

DREF Operation Update no. 1 Ecuador: Penitentiary unrest

DREF operation no.	MDREC017		
Date of issue	4 February 2022	Operation timeframe:	5 months (2-month extension)
Operation start date:	20 November 2021	Operation end date:	30 April 2022
IFRC Category assigned to the disaster or crisis: Yellow			
Funding requirements: 49,921 Swiss francs (CHF)			
Total number of people affected:	15,865	Number of people targeted:	Directly reached: 930 people Indirectly reached: 50,000 people
Affected provinces	Guayas, Azuay, Los Ríos and Cotopaxi	Number of provinces targeted:	Guayas, Azuay, Los Ríos and Cotopaxi
Presence of the Operating National Society: The Ecuadorian Red Cross (ERC) has a presence in 24 provinces of Ecuador represented by 24 provincial branches and 83 cantonal branches. It has 7,000 volunteers registered in the national database and 200 staff specialized in different lines of action.			
Red Cross and Red Crescent Movement partners currently involved in the operation: The International Federation of the Red Cross and Red Crescent (IFRC) and the International Committee of the Red Cross (ICRC) have been supporting as key allies for monitoring, evaluation and follow-up during the evolution of the emergency from February 2021 to the present.			
Other partner organizations actively involved in the operation: The main actors at the local levels with whom the institutional work is coordinating are Sub Secretariat of Human Rights, Judicial Police of Guayaquil, Guayaquil Municipality, Human Rights Commission, Secretariat of Risk Management - Zonal 8, National Service of Integral Attention to Adults Deprived of Liberty and Adolescent Offenders, Ministry of Public Health - Zonal 8, Integrated Security Service ECU 911.			
This Operation Update includes a non-cost extension for two months (new end date 30 April 2022) to adjust the plan of action to better respond to humanitarian needs and adjust to the current context in the country and the situation in the target penitentiaries in the provinces of Guayas, Azuay, Cotopaxi, and Los Ríos.			
The Ecuadorian Red Cross (ERC) continues to successfully implement this DREF operation to respond to the broad health (pre-hospital care; psychosocial support- PSS) needs of the people directly and indirectly affected by penitentiary unrest, security, restoring family links (RFL) and communication-related to the mandate of the Ecuadorian Red Cross and the Fundamental Principles, as well as information to a wider public on issues of stigma and discrimination.			
While a tense calm has reigned in the penitentiaries in the first two months of this operation, the operating context has substantially changed. Faced with the presence of the Omicron variant of COVID-19 in Ecuador,			

State-issued measures were issued to control the increase of COVID-19 cases in the country. This has included the reduction of the number of people gathered in one location, the health situation in the penitentiaries, as well as the commitment of the ERC to protect its volunteers and staff.

The **modifications in the Plan of Action reflect an expansion of the target population** to include penitentiary workers and conducting planned workshops online. The latter includes the creation of products that will be used for training purposes after this operation ends.

<For the revised budget, click [here](#). For contact information, click [here](#).>

A. Situation analysis

Description of the disaster

In 2021, a total of 329 incarcerated people died in clashes between organized crime gangs in different penitentiaries across the country. This is the highest annual figure registered in the history of the prison population in Ecuador. In response to the penitentiary situation, the Government of Ecuador presented a "prison system pacification" plan that also aims to reduce the number of violent deaths on the streets of the country.

Since the presentation of the emergency plan of action for this DREF operation in November 2021 until 31 January 2022, there has been a considerable fall in the frequency of disturbances in the country's penitentiaries, particularly in the targeted provinces of Guayas, Cotopaxi, Los Rios and Azuay. Although, given the rapidly changing dynamics in the incarcerated population, the possibility of a new upswing is possible. During this time, sporadic cases of violence have been registered, classified by State authorities as isolated situations. An incarcerated person died in the Regional Prison of Guayas on 28 December 2021, the same day in which the riot alerts were activated during the visit of the Minister of Government to the penitentiary as incarcerated people protested their dissatisfaction with the attention for increasing COVID-19 cases in the prison population. Although the state of exception in the prison system ended that same day (28 December 2021), the Armed Forces continue to provide security and support the National Police outside the penitentiaries.

