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DREF Final Report

Guatemala: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

DREF n° MDRGT016	Glide n°: OT-2020-000014-GTM
Date of issue: 02 December 2020	Date of disaster: 14 January 2020
Operation start date: 25 January 2020	End date: 31 July 2020 Timeframe: 6 months
Overall operation budget: 174,436 Swiss francs (CHF)	
People affected: Approximately 4,000 people. ¹	People reached: 9,429
Host National Society(ies) presence: The Guatemalan Red Cross (GRC) has one national headquarters, 20 branches throughout the country and 1,680 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), Spanish Red Cross and Norwegian Red Cross.	
Other partner organizations actively involved in the operation: United Nations High Commissioner for Refugees (UNHCR), International Organization for Migration (IOM), Pan American Health Organization (PAHO); human rights NGOs; local and national governments of affected countries, Oxfam, Pastoral for Human Mobility, CONAMIGUA, UNICEF, Doctors of the World.	
The Guatemalan Red Cross spent a total of 151,858 CHF. The remaining balance of 22,578 CHF will be reimbursed to the Disaster Relief Emergency Fund.	

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

A. Situation analysis

Description of the disaster

A massive population movement, known as a caravan, departed from San Pedro Sula, Honduras, on 14 January 2020. These migration flows have been occurring in the Central American Northern Triangle since 13 October 2018, when the first caravan of 8,500 people, originating in Honduras, caused a humanitarian crisis at the Guatemala-Mexico border.

Some 2,000 people, including men, women, young people, pregnant women, LGBTIQ community members, and children, departed from San Pedro Sula on 14 January 2020. On 15 January, Guatemala's Migration Institute registered 662 individuals entering the country through the Customs Office at Corinto, Izabal, and 1,612 individuals through the Customs Office at Agua Caliente, Chiquimula, both in north-eastern Guatemala. In the following days, the number



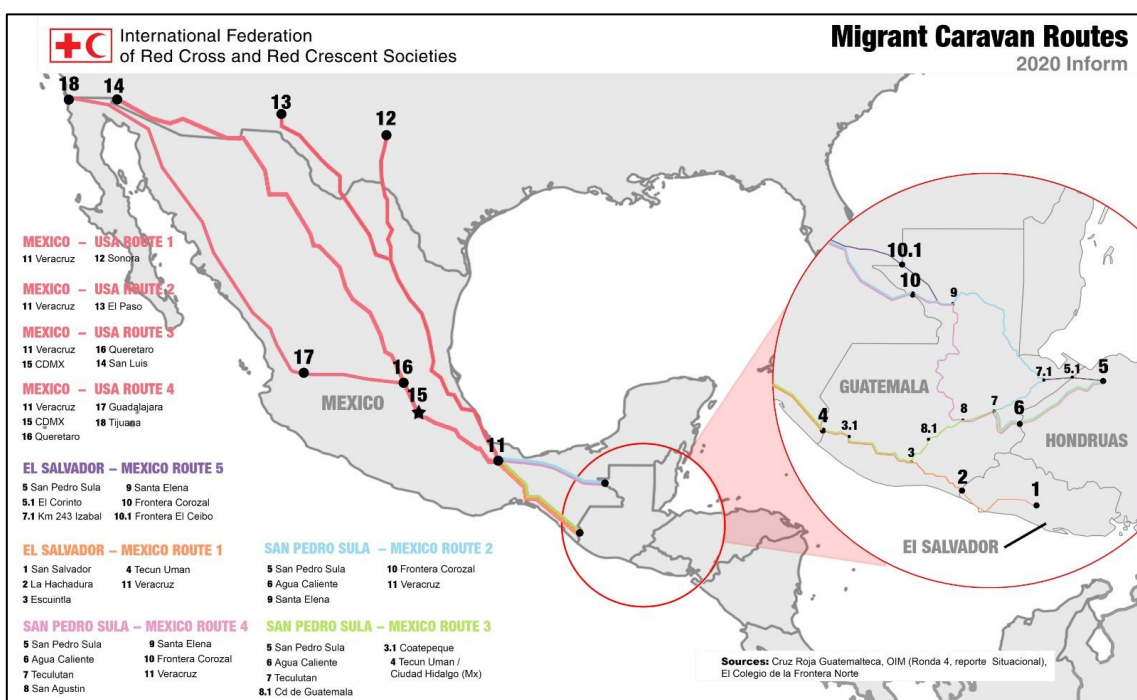
Distribution of recreational kits at the Corinto, Izabal border. Source: Guatemalan Red Cross

¹ The situation is volatile, and each border crossing provides different data.

of migrants crossing the country increased to approximately 4,000 people, according to Guatemalan migration authorities.²

Migrants are still using two main routes: one starting at the Agua Caliente border crossing in Chiquimula, continuing through Guatemala City, and ending at the southern Guatemala-Mexico border in the city of Tecún Umán in the municipality of Ayutla, San Marcos, using the CA-2 highway; and the second starting at the Corinto border crossing in Izabal department, continuing along the PET-15 highway at Km 243 to the municipality of Santa Elena, Petén and ending at the border crossing at Técnica and El Ceibo (Petén- Guatemala-Tenosique-Mexico). Migrants travel through Guatemala either on foot or take collective buses, mostly using Casa del Migrante collective centres to rest during their journeys along the route.

With the arrival of COVID-19 to the Americas, all borders have been strengthened, which in Guatemala have been closed to control migrants as part of the measures taken by the Government of Guatemala. With the government restrictions imposed after the appearance of the first case (13 March), many of the centres housing migrants have had to close or increase their sanitary controls, which has forced many migrants to resort to inadequate migration routes for their journeys to Mexico and the United States. Given the context, migrants face xenophobia and discrimination because they are suspected of being responsible for spreading COVID-19. As of the operation's closeout date - 25 July 2020 - Guatemala's Ministry of Public Health and Social Assistance reports 44,492 confirmed cases, 11,748 active cases, 1,699 deaths and 31,045 recoveries.



The current COVID-19 outbreak has led to social stigmatization and discriminatory behaviour against people of certain ethnic origins, as well as against any migrants, whether returnees or in transit. Verbally attacking migrants returning to the country is not the answer to the COVID-19 pandemic. Municipal governments are essential in the fight against COVID-19, as they are better positioned to understand the needs of vulnerable populations, including migrants returning to Guatemala.

People returning from Mexico or the United States to their countries of origin have faced serious difficulties, such as stigma and discrimination by population (for fear of infection), and even total border closures in nearby communities. There has been a steady increase in the number of returning Guatemalan nationals since the start of the pandemic. The Atanasio Tzul Recreational Centre in the City of Quetzaltenango and the Coatexpo Hall in Coatepeque, Quetzaltenango, managed by local authorities, were opened to house suspected cases during the quarantine period.

Summary of the response

Overview of Host National Society

² IGM - Quantitative Statistical Report - January, February 2020

Aiming to prevent suffering and reduce migrants' vulnerabilities and needs, Guatemalan Red Cross (GRC), with support from the International Federation of the Red Cross (IFRC), planned its response to the population movement reported in December 2019. In the first week of January 2020, GRC began considering scenarios and adapted its Operational Response Plan.

Humanitarian assistance provision began as of 14 January when the National Society's Migration Program activated humanitarian assistance posts in two Guatemala-Honduras border crossings, and later other assistance posts along the migration route. Guatemalan Red Cross implemented its operational plan based on lessons learned from the previous DREF Operation on Population Movement (MDRGT014) and findings from previous interventions.

The National Society developed the EPoA based on its Operational Response Plan for mass population movements, the care provided, and a needs assessment. This operation's response includes health, water, sanitation, hygiene promotion, and migration actions, and activities to strengthen the National Society. The National Society has an internal communication channel that identifies each humanitarian assistance post's focal points, the care routes, and external communications.

Under the new status of COVID-19, adjustments were made, and new response protocols were established along with the operation of COVID-19. Guatemalan Red Cross activated its COVID-19 Response Plan, beginning with taking the necessary measures to protect its staff from infection. Headquarters guided its branches on the proper use of sanitary measures when working, using IFRC's recommendations.

