notebook design (by the GRC press department); submission of the mock-up to the General Directorate; and approval, purchase order and preparation of the notebooks.

During the training activities, all GRC-supported communities recognized the risks they faced, so these graphic notebooks will help raise awareness and focus on disaster preparedness.

Challenges

- Working in at-risk communities has been a challenge because the population lives with permanent risk.

- Dialogue with other organizations that do not complete comprehensive processes has encountered some difficulties with the communities because they prefer GRC activities.

Lessons learned

- It was difficult to conduct any type of process - whether for training, recovery, or disaster preparedness - with only five hours available during the day to do so (6 am to noon). Nothing could be carried out after noon because of the risk of flooded roads caused by rains, which meant having to spend the night in communities.
- We paid more attention to inclement weather, giving everything due consideration to be able to conduct our actions in time.
- Safety conditions should be considered during planning and local authorities should be involved to ensure a comprehensive approach.

National Society Strengthening

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, competences and capacities to plan and perform

Output S1.1.4: GRC has effective and motivated volunteers who are protected

Indicators:	Target	Achieved
# of volunteers insured	1,684	1,800
# of debriefing sessions conducted	20	20

Output S1.1.6: The GRC has the necessary corporate infrastructure and systems in place

Indicators:	Target	Achieved
# of volunteers receive NIT training	25	24
# of staff hired	2	2
# of branches that have a COE	1	1

Progress

# of volunteers insured

A total of 1800 volunteers from all over the National Society were insured for this operation with AXA Seguros. This was done in coordination with the IFRC.

 # Information Management trainings

Based on existing strengths and lessons learnt from past humanitarian operations, the National Society manages the participation of the local Communication Department Coordinator and Monitoring Coordinator in the Humanitarian Information Analysis Course (HIAC).

Strengthening the basic skills, attitude and knowledge needed to respond to strategies and make sense of the information available in emergencies, disasters, and crises the course ended with a final scenario exercise built among all participants. This course was held in Panama City, Panama, from 18 to 22 November 2019.

# of volunteers receive NIT training

The National Intervention Team (NIT) course was held with IFRC in Escuintla from 30 September to 7 October 2018, in conjunction with the Institutional Disaster Preparedness Reference Centre (CREPD) and Guatemalan Red Cross. The course was attended by 24 volunteers (7 female and 17 male) involved in the disaster preparedness and response strategy in 13 GRC delegations.

The purpose of the course was to increase GRC's responsiveness through developing knowledge, techniques and tools to prepare for disaster response and intervention, facilitating professional, ethical performance before, during and after emergencies and/or disasters while upholding the principles and values of the International Red Cross Movement

92 per cent of participants passed the course, achieving the learning objectives, skills and meeting established standards.

Photo 9: GRC volunteers and staff participating in group work during the NIT course. Source: CREPD 2018.

Individuals who passed the course:

Women	Men	TOTAL
7	15	**22**

# of staff hired

One coordinator and one finance officer were hired, who worked on operation activities until 11 December 2019. In addition, a driver was hired to transport volunteers and staff to and from activities.

# of branches that have a COE

Participants in the "Introduction to Operation Centre Management" course, 2019 Source: GRC

The front wall and doors of the Escuintla branch have been fixed, as well as the warehouse and the Emergency Operations Centre.

An introductory course on the management of the Emergency Operations Centre was held from 11 to 13 November 2019. The purpose of this course is to provide guidance on the organization of the Emergency Operations Centers from an Emergency Operations Management and Control System approach, considering that the tasks in the handling of information required by emergencies or disasters, as well as to support an organization that integrates the technical and political efforts for the common search for disaster response. Forty-five volunteers from 15 Delegations participated in this course.

Participants in the "Introduction to Operation Centre Management" course, 2019 Source: GRC

The course also included an earthquake simulation, which sought to manage information and actions on the ground and related to policy. Everyone's participation in their own areas was very productive, which is encouraging for future simulations or exercises.