Given the changes in context caused by the pandemic, scenarios were prepared in April 2020 to base response according to assumptions provided in guidelines to continue with activities.

Given the Government of Guatemala's decision to close its borders with Honduras, Mexico, and El Salvador, the Migration Program created three scenarios for when the borders reopened. Monitoring has been strengthened to identify new routes or blind spots across the borders between Honduras, Mexico, and Guatemala, and the Migration Program is ready for any scenario. GRC has created a protection and cleaning kit, which has been provided to the branches involved in the intervention to enable them to continue delivering assistance at border points.

Overview of Red Cross Red Crescent Movement in country

IFRC supported Movement coordination through its Americas Regional Office (ARO) Disaster and Crisis Department, which maintained close communication with the IFRC migration officer for the Northern Triangle of Central America (NTCA), who supported the ICRC during its operation.

The National Society, through its Director General, maintained constant communications with Movement partners and Partner National Societies (PNSs) present in the country, such as Spanish Red Cross, Norwegian Red Cross, ICRC and IFRC.

ICRC provided support through:

- Provision of pre-hospital care and medicines
- Per diems for volunteers deployed to the field during the first phase of response to the caravan
- Provision of RFL services through call points

ICRC's support to GRC intended to cover the migrants' needs at the following points along their migratory route: Eastern border between Honduras-Guatemala, Guatemala City, western border (mainly) and the northern Guatemala-Mexico border. ICRC's teams in Guatemala, Honduras, and Mexico coordinate with the respective National Societies to follow up on the migrants' situation in real time, especially their RFL and protection needs.

The affected National Societies (Guatemalan Red Cross, Honduran Red Cross and Mexican Red Cross) established a regional coordination mechanism to ensure communication between them, including ICRC and IFRC.

Specific actions from IFRC:

- Developed scenarios with Honduran Red Cross and Guatemalan Red Cross
- Developed a plan of action with Guatemalan Red Cross
- Coordination with Movement partners.
- Coordination is maintained between the Disaster Manager and the Regional Migration Officer for the NTCA.
- Attention began to be provided through GRC's Monarch Butterfly project as of 15 January, with water for consumption, medicines and first aid supplies.
- On 19 January, the Regional Migration Officer for the NTCA visited the Casa del Migrante collective centre to conduct a needs assessment.

Overview of non-RCRC actors in country

Inter-institutional coordination focused on the management of the collective centres, which made it possible for GRC to channel aid to where it has been most needed. The following groups are still active aiding migrants:

Group	Actions
UNHCR	Dissemination of Information on migrants' rights; monitoring observance of migrants' human rights and coordination through the Humanitarian Protection Cluster
Pastoral of Human Mobility/Migrant House Human Rights Ombudsman	Monitoring observance of migrants' human rights and management of collective centres. Shelter.
Volunteer Fire Brigade	Provision of pre-hospital care
Doctors of the World	Monitoring of the situation and working in coordination with Guatemala's Ministry of Health.
Civil Society Organizations	Food supplies.
CONAMIGUA	Provision of food and shelter to returnees and support to communities hosting returnees.
IOM	Provision of family food packages and information on COVID-19.
The Guatemalan Civil Society Migration Group	Provision of medical care through the Ministry of Public Health and Social Assistance.
UNICEF	Together with their partners, support to the Guatemalan government through the hiring of doctors, social workers and psychologists. Provision of shelter, food as well as an appropriate space in which to provide dignified care, respecting the <i>cordon sanitaire</i> and physical distancing. Through the Attorney General's Office, support to the family reunification process and support to the communities of origin.
Guatemalan Government	Monitoring of situation.

The National Society coordinated with the Government of Guatemala through its President and Director General directly within the working group at the Office of the Vice-President, in coordination with Guatemala's Ministry of Public Health and the National Disaster Reduction Coordination Centre (CONRED). The last coordination meeting between civil society organizations, the Government, the United Nations, and GRC was held on 17 January. At the Ministry of Health's request, the National Society helped with the management of Casa del Migrante, a collective centre belonging to the Pastoral of Human Mobility in Guatemala City, for 48 hours.

GRC provided pre-hospital care to migrants entering the "Safe Return" process, in coordination with CONRED, which, together with the National Civil Police of Guatemala, is responsible for the returnee program Guatemala, Honduras, and Nicaragua.

Needs analysis and scenario planning

Needs analysis

Shelter

Activities with civil society organizations began with coordination with the Human Mobility Pastoral and UNHCR, who set up a temporary collective centre in Tecún Umán, in Ayutla, San Marcos. This centre provided shelter to more than 2,200 migrants, although it was not adequately managed and did not have all the necessary services. GRC conducted a needs assessment, concluding that the most urgent needs involved health promotion, wash, and hygiene.

The collective centre had two 2,500-litre water tanks located at different points, but the water was not treated, and there was no distribution management after supply. Most of the water is used for portable showers (three for women and three for men), which are not enough for the number of migrants housed.

During the first phase of the response (in January 2020), the Guatemalan Red Cross, at the State's request, temporarily took over management duties at Casa del Migrante in Guatemala City to relieve the Human Mobility Pastoral team. This

coordination between the State, the Human Mobility Pastoral, and the National Society made it possible to provide front line care to more than 350 individuals from 18 to 20 January 2020.

Another priority need was hygiene promotion and health care. The Ministry of Public Health and Social Assistance had a medical care module inside the collective centre, but services were suspended due to lack of both staff and funds. The National Society sought to respond to these needs.

As of this operation's closeout date, the collective centres remain closed as they lack the structural, staffing and health conditions to house migrants, which is now even worse given the COVID-19 emergency. So, this is yet another condition adding to migrants' insecurity - not having a roof under which to take shelter during their journey. As a complement, GRC together with the COVID-19 Appeal in a migratory context strengthened the operation with cots, bedding and ponchos, which will be delivered to centres as needed in the event of a massive caravan after Guatemalan borders reopen.

The host communities along the route mentioned that while they do not have collective centres, they make available their corridors or a roof so that migrants can at least spend the night and continue their journey the next day and provide only water. Other associations provide only food and only outside their premises as a preventive measure.

Health

The migrants' journey north under precarious conditions impacted their physical and mental health. Factors such as seasonal rains, unsuitable clothing and footwear, dehydration, overcrowding in collective centres, and lack of protection measures increase the migrants' vulnerability.

Many migrants suffered from health conditions such as dehydration, high blood pressure, injuries to their lower limbs, respiratory problems, gastrointestinal infections, skin diseases, and blisters. There was also a demand for sexual and reproductive health services. It has also been observed that the separation of families, the difficulties faced during their journey, and the uncertainty of what to expect once they reach their destination has affected migrants psychologically (depression, anxiety, and sleep disorders, among other conditions).

Another priority target group is women. According to a research on the risks faced by migrant women in Guatemala conducted by UNFPA³ called "Normalization and Silence", women are highly exposed to various types of violence and vulnerabilities.

Coordination was established with ICRC and IFRC's Monarch Butterfly Programme to address pre-hospital care, medicine, and water needs, as an initial response to meet these needs. GRC considered the possibility of distributing snacks and provide PSS to cover migrants' basic nutritional needs and contribute to their well-being and health.

It was important to strengthen PSS interventions, focusing on reducing stress in adults responsible for minors through adequate stress management for children during the trip and establishing safe spaces, considering that this is a priority group and no other actors are working under this approach.

The closing of borders and collective centres, government restrictions, and public transportation lack worsened migrants' health conditions. Most use inappropriate and dangerous migration routes that require walking long distances; furthermore, they lack health care services because of the stigma and discrimination and services' inability to deal with the enormous number of patients generated by the pandemic.

In the emergency, GRC coordinated with the Ministry of Health of Puerto Barrios, Izabal, and Quetzaltenango to implement preventive measures during activities such as temperature measurement and provision of information on COVID-19. This was carried out in Izabal along the migration route and Quetzaltenango when buses transporting returnees (adults and children) from Mexico arrived at the collective centres.