Women	Men	TOTAL
14	31	**45**

Acquisition of a four-wheel drive pick-up

A four-wheel drive pick-up was acquired under the operation, and GRC received a vehicle as a donation from the Turkish Red Crescent, both used under this operation.[7]

[7] In the 12 Month Update by mistake it was added the acquisition of two vehicles under this operation, being the correct information the acquisition of one vehicle.

International Disaster Response

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

Output S2.1.1: Effective disaster response preparedness and National Society Surge Capacity mechanism is maintained

Indicators:	Target	Reached
# of monitoring visits by IFRC	4	4

Progress

# of monitoring visits by IFRC

IFRC staff conducted four monitoring visits to support activity implementation. Another visit was made to assist with the preparation of the 12-month operation report and revision of the Plan of Action.

One visit included organizing a security workshop Guatemala on February 17-19, 2019, the purpose of which was to ensure the creation and training of a newly appointed security staff and supporting network. The workshop culminated with a strong security network of 15 personnel (staff and volunteers) in the major branches of Guatemala and a National Society Focal Point. Personnel in the Guatemalan RC Security Network were trained on Security Risk Assessment, Critical Incident Management and NS actions when a Security Incident occurs. As an outcome of this workshop, the NS identified funding to create NS security rules, regulations, and a comprehensive security strategy.

Influence on others as a leading strategic partner

Direct outcome S3.1: The IFRC secretariat, together with National Societies uses their 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 conduct successful political and legislative actions at the national level

Indicators:	Target	Reached
# of volunteers participate in lessons learned workshop	25	25

Output S3.2.1: Resource generation and related accountability models are developed and improved

Indicators:	Target	Reached
# of external evaluation conducted	1	1

Progress

# of lessons learned workshop held

On 2 and 3 December 2019, the Guatemalan Red Cross carried out a lesson learned workshop that allowed it to identify opportunities for strengthening based on each of its humanitarian actions, security, impact and coverage in Operation "Erupción Volcán de Fuego".

MEN	WOMEN	TOTAL
14	11	25

Case study of Disaster Law and lessons learned workshop

- Launch of an IDRL Project in Guatemala which implied the development of an IDRL study and a consultation process to present, discuss and validate with relevant authorities the findings and recommendations stemming from the policy review
- In this regard, several national workshops were carried out over the period of the Project in Guatemala to sensitize the authorities (CONRED, MoFA) to the IDRL Guidelines and Checklist, DRR Law Checklist and build the legislative advocacy capacities of the Guatemalan Red Cross which became a critical partner of the CONRED to review the CCAH Guidelines and other-related legal instruments.
- 5 regional Disaster Law workshops were conducted allowing training over **350** CONRED staff and Guatemalan Red Cross volunteers in November 2019 on the role of legislation to promote an enabling environment for DRR and DRM (these workshops were held as a result of previous activities financed by this operation).

- The Project greatly contributed to the strengthening of the relationship of the Guatemalan Red Cross and the CONRED which advocated for the inclusion of the IDRL Guidelines in the Buenos Aires Declaration during the 9th Edition of the MIAH ("Mecanismos Internacionales para la Asistencia Humanitaria) in Buenos Aires, Argentina led by the White Helmets and the Argentinian Ministry of Foreign Affairs with the support of OCHA.
- The advocacy efforts resulted in the inclusion of the IFRC DRR Law Checklist in the newly adopted *CONRED Guidelines for the creation of special units responsible of integrated DRM at the municipal and executive levels.* It also allowed including some IDRL recommendations, including tax exonerations on the importation of relief goods, in the newly adopted Law of CONRED.
- As a key achievement of the Project, a National IDRL Commission is currently being established under the leadership of a group of Congressmen with the objective of developing an IDRL Law based on the IDRL Model legislation. The Guatemalan Red Cross and IFRC are key partners and leading this initiative.

# of external evaluation conducted

IFRC and GRC selected an external consultant team to conduct the evaluation, which was done during the last days of the operation. The team went to one field site and was present during the lessons learned workshop organized by the National Society. The final report was presented to the GRC and the IFRC. Once the management response is completed, the final report and management response will be published on the public website IFRC Evaluations.

Effective, reliable, and accountable IFRC

Direct outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability.

Output S4.1.4: Staff security is prioritized in all IFRC activities

Indicators:	Target	Reached
# of security plan produced	1	1
# if GRC employees and volunteers take the Stay Safe online course	100	82

Progress

# of security plan is produced

A security training was created during the workshop held in February 17-19, 2019, and is now being validated and if necessary revised by a partner national society later in October 2019 to ensure that it is a valid, comprehensive and realistic security plan that fits all aspects of the Guatemalan Red Cross, laws, and local context of the situation in Guatemala.

# of staff and volunteers take Stay Safe online course

All volunteers activated for this operation (600 people) were provided with a security briefing by the operation coordinator, IFRC's Regional Security Coordinator and GRC's Volunteer Unit. In addition, weekly monitoring and follow-up meetings are held at the beginning and end of each activity to refresh personal security measures inside and outside institutional facilities.

In accordance with the operation's resources, each volunteer was ensured access to Personal Protection Equipment, (gloves, goggles, masks, caps, long-sleeved and short-sleeved shirts, and boots).

Information on staff and volunteers who have taken recommended courses:

Courses	Women	Men	TOTAL
Volunteers who have begun their Basic Institutional Training	8	8	**16**
Basic First Aid	12	15	**27**
Safer Access Course	13	23	**36**
World of Red Cross (WORC)	30	52	**82**

Stay Safe e-learning course	30	52	**82**
TOTAL	**93**	**150**	**243**

Security efforts and duty of care continue to be implemented, security learning has taken place during the operation, however, both management and governance staff still need to be trained in Operational Security and the National Society's internal security network should be continued to be strengthened.

Contact information

Reference documents

Click here for:

- Previous appeals and progress reports
- Emergency Appeal Plan of Action (EPoA)

For more information related to this operation, please contact:

In the Guatemalan Red Cross:

- Daniel E. Javier Orellana, General Director, Guatemalan Red Cross; phone: +502 23816515; e-mail: direcciongeneral@cruzroja.gt

In the IFRC regional office for the Americas:

- Jono Anzalone, Head of the DCPRR Department; jono.anzalone@ifrc.org
- Felipe Del Cid, Continental Operations Coordinator; felipe.delcid@ifrc.org
- Gonzalo Atxaerandio, Disaster Manager, IFRC phone: +507 63790646; email: gonzalo.atxaerandio@ifrc.org
- Mauricio Bustamante, Head of Regional Logistics Unit Americas Region; mauricio.bustamante@ifrc.org
- Diana Medina, Communications Unit Manager; diana.medina@ifrc.org

For Resource Mobilization and Pledges:

- Marion Andrivet, Emergency Appeals and Marketing Senior Officer; marion.andrivet@ifrc.org

For Performance and Accountability:

- Maria Larios, Panning, Monitoring, Evaluation and Reporting (PMER) Manager; maria.larios@ifrc.org

In IFRC HQ in Geneva:

- Antoine Belair, Operations Coordination Senior Officer for Disaster and Crisis (Prevention, Response and Recovery); antoine.belair@ifrc.org

How we work

The International Federation's activities to assist the most vulnerable people are in line with the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief, the Humanitarian Charter and the Minimum Standards in Disaster Response (Sphere Project).

The International Federation's vision is to inspire, encourage, facilitate and promote, on an ongoing basis, the implementation of all types of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The International Federation's work is guided by Strategy 2020, which sets out three strategic objectives:

1. To save lives, protect livelihoods and strengthen recovery from disasters and crises.
2. Ensure healthy and safe livelihoods.
3. Promote social integration and a culture of peace and combating violence

Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/06-2020/04	Operation	MDRGT013
Budget Timeframe	2018/06-2019/12	Budget	APPROVED

Prepared on 15 May 2020

All figures are in Swiss Francs (CHF)

MDRGT013 - Guatemala - Vocano Eruption

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

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	100,000
AOF2 - Shelter	0
AOF3 - Livelihoods and basic needs	1,200,000
AOF4 - Health	250,000
AOF5 - Water, sanitation and hygiene	0
AOF6 - Protection, Gender & Inclusion	40,000
AOF7 - Migration	0
SFI1 - Strenghten National Societies	250,000
SFI2 - Effective international disaster management	330,000
SFI3 - Influence others as leading strategic partners	30,000
SFI4 - Ensure a strong IFRC	5,000
Total Funding Requirements	**2,205,000**
Donor Response* as per 15 May 2020	**1,931,031**
Appeal Coverage	**87.58%**