Water, sanitation, and hygiene

Some of the migrants have suffered from dehydration due to their exposure to high temperatures. Many have had to consume water from unsafe sources, putting them at risk of contracting waterborne illnesses or other water-related diseases. Water is also needed for handwashing to protect against COVID-19.

There is no access to drinking water, so GRC, in coordination with UNHCR and CONRED, planned to install water filters at the Tecun Umán municipal collective centre to supply drinking water as a preventive measure for future population movements and because of the closing of the Casa del Migrante centres.

³ [UNFPA - Normalización y Silencio](#)

Given the above, the distribution of bottled water and hygiene kits at service posts on the border with Honduras was essential for the families traveling through these areas. The hygiene kits enabled families, especially women and children, to meet their personal care and hygiene needs. The contents of hygiene kits were differentiated for men and women to cover specific gender needs.

Showers were made available at the Tecún Umán, Ayutla, San Marcos branch, which involved maintenance or purchasing spare parts for proper operation to ensure safe cleanliness. Shower facilities and services met Sphere minimum standards and IFRC gender, protection, and inclusion guidelines.

To reduce the risks that come with the lack of safe water for human consumption and a pandemic context, GRC provided eco-filters to supportive families in host communities who were providing untreated water to the migrant population in transit - as was the case in Bethel, a town on the way to La Técnica at the Petén border. This helped to reduce waterborne diseases and health issues.

Migration

In these types of emergencies, families become separated from their loved ones. This required Restoring Family Links (RFL) services to keep families together and ensure that communication is maintained between their members, as some lose mobile phone accessories, such as chargers and cables, during transit.

GRC provided power banks that include charging cables to the migrants who needed to charge their phones. This is a strategy that the National Society and the Monarch Butterfly Program have been working on to provide this service to migrants who meet certain criteria, such as those who need to stay connected at all times for health reasons, mothers traveling with sick children, and migrants who have lost their phone accessories. This allows them to stay connected not only with their families but also with healthcare facilities. These power banks included a printed ICRC WhatsApp number to request information on self-care.

Because of this emergency's nature, the National Society and the International Committee of the Red Cross continued to provide RFL services such as phone calls, searches for individuals, and facilitate family reunification. Moreover, through this operation, the National Society has expanded its services to offer longer contact calls and promoted RFL services.

It has been observed that many migrants are not aware of the RFL services provided by the National Society, so a campaign has been conducted to promote these services in virtual platforms, such as MERCAM, and at each border point.

The border closures and discrimination make it more challenging for migrants on the migration route, whether on their way to Mexico or the United States or back to their places of origin.

Institutional Strengthening

While the National Society has increased its capacity on migration issues in the last year, both within the framework of the previous Population Movement DREF operation and migration projects such as the Monarch Butterfly project, ongoing capacity building to volunteers was required. Past experiences have highlighted the need to build volunteers' capacity through the implementation of low-cost, high-impact activities at the local level, including:

- Awareness-raising or refresher activities for hired and volunteer staff in active branches (as deemed necessary by each).
- Updating on migration contexts
- Psychosocial support through basic emotional containment
- Stress management and emotional release for volunteer staff.
- Hiring of a person to be responsible for implementing the DREF Plan of Action, for three months.
- A person with administrative and financial experience to assist the Migration and Procurement units in streamlining acquisition processes

The National Society was committed to providing care to all people in movement regardless of their nationality; however, priority was given to certain groups such as:

- Women who are pregnant or breastfeeding.
- People with disabilities
- Older adults
- Unaccompanied children and minors.
- Members of the LGBTIQ community
- Single-parent families

- People with chronic illnesses.

Operation Risk Assessment

Based on the lessons learned from the first caravan and the new conditions that have emerged in recent weeks regarding the migration flow from Honduras, GRC has identified the following potential scenarios as part of its Response Plan to deal with the new increase in the number of migrants passing through Guatemala:

SCENARIO 1

Minimal increase in the number of migrants entering the country, as few responded to the call issued for 15 January. Response teams in the field remain active and the progress of smaller groups is monitored.

SCENARIO 2

Movement by more than one caravan of migrants at different times, which may decide to take different routes in order to avoid controls or dangers reported by people who attempted to cross the border before them. In this scenario, there may be migrant populations that decide to remain for longer periods in different parts of the country before continuing their journey.

SCENARIO 3

Caravans of more than 10,000 people entering Guatemala periodically and through irregular border crossings. In this scenario, the following situations could potentially arise:

- Militarization of borders (Honduras, El Salvador, Guatemala and Mexico)
- Clashes between migrants and border military police
- Family separations
- Children and women trafficking, exploitation and sexual abuse
- Impact on migrants' physical, mental and psycho-emotional health.
- Lack of capacity in Guatemala to meet the basic needs of the migrant population.
- Radical decisions by the Governments of Honduras, Guatemala and Mexico (border closures)
- Population stranded in one location for several days leading to xenophobia-related situations among residents, especially in Ayutla, San Marcos and Guatemala City.
- Stress and desperation increase the levels of vulnerability among the migrant population, who become easy targets for common crime, fraud, extortion, others.

IMPORTANT: It is necessary to consider that if the population that has crossed into Guatemala and Mexico decides to return home, the wave of returnees could affect host populations in the same way.

B. Operational strategy

Proposed Strategy

Based on the scenario and experience gained from [DREF MDRGT014](#) in 2018 and 2019, the work coordinated with the Movement and the National Action Plan, Guatemalan Red Cross aimed to provide humanitarian assistance in line with its Plan of Action and with health, WASH and RFL services. Through this operation, the National Society sought to continue to provide care and conduct new actions to assist migrants, in accordance with the Fundamental Principles of the Red Cross and Red Crescent Movement and the Global and Regional Migration Strategy.

Proposed Strategy

All actions were carried out per the established role of the National Society's humanitarian mandate in the country and the international regulations of the Red Cross Movement linked to this context and in line with the global migration strategy. The main idea was for GRC to continue with its auxiliary role to public authorities, providing humanitarian assistance through its assistance posts, active collective centres and coordinated work with its branches. The National Society coordinated actions with the institutions present in the areas, seeking to act within its plan of action but without assuming the responsibilities of the relevant entities. The proposed lines of intervention are:

- Health
- Water, sanitation and hygiene

- Migration
- Institutional strengthening.

Considering that the situation at each post were different, activities were developed according to the following table:

ACTIVITY	TECUN UMÁN	QUETZALTEN ANGO	CHIQUIMULA	IZABAL	PETÉN	CIUDAD DE GUATEMALA
RESTORING FAMILY LINKS	✓	✓	✓	✓	✓	✓
PSYCHOSOCIAL SUPPORT	✓	✓	✓	✓	✓	✓
HYGIENE PROMOTION WATER DISTRIBUTION WATER TREATMENT	✓	✓	✓	✓	✓	✓
DISTRIBUTION OF HYGIENE KITS	✓		✓		✓	
PRE-HOSPITAL CARE	✓	✓	✓	✓	✓	✓
NATIONAL SOCIETY STRENGTHENING	✓	✓	✓	✓	✓	✓

Human resources

GRC informed its 1,680 volunteers of the situation and alerted its 21 branches. The volunteers supporting the operation had the profiles, basic security, and visibility materials required to carry out the operation safely. GRC planned to mobilize nine branches and 75 volunteers, in addition to 19 members of its migration programme staff.

To properly conduct the work, it was necessary to deploy a General RIT to assist GRC's National Technical Team with administrative and field actions. This support was planned for two months but extended one month due to the COVID-19 movement limitations. Also, an operation support technician and a financial, administrative technician were hired for the operation duration.

Logistics and supply chain

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

All procurement related to this operation followed IFRC's standards procurement procedures and Sphere standards for household items purchases. The GRC's delivery of items and services met the required conditions based on the affected population's needs and/or the operational areas.

All GRC's purchases were made in-country, with support from a procurement officer from ARO's Regional Logistics Unit (RLU) in Panama.

Information Technology (IT)

GRC branches used a 2-metre and an 11-metre radio communications system at the national level, which allowed for communication and the coordination of all operational and security aspects.

Communications

The GRC's organizational structure includes a Communications and Press Department responsible for disseminating operational, institutional, and technical information and information for donors and the public. From the beginning of the emergency, the GRC's communications team deployed its communications team along the migration route to talk to the migrants, develop beneficiary stories, and cover the situation. The strategy included issuing bulletins that will widely disseminate the National Society's position and efforts.

The IFRC's Communications Department provided technical support and assistance to the communications strategy. Its communications officer was planned to be deployed to support activities but did not due to the COVID-19 limitations, and remote support was provided.

The GRC issued press releases as events developed and uploaded them to its social networks and institutional website. At the country level, the GRC used its social networks, website, and the media (dashboard) to disseminate information about the operation.

The communications campaign included the CEA approach. Volunteers were trained in protection and migration elements, and CEA was part of the practical courses on Protection and Migration for the volunteers who participated in this operation.

Security

The GRC developed a security mission contingency plan based on Stay Safe, the Safer Access Framework, safety protocols, procedures, and deployed GRC personnel briefed on these safety guidelines.

Duty of Care was prioritized by reinforcing the GRC volunteers' safety through pragmatic training in operational security and civilian-military relations (RCM) within population movements. In addition to the plan originally developed, COVID-19 prevention and protection measures were included per National Society protocols.

Planning, monitoring, evaluation, and reporting (PMER)

The GRC's migration coordinator was responsible for implementing the plan in coordination with other GRC directors. The IFRC monitored and held meetings with GRC to keep abreast of the planned actions' progress and the situation's evolution, and IFRC technical staff conducted monitoring visits during the operation.

The National Society developed a system to keep daily records of people reached and services, which allowed monitoring of the database and the sum of the operation's scope.


A Lessons Learned workshop was planned but could not be held due to isolation measures, and calls were made to collect information with the implementation team.

Administration and Finance

This operation's administrative and financial procedures were in line with GRC's quality control procedures and strengthened all GRC actions included in its humanitarian mission, ensuring transparency and adequate accountability. The GRC's Management and Finance Unit supported the operation.

In support of the operation, the Central American cluster provided a workshop on IFRC financial processes to the Migration team through the Monarch Butterfly Programme, by the Cluster's Finance officer. Furthermore, IFRC's in-country office supported the administrative and financial management processes, and the ARO Office provided support to ensure compliance with established quality standards.

C. Detailed Operational Plan

	<p>Health People reached: 5,326 Male: 3,994 Female: 1,332</p>	
Health Outcome 1: The immediate risks to the health of affected populations are reduced		
Indicators:	Target	Actual
# of people reached with health activities	2,000	5,326
# people reached through PSS actions	500	2,822
# of ambulances supporting the operational activities	8	4
Health Output 1.1: Target population is provided with rapid medical management of injuries and diseases		
Indicators:	Target	Actual

# of active volunteers providing support to operational activities	75	26
# of nutritious snacks delivered	3,500	3,100

Health Output 1.2: Psychosocial support provided to the target population

Indicators:	Target	Actual
# of people reached through recreational kits for children	840	745
# of volunteers who receive PSS	75	26

Progress

of people reached with health activities



*Pre-hospital care in Puerto Barrios, Izabal.
Source: Guatemalan Red Cross*

Health activities provided pre-hospital care through the care teams from different branches, mostly treating hypertension, injuries, burns, food poisoning, dehydration, etc.

There was a decrease in the target due to the constraints generated due to the COVID-19 situation. Also, fewer volunteers received PSS support than initially planned due to this.

LOCATION	MEN	WOMEN	TOTAL
Chiquimula	252	167	419
Petén	2,198	1,466	3,664
Tecun Umán	207	138	345
Puerto Barrio	539	359	898
TOTAL	3,196	2,130	5,326

people reached through PSS actions

Branch PSS teams trained in psychological first aid (PAP) focus on recreational activities to provide services to migrants at different border points using PPS kits.

LOCATION	MEN	WOMEN	TOTAL
Chiquimula	67	199	266
Petén	418	1,253	1,671
Tecun Umán	39	115	154
Puerto Barrio	183	548	731
TOTAL	707	1,215	2,822

The kit used for these activities contains glitter, brushes, tempera, chalk, markers, paper, crayons, and games. To see the complete list, refer to Annex 1. Psychosocial Support Kit.

of ambulances supporting the operational activities

GRC branches were provided with first aid kits to provide first aid services. They also provided pre-hospital and medical care services. With the arrival of the migrant caravan, ambulances were mobilized to the Tecun Umán and Chiquimula branches to transport patients in need of specialized care. These vehicles are specifically for transfers, equipped with stretchers, oxygen tank, and the following pre-hospital care supplies, which are also used for pre-

hospital care at care points: Antibacterial gel, 40-ml bottle, Standard dressing (15 x 20cms) (9 x 7cms), Chlorhexidine, Sterile gauze in Individual Packaging (100-unit box), Disposable latex Gloves, all sizes (100-unit box), 1-, 2-, 3-inch micropore, Elastic bandage (2x5), (4x5), (6x5) yards, Sanitary towels, Repellent, Sunscreen.

of active volunteers providing support to operational activities

Volunteers organized and prepared for the care needed during the migrants' passage through the various routes. Each branch had between 8 and 20 volunteers distributed into three-person work teams. Some organizations provided spaces with minimal equipment to conduct the work, although care posts directly on the migration route were also used. Since the COVID-19 pandemic began, volunteers withdrew voluntarily for fear of infection and protection, postponing sessions until the end of the operation.

LOCATION	MEN	WOMEN	TOTAL
Petén	2	4	6
Tecun Umán	4	5	9
Puerto Barrio	4	3	7
Chiquimula	3	1	4
TOTAL	13	13	26

of nutritious snacks delivered

3,100 snack kits were delivered to migrants at the operation's border points. The kits were delivered along transit routes and in collective centres in Coatexpo-Coatepeque, Quetzaltenango, Centro Recreativo Atanasio Tzul, Quetzaltenango. During the final phase of the operation, GRC coordinated with Casa de Retornados in Tecún Umán, San Marcos (for more information on the kits' content, refer to Annex 2 – Snack).

LOCATION	SNACK KITS DISTRIBUTED
Chiquimula	682
Petén	310
Tecún Umán	651
Puerto Barrio	465
Coatepeque	434
Quetzaltenango	558
TOTAL	3,100

of people reached through recreational kits:

The recreational kits aim to reduce the levels of emotional tension found in mobility situations, complementing them with psychological first aid provided at care points, migration routes, and Nuestras Raíces de Quetzaltenango House. These were aimed at children traveling with the caravans to provide them with a recreational space. However, the process to acquire the kits was delayed by the pandemic, and therefore their delivery to the beneficiaries (children) was delayed. The National Society, through the Migration Programme, continues to deliver the kits, of which 56 have been delivered as of 14 September 2020. The kit contains a colouring book, a sketchbook, balloons, pencil sharpener, play dough, a water bottle, identification bracelet, sweets, toys, and a self-care message bag. For more information on the kits' content, please refer to Annex 3 - Psychosocial Support Kit".

LOCALITY	DISTRIBUTED RECREATIONAL KITS
Chiquimula	30
Petén	12
Tecún Umán	30
Puerto Barrio	75
Quetzaltenango	25
TOTAL	172



Water, sanitation, and hygiene

People reached: 9,429

Male: 7,072

Female: 2,357

WASH Outcome 2: Immediate reduction in risk of waterborne and water related diseases in targeted communities.