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	95,498	78,020	17,479
AOF2 - Shelter	0	3	-3
AOF3 - Livelihoods and basic needs	1,188,176	964,545	223,630
AOF4 - Health	224,434	218,928	5,506
AOF5 - Water, sanitation and hygiene	0	0	0
AOF6 - Protection, Gender & Inclusion	0	27,442	-27,442
AOF7 - Migration	0	0	0
SFI1 - Strenghten National Societies	223,255	172,310	50,945
SFI2 - Effective international disaster management	317,197	307,618	9,579
SFI3 - Influence others as leading strategic partners	31,572	27,948	3,624
SFI4 - Ensure a strong IFRC	2,817	1,721	1,096
Grand Total	**2,082,948**	**1,798,533**	**284,415**

III. Operating Movement & Closing Balance per 2020/04

Opening Balance	119,013
Income (includes outstanding DREF Loan per IV.)	1,812,018
Expenditure	-1,798,533
Closing Balance	**132,498**
Deferred Income	0
Funds Available	132,498

IV. DREF Loan

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

Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/06-2020/04	Operation	MDRGT013
Budget Timeframe	2018/06-2019/12	Budget	APPROVED

Prepared on 15 May 2020

All figures are in Swiss Francs (CHF)

MDRGT013 - Guatemala - Vocano Eruption

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

V. Contributions by Donor and Other Income

Opening Balance					**119,013**	
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**	
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**	
On Line donations	418				**418**	
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 Cyprus	11,500				**11,500**	
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	**1,812,018**	**0**	**0**	**0**	**1,812,018**	***0***
Total Income and Deferred Income					**1,931,031**	*0*

ANNEXES

ANNEX 1 – "Matrix for change of mechanism."

RISKS	PROBABILITY [8]	IMPACT ON THE PROGRAM	MITIGATION ACTIONS
Contextual.			
Government laws / regulations	1	1	None
Security / Access	4	3	Safety plan Communication plan
Inflation caused by external factors (currency devaluation)	1	1	None
Programming			
Financing capacity	5	3	None
Hiring of third parties	1	1	None
Security for staff	5	3	Safety plan Communication plan
Security for beneficiaries	5	3	Safety plan Communication plan
Corruption	3	1	None
Conflicts within the community	3	3	Cash-based interventions are recommended to the entire community, and the communication plan should be implemented
Inflation	1	1	None
Institutional			
Accountability, fraud, corruption	1	1	None
Strategic for the SN	1	1	None
Relations with other actors	2	1	None

ANNEX 2 – Basic Equipment Livelihoods

Gastronomy Kit
Boat
Frying pan
Kitchen knife
Measuring spoon set
Tweezers

Motorcycle Maintenance Kit
Spark Plug Removal Key
Crown Key ½ inch
N10 crown key
N12 crown key

[8] Probability: Low (1) - High (5)

Screwdrivers
Pliers
Gripper
Insulating tape

Bakery Kit
Whisk
Roller
Measuring cup
Measuring cup set

Cutting and Dressing Kit
Elastic
Dracone fabric
Sewing scissors
Pins
Chalk
Sewing tape measure
Sewing needles
Small scissors
Thread
Buttons
Zippers
Seam ripper

Electricity Kit
Intensity tester
Screwdriver
Pliers
Clamp
Insulating tape

ANNEX 3 – Natural Products Team

- ½ one-inch electric centrifugal pump.
- ½- and ¾-inch PVC pipe
- 120-liter plastic drum
- A 50-meter roll of drip irrigation tape.
- One 20-liter bucket.
- A 20-litre container with a lid
- Hand grinder.
- A 1.5 metre wooden pallet
- Plastic roll for the trenches
- 2,500-liter water tank
- Pot for preparing lime Sulphur
- PVC accessories.