Indicators:	Target	Actual
# of people receiving drinking water distribution services	2,000	9,429

WASH Output 2.1: Daily access to safe water which meets Sphere and World Health Organization (WHO) standards in terms of quantity and quality is provided to target population

Indicators:	Target	Actual
# of water bags distributed for human consumption	4,000	3,500
# of people reached by distribution of water for hygiene and treatment	3	3
# of people reached by distribution of water filters for transit and host communities	100	500
# of water tanks for branch strengthening	6	6
# of protection and disinfection kits	8	8

WASH Output 2.2: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

Indicators:	Target	Actual
# of hygiene promotion materials	1,500	1,500
# of hygiene items distributed	2,500	2,500
# of banners with information on COVID-19	22	22

Progress

receiving drinking water distribution services

Many of the people attended suffered from dehydration, so safe water was provided during the route. Each person was provided with a bottle of water for use on the migration route.

LOCATION	MEN	WOMEN	TOTAL
Chiquimula	1069	356	1425
Petén	2572	858	3430
Tecun Umán	2614	871	3485
Puerto Barrio	453	151	604
Quetzaltenango	364	121	485
TOTAL	7,072	2,357	9,429

of water bottles/bags distributed for human consumption

Each person was guaranteed basic supply of water for consumption. A clip-on water bag was provided to transport the water, which could be refilled at each point of service.

LOCATION	UNIT
Chiquimula	700
Petén	700
Tecún Umán	700
Puerto Barrio	700
Quetzaltenango	700
TOTAL	3,500



Water bag with self-care messages.
Production: Guatemalan Red Cross

of people reached by distribution of water for hygiene and treatment

Safe water was provided during care provision (one bottle of water for each family member). Showers were also set up for people who needed personal hygiene services. People were provided one bottle of water when they entered the country through border crossings in Corinto, Izabal and Agua Caliente and when they leave Guatemala through border crossings in La Técnica, Petén and Tecún Umán, San Marcos. This refers to the process of entry and exit of one person, which most times means that the same person receives the service twice.

To complement the response, three filters were installed in the branches of Petén, Chiquimula, Puerto Barrios, Izabal to ensure water for the migrant population, as well as for host communities and supportive families who provide water to migrants who are passing through communities like Bethel, Peten, which is on the way to the border crossing in La Técnica, Peten. 100 eco-filters have been provided, which strengthened ties and awareness towards migrants. These were delivered to families to provide safe drinking water to both the population and migrants, indirectly benefiting 500 people.

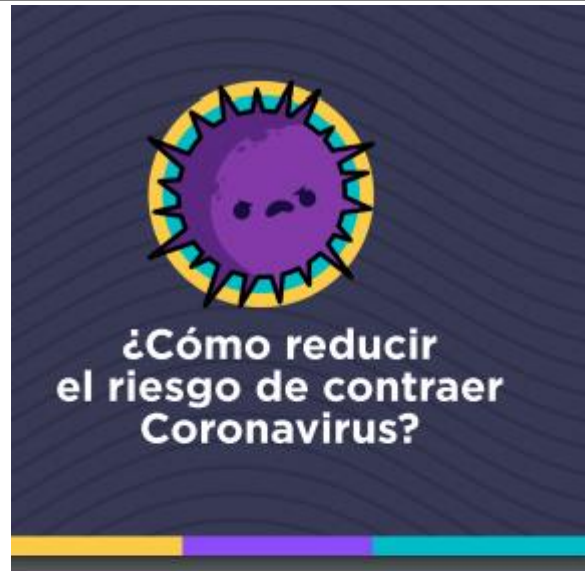
LOCATION	MEN	WOMEN	TOTAL
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TOTAL	7,072	2,357	9,429

of protection and disinfection kits

Because of the pandemic, budget lines were reallocated to acquire disinfection and protection equipment to continue the operation in eight branches along the migration route: Petén, Puerto Barrios, Izabal, Chiquimula, Quetzaltenango, Coatepeque, Tecún Umán, San Marcos, and GRC Headquarters. One kit was delivered to each branch. For more information on the kits' content, please refer to the Annexes.

of hygiene promotion materials

A total of 22 hygiene promotion banners were distributed in eight branches. Brochures with specific recommendations on this subject were created. The COVID-19 situation reoriented the activities to create infographics aimed at migrants with advice on preventing COVID-19.



Hygiene promotion brochure for migrants (COVID-19)
Production: Guatemalan Red Cross

of hygiene items distributed

The branches distributed 2,500 hygiene kits tailored to men, women, and children. Kits contained toilet paper, shampoo, soap, mouthwash, comb, toothbrush, hand towel, socks, diapers, baby wipes, etc. For more information on the kits' content, please refer to Annex 5 - Personal Hygiene Kit.

LOCATION	MEN	WOMEN	CHILDREN
Chiquimula	200	125	50
Petén	350	275	200
Tecún Umán	300	150	50
Puerto Barrio	350	250	200
SUB TOTAL	1,200	800	500



Migration

People reached: 746

Male: 336

Female: 410

Migration Outcome 3: Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit and destination)

Indicators:	Target	Actual
# of people who receive RFL services	500	781
# of protection and self-care messages	2,500	2,500

Migration Output 1.3: Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster

Indicators:	Target	Actual
# of power banks for RFL	500	570
# of campaigns promoting RFL services conducted	1	1

Migration Output 3.2.: Migrants receive protection and self-care messages

Indicators:	Target	Actual
# of communications and awareness campaigns	2	1
# of self-care messages delivered	2,500	2,500

Progress

of people who receive RFL services



Migrants passing through border crossings received RFL services, mostly calls to get in touch with their families in their origin countries. They also charged their cell phones at charging points and were provided with a power bank to call their relatives using their own cell phones. Of seven search requests, two resulted in family reunification.

Power banks distributed to charge phones
Production: Guatemalan Red Cross

LOCATION	MEN	WOMEN	TOTAL
Chiquimula	105	40	145
Petén	143	42	185
Tecun Umán	109	36	145
Puerto Barrio	71	24	95
TOTAL	428	142	570



Mensajes de Autocuidado



Fragment of self-care messages disseminated. Production: Guatemalan Red Cross

of protection and self-care messages

In protected spaces, all branches distributed brochures with self-care messages for migrants and informative talks/orientations to clear doubts regarding the migration route and the pandemic.

of RFL cases resolved



RFL services were provided at migrant transit terminals. People came to a counter to report relatives they have lost contact with or want to contact. The information was entered into a form and followed up.

RFL services at Santa Elena, Petén. Source: Guatemalan Red Cross

LOCATION	MEN	WOMEN	TOTAL
Chiquimula	74	90	164
Petén	187	228	415
Tecun Umán	75	92	167
Puerto Barrio	35	-	35
TOTAL	371	410	781

of campaigns promoting RFL services conducted



Promotional t-shirt with self-care and RFL messages. Production: Guatemalan Red Cross

All workshops and meetings were suspended due to the COVID-19 emergency in observance of prevention and social distancing measures. Therefore, all sites offering RFL services were closed until otherwise ordered by the government. As of the closure of this operation, no more than ten people could be together in a space with no ventilation until the situation is back to normal. The campaign was refocused to be disseminated virtually in spaces such as MERCAM, and visibility material was produced for each branch, such as banners, visibility items, blankets, caps, etc.⁴

⁴ See campaign in Annex

of communications and awareness campaigns

All migrants arriving in Guatemala were given an information brochure with recommendations. All communications campaigns were aimed at COVID-19 as a preventive and orientation measure.



Informational message on COVID-19 for migrants.
Production: Guatemalan Red Cross.

of self-care messages delivered

Sports bags and information cards on COVID-19 prevention and information were distributed.

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: National Societies have effective and motivated volunteers who are protected

Indicators:	Target	Actual
# of lessons learned reports	1	0
# of humanitarian staff that increase their knowledge regarding the migration issue	75	26
# of volunteers insured	150	26

Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place

Indicators:	Target	Actual
# of people hired for the operation	2	2

of lessons learned reports

As mentioned throughout the operation, the COVID-19 pandemic led the government to place restrictions on several activities, especially meetings involving ten or more people, to prevent further infections in closed places. As of the closing of this operation, the workshops planned have not been held, since venues such as conference halls and restaurants have not fully reopened.

of humanitarian staff that increases their knowledge regarding the migration issue

This activity was to be carried out as a face-to-face workshop for the volunteers participating in the operation in March but was suspended because of the measures related to COVID-19 prohibiting gatherings of more than ten people. Instead, it was carried out virtually, with 26 volunteers participating in the workshops.

of volunteers insured

Insurance was procured to protect the volunteer staff working in this operation. The staff insured were selected based on their training in different intervention areas related to working with migrants. A total of 26 National Society volunteers have been insured, although most have withdrawn from branches for prevention and because of fear. Only the staff necessary to deal with emergencies remain.

of people hired for the operation

Two people have been hired for this operation, who are working from Headquarters:

- Operational support technician.
- Procurement assistant.

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

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

Indicators:	Target	Actual
# of RITs deployed to support the operation	1	1
# of IFRC monitoring visits	4	2

of RITs deployed to support the operation

A RIT member from Nicaraguan Red Cross, who has been deployed for previous operations, was deployed for two months to support GRC actions and assist with monitoring activities and operational progress. The RIT member's deployment began on 18 February and will continue until the end of June if there are no changes in the COVID-19 situation.

of IFRC monitoring visits

The IFRC Disaster and Crisis Coordinator based in ARO together with the Swedish Red Cross for the Americas Desk conducted a monitoring visit from 25 to 28 January to the branches in Tecun Umán and Cojutepeque. The visit focused on:

- Reviewing dengue planning until end of operation
- Identifying necessary budget adjustments in the operation
- Reviewing fulfilment of operation indicators and expected outputs

Monitoring the population movement intervention within the population movement supported by the DREF.

Financial Report.

See [Annex](#) for final financial report.

Contact Information

For further information specifically related to this operation please contact:

In the National Society

- Executive Director, Daniel E. Javiel Orellana; email: daniel.javiel@cuzroja.gt
- Migration Program Coordinator, Hector Lopez; email hector.lopez@cuzroja.gt

In the IFRC regional office for the Americas:

- Nelson Aly Rodriguez, Head of the Country Cluster Support Team (CCST) in Central America, nelson.alyrogriguez@ifrc.org
- Gonzalo Atxaerandio, Disaster Management Coordinator for Central America and Recovery focal point, gonzalo.atxaerandio@ifrc.org
- Felipe Delcid, Acting Head of the Disaster and Crisis Department, felipe.delcid@ifrc.org

- Susana Arroyo, Regional Communication coordinator, susana.arroyo@ifrc.org
- Mauricio Bustamante, Regional Logistics Unit Coordinator, email: mauricio.bustamante@ifrc.org
- Marion Andrivet, Resource Mobilization in emergencies Manager, marion.andrivet@ifrc.org
- Maria Larios; Planning, Monitoring, Evaluation and Reporting manager; email: maria.larios@ifrc.org

In Geneva:

- Eszter Matyeka DREF, Senior Officer; email: eszter.matyeka@ifrc.org
- Antoine Belair; Operations Coordination Senior Officer; email: antoine.belair@ifrc.org

How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere).

IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms 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.

IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

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Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote social inclusion
and a culture of
non-violence and **peace.**

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/01-2020/10	Operation	MDRGT016
Budget Timeframe	2020/01-2020/07	Budget	APPROVED

Prepared on 17/Nov/2020

All figures are in Swiss Francs (CHF)

MDRGT016 - Guatemala - Population Movement

Operating Timeframe: 25 Jan 2020 to 31 Jul 2020

I. Summary

Opening Balance	0
Funds & Other Income	174,436
DREF Allocations	174,436
Expenditure	-151,858
Closing Balance	22,578

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs			0
AOF4 - Health	42,621	45,297	-2,676
AOF5 - Water, sanitation and hygiene	61,131	45,128	16,003
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration	16,090	17,067	-976
Area of focus Total	119,842	107,492	12,350
SFI1 - Strengthen National Societies	31,284	22,281	9,002
SFI2 - Effective international disaster management	23,311	22,085	1,225
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total	54,594	44,366	10,228
Grand Total	174,436	151,858	22,578

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/01-2020/10	Operation	MDRGT016
Budget Timeframe	2020/01-2020/07	Budget	APPROVED

Prepared on 17/Nov/2020

All figures are in Swiss Francs (CHF)

MDRGT016 - Guatemala - Population Movement

Operating Timeframe: 25 Jan 2020 to 31 Jul 2020

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	75,498	79,362	-3,864
Shelter - Transitional		1,238	-1,238
Construction Materials		767	-767
Water, Sanitation & Hygiene	51,190	48,901	2,288
Medical & First Aid	11,001	15,797	-4,796
Teaching Materials	13,307	12,659	648
Logistics, Transport & Storage	4,165	1,823	2,341
Transport & Vehicles Costs	4,165	1,823	2,341
Personnel	65,630	36,560	29,070
International Staff		14,928	-14,928
National Staff	4,533	1,689	2,844
National Society Staff	26,692	9,979	16,713
Volunteers	34,406	7,300	27,106
Other Staff Benefits		2,665	-2,665
Consultants & Professional Fees		2,317	-2,317
Consultants		2,317	-2,317
Workshops & Training	12,106	7,318	4,788
Workshops & Training	12,106	7,318	4,788
General Expenditure	6,392	15,210	-8,818
Travel	3,874	4,297	-423
Information & Public Relations	291	8,051	-7,761
Office Costs	1,162	598	565
Communications	872	1,116	-245
Financial Charges	194	1,148	-954
Indirect Costs	10,646	9,268	1,378
Programme & Services Support Recover	10,646	9,268	1,378
Grand Total	174,436	151,858	22,578

ANNEXES

Annex 1 –Psychosocial support kit

DESCRIPCIÓN	UNIDAD DE MEDIDA	CANTIDAD
Brillantina	Envase	1
Pincel punta fina	Unidad	1
Pincel punta ancha	Unidad	1
Témpera	Caja	1
Juego Hora Loca	Unidad	1
Marcadores	Unidad	4
Tizas	Caja	1
Bloques de construcción	Bolsa	1
Papel bond	Unidad	25
Pintura al frío	Unidad	4
Resma papel bond Carta	Resma	1
Crayones de cera	Caja	1
Pintura facial	Caja	1
Globos de colores	Bolsa	1
Inflador de globo	Unidad	1
Libro para colorear	Unidad	3
Bowling ecológico	Unidad	1
Vasos de plástico	Unidad	1
Hisopos	Caja	1
Algodón	Bosa	3
Bolsa de residuo	Bolsa	2
Caja hermética	Unidad	1
Caja para pintura facial	Unidad	1
Dados	Caja	1

Annex 2 – Merienda

CONTENIDO	CANTIDAD
Caja de Juego o Incaparina	1
Galletas, soda y canchán	2
Granola	1
Lata de atún	1
Bolsa de semillas	1

Annex 3 – Kits Ludico de entrega

DESCRIPCIÓN	CANTIDAD
Cuento para colorear	2
Cuaderno de dibujos	1
Sacapunta	1
Globos de colores	3
Juego plastilina	1
Pachón o bolsa de agua	1
Pulsera de identificación	1
Golosinas	2

Juguete	1
Bolsa con mensaje de autocuidado	1
Stickers o Calcomanías	1

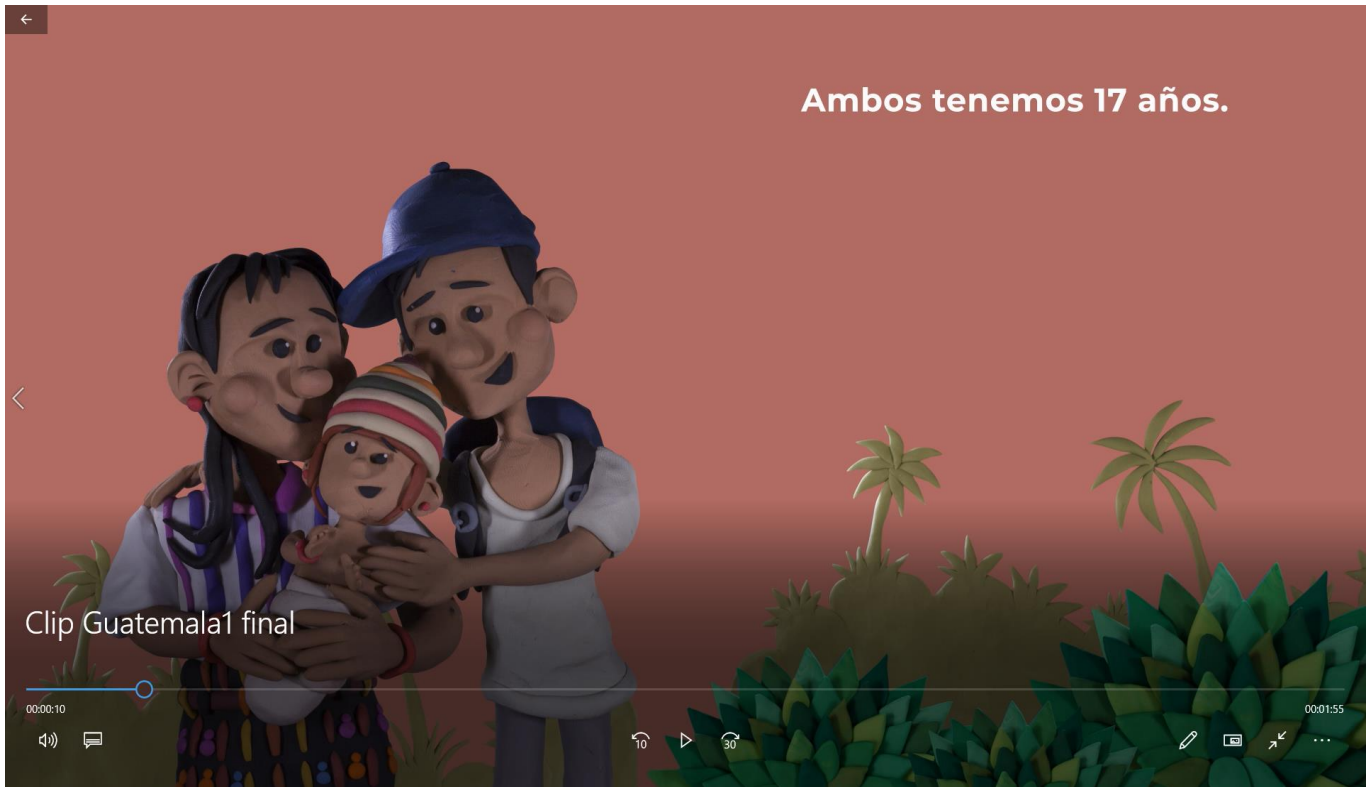
Annex 4 – Kits de Higiene Personal

DESCRIPCIÓN KIT HOMBRE	CANTIDAD
Rollo Papel Higiénico	1
Sobre Shampoo	1
Jabón 110g	1
Enjuague bucal 50ml	1
Cepillo de dientes	1
Pasta de dientes	1
Rasuradoras	3
Peine	1
Toalla de mano	1
Desodorante roll on	1
Calcetines	2
Paños húmedos	1

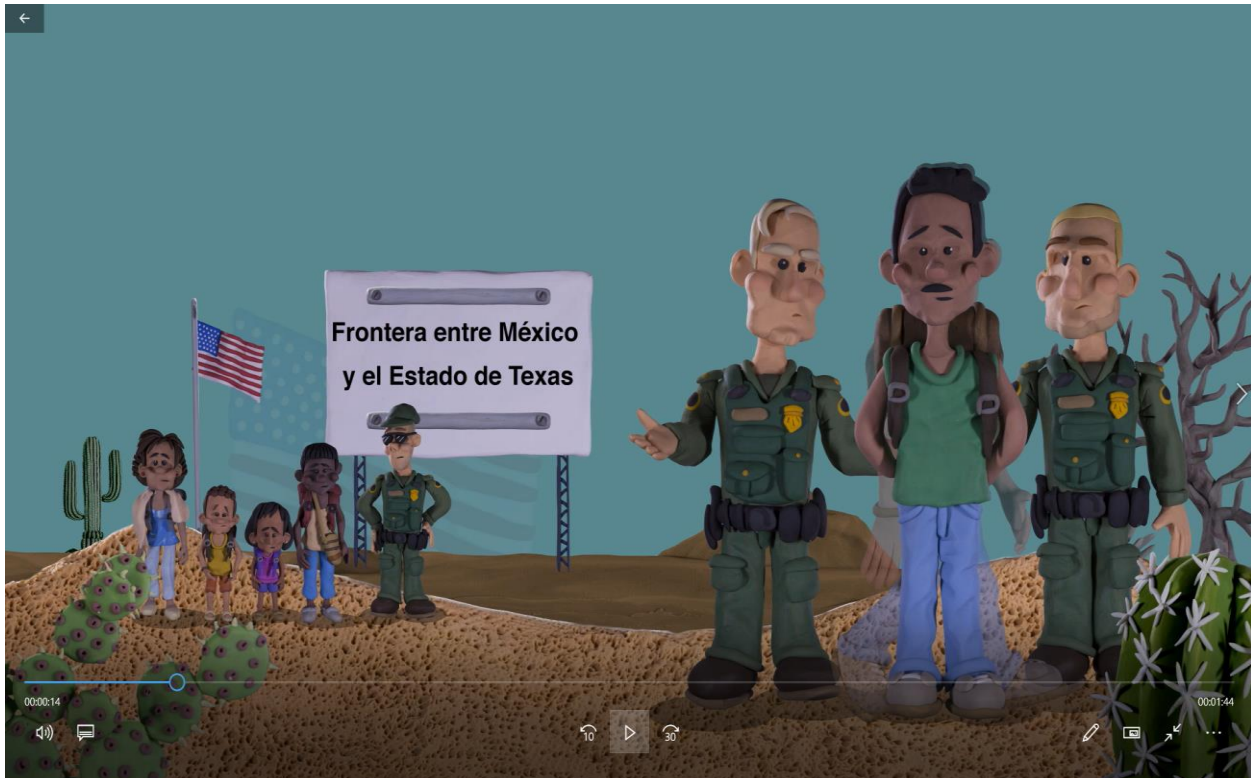
DESCRIPCIÓN KIT MUJERES	CANTIDAD
Rollo Papel Higiénico	1
Sobre Shampoo	1
Jabón 110g	1
Enjuague bucal 50ml	1
Cepillo de dientes	1
Pasta de dientes	1
Toallas sanitarias	10
Toalla de mano	1
Desodorante roll on	1
Calcetines	2
Paños húmedos	1

DESCRIPCIÓN KIT NIÑO / NIÑA	CANTIDAD
Toallas húmedas	1
Pañales descartables	10
Talco	1
Crema lazar 120g	1
Playera blanca	1
Calcetines	1
Protector solar 200ml	1

Annex 5 - Video No. 1



Video No. 2.



Annex 6 – Campaña RCF

Plan de medios y redes sociales







Acciones que Reflejan Humanidad



Tu familia puede saber que estás Bien



Solicitud de búsqueda



Servicio de telefonía



Tarjetas de "Sano y Salvo"



Mensajes



Acciones que
Reflejan Humanidad



Servicio de Telefonía

Servicio de llamadas nacionales e internacionales, que se proporciona a las personas que han perdido el contacto con su familia.
(Duración máxima 5 minutos)



Solicitud de búsqueda

Servicio que se proporciona cuando se desconoce la ubicación de la persona. El servicio únicamente lo pueden solicitar los familiares o en caso excepcional amigos de dicha persona.



A p u n t e s

Acciones que Reflejan Humanidad



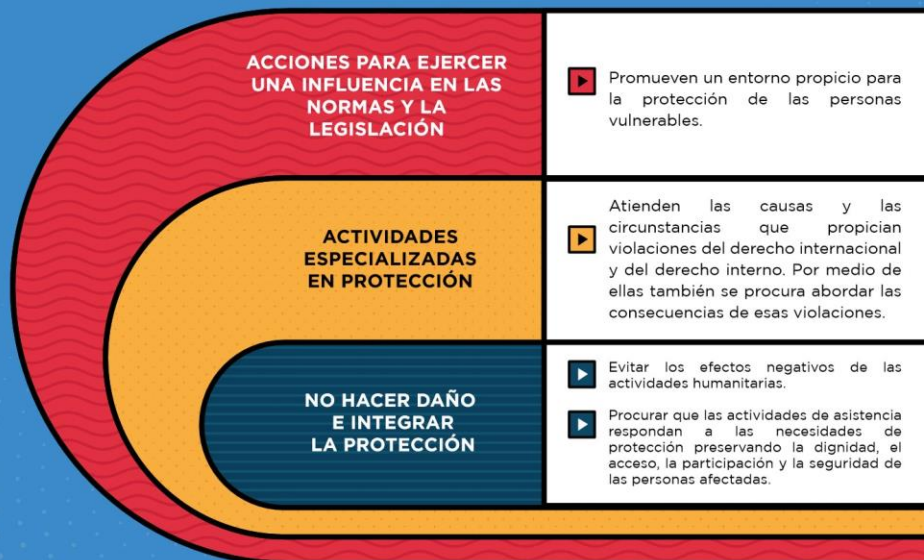
+CIFRC

A g e n d a

**LOS 10 PRINCIPIOS POR LOS CUALES SE RIGE LA
ASISTENCIA HUMANITARIA DE LA CRUZ ROJA Y
MEDIA LUNA ROJA A PERSONAS MIGRANTES**

1	Centrar la atención en las necesidades y la vulnerabilidad de los migrantes.
2	Incluir a los migrantes en los programas humanitarios.
3	Ayudar a los migrantes a realizar sus aspiraciones.
4	Reconocer los derechos de los migrantes.
5	Vincular la asistencia, la protección de los migrantes y la intercesión humanitaria en su favor.
6	Establecer asociaciones en favor de los migrantes.
7	Trabajar a lo largo de las rutas de migración
8	Ayudar a los migrantes que regresan a sus países.
9	Responder a los desplazamientos de poblaciones.
10	Aliviar la presión para emigrar en las comunidades de origen.

Enfoque mínimo de protección del Movimiento Internacional de la Cruz Roja y la Media Luna Roja





Acciones que Reflejan Humanidad



Estrategia Mundial de la Federación Internacional sobre migración 2018 -2022

El Movimiento reconoce que, por sí solas, la asistencia y la protección no bastan para prestar el apoyo humanitario que necesitan los migrantes. Estos necesitan información fiable y exacta que les permita adoptar decisiones fundamentadas relativas a su seguridad y bienestar. Por ende, el Movimiento aspira a contribuir activamente a la reducción del riesgo a través de actividades de concienciación destinadas a los migrantes a lo largo de las rutas migratorias, con inclusión del suministro de información sobre diferentes aspectos como los riesgos para la salud, las condiciones climáticas y los puntos de asistencia durante las jornadas migratorias.



Estrategia global de Restablecimiento de Contacto entre Familiares de la Cruz Roja y la Media Luna Roja

Prevención	Accesibilidad	Respuestas	Apoyo
Principios operacionales y enfoque			
Objetivo Estratégico 1	Objetivo Estratégico 2	Objetivo Estratégico 3	Objetivo Estratégico 4
Prevención de las separaciones y desapariciones, y mantenimiento del contacto entre familiares.	Aumento de la accesibilidad y la disponibilidad de los servicios de RCF.	Aumento de las respuestas para los familiares.	Apoyo personalizado a los familiares de las personas desaparecidas y los familiares separados.
Facilitador 1	Participación de las personas y las comunidades afectadas en el desarrollo de los servicios de RCF.		
Facilitador 2	Inversión en el fortalecimiento de la capacidad y la respuesta en materia de RCF.		
Facilitador 3	Protección de los individuos mediante la protección de sus datos personales.		
Facilitador 4	Promoción y comunicación sobre RCF sistemática y estratégica.		
Facilitador 5	Movilización y asociaciones con otros actores.		
Facilitador 6	Respuesta a las necesidades en materia de RCF en el contexto de la migración.		

Servicios para Restablecer el Contacto entre Familiares



The infographic is contained within a white rectangular box with a black border, set against a red background with a white dotted pattern. At the top of the box is a yellow horizontal bar with a white dotted pattern. Below this bar, six icons are arranged in two rows. Each icon is accompanied by a text label in Spanish. The first row includes: a magnifying glass over a person's head (Solicitud de búsqueda), a telephone handset over a globe (Servicio de Telefonía), a man and a woman holding a yellow envelope (Tarjetas "Sano y Salvo" y "Estoy vivo"), and a red house with a yellow envelope flying out of the roof (Mensajes Cruz Roja). The second row includes: a smartphone and a power bank (Carga de dispositivos) and a laptop with a globe on its screen (Internet).

Solicitud de búsqueda

Servicio de Telefonía

Tarjetas "Sano y Salvo" y "Estoy vivo"

Mensajes Cruz Roja

Carga de dispositivos

Internet



Acciones que Reflejan Humanidad




TODOS PODEMOS INCIDIR EN EL BIENESTAR Y LA SEGURIDAD DE LAS PERSONAS MIGRANTES



Identifica necesidades de protección y asistencia



Consulta a la persona sobre sus necesidades y planes para cubrir las mismas



Informa sobre derechos y opciones disponibles para acceder a servicios



Contacta al prestador de servicios y deriva conforme a procedimiento establecido



Reporta tus acciones

Quando se realicen derivaciones de personas migrantes o desplazadas, recuerda siempre basar las acciones en los siguientes principios:

No causar daño

- No tomar ninguna medida que pueda causar daño físico o psicológico a personas, su seguridad o sus derechos.
- No prometer a las personas nada que no puedas cumplir.
- Mantener una lista (previamente confirmada) de contactos de prestadores de servicios necesarios.

Acceso

- Confirma los requisitos y horarios de acceso, no realices derivaciones que requieran de un pago que la persona no pueda cubrir.
- El acceso a los servicios debe ser seguro.

Dignidad y respeto

- Antes de tomar cualquier medida, obtén el consentimiento informado de las personas.
- Explica claramente el procedimiento de derivación y sus consecuencias para las partes concernidas.
- No presiones a las personas para obtener su consentimiento ni decidas por ellos.

No discriminación

- Presta servicios equitativos y justos a toda persona que los necesite, sin discriminación.

Confidencialidad

- Nunca intercambies información con el prestador de servicios sin haber obtenido el consentimiento de la persona.
- Intercambia solo la información necesaria y pertinente con otras personas que intervienen en la prestación de asistencia y de apoyo.

Recomendaciones que pueden ser brindadas a las personas en las rutas migratorias, para mantener el contacto con sus familiares

1	Durante tu viaje, informa a tus familiares con quien viajas y en qué lugar te encuentras.
2	Mantente en contacto con tu familia durante el viaje y en especial antes de cruzar alguna frontera.
3	Informa a tus familiares y amigos cuando llegues a tu destino.
4	Memoriza los teléfonos de tus familiares y amigos, así como los códigos para llamar a tu lugar de origen.
5	Cuando viajes con familiares ponte de acuerdo en dónde se pueden reunir en caso que por alguna causa se separen durante su trayecto.
6	Evita usar teléfonos de desconocidos. Borra el registro de tu número en teléfonos de otras personas.
7	La Cruz Roja Guatemala puede ayudarte a contactar o localizar a tus familiares.

www.cuzroja.gt

Annex 7 -Social Media