As part of this DREF operation, the Ecuadorian Red Cross (ERC) continues to monitor the violence in the penitentiary system and linked crime rates. In Guayas, territorial disputes, settling of scores for micro-trafficking, confrontation of organized criminal gangs and an increase of robberies ending in fatalities indicate an increased level of violence in popular urban sectors (streets, neighbourhoods, restaurants, shopping centres).

This operation has also been impacted by the COVID-19 pandemic and the recent entry of the Omicron variant into Ecuador. A total of 75% of its population is current vaccinated with two doses. In the weeks after the end-of-year holidays, there was an exponential increase in the number of positive cases with 42,000 confirmed cases between 9 to 15 January. As a result, national and local authorities declared 80 per cent of the country's cantons in red (based on a three-colour traffic light system) and reinforced biosecurity measures that limited movement and reduced capacity in various service establishments, as well as sending a large part of the working and educational population to virtual and/or work-from-home activities.

A no-cost extension will enable to the ERC to modify some actions to better reflect the decrease in large-scale penitentiary unrest (until 31 January 2022) and the recent COVID-19 protection measures that have limited access and planned actions (particularly the modality of in-person activities).

Summary of current response

Overview of Operating National Society

The Ecuadorian Red Cross, as an auxiliary of the public authorities in the humanitarian field, develops and implements support activities within various spaces, including the National Health System for the care of the injured and psycho-emotionally affected; the National Security System ECU 911 for the permanent monitoring of the evolution of the emergency and the human rights coordination groups linked to promoting respect and dignified treatment to all those involved. Aligned with the Fundamental Principles, the ERC implements autonomous interventions that guarantee the public's perception of the independence, neutrality, and impartiality of the National Society.

For the implementation of this operation, the ERC has 178 volunteers and hired staff in the 4 provinces affected by this crisis. Additionally, 19 national technicians at its national headquarters and 16 ambulances are in a state of activation and alert for this operation.

During the period from November 2021 to January 2022, the activities implemented by the provincial branches with technical support from national headquarters have focused on coordination to establish:

- Focal points for each partner institution.
- Establish an information pathway with penitentiary centres on family contacts to provide follow-up for cases of people requiring psychosocial support or restoring family links (RFL) services..
- Possibility of providing care to incarcerated people with pre-hospital care (PHC) service for caring for injuries from previous confrontations.
- Work and training dates for personnel responsible for the penitentiary centres, such as prison guides, national police, among others.
- Creation of the Contingency Plan for Prison Crises in the ERC Guayas provincial branch.

The ERC established national coordination and working spaces with relevant institutions such as the Security System ECU 911 and the authorities of the National Service of Integral Attention to Adults Deprived of Liberty and Adolescent Offenders (SNAI). This has enabled the establishment of high-level agreements and authorizations for institutional work at the local level, promoting alternatives that benefit all parties.

The ERC maintains weekly coordination and permanent monitoring meetings with the national team and the participating branches. In this manner, the ERC continues to monitor and share information on events that occur in the penitentiaries.

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

The IFRC is supporting the ERC with this DREF operation through its office in Ecuador, the country cluster delegation for the Andean countries (located in Peru) and the Americas Regional Office. This technical guidance includes disaster management; finance; planning, monitoring, evaluation, and reports (PMER), among others.

Actions are coordinated with the International Committee of the Red Cross (ICRC) focal point in the country. The tripartite agreement between the ERC, ICRC, and IFRC is in effect. In addition, the ERC received technical and financial support from the ICRC to cover the operating costs of the response during the September emergency in the city of Guayaquil. This support has been reconfirmed for the medium-term intervention in the Restoring Family Links actions. The ICRC supported the intervention plan during the September clashes in Guayas and is currently supporting the security activities.

Overview of other actors

Several State institutions are responding to the penitentiary crisis. The following are among the most relevant:

- Presidency of the Republic of Ecuador: Coordination among the different ministries.
- Ministry of Government: Coordinates with the National Police, Ministry of Defence and SNAI.
- National Police: Control via operations in penitentiaries and maintenance of the activated security protocol.
- Criminalistic Unit: Recognition and identification of human remains, DNA and other genetic samples.
- Ministry of National Defence: Control in penitentiaries in conjunction with the National Police.
- Ministry of Public Health: Provision of outpatient and hospital care services.
- Secretariat of Human Rights: Manages the donation of private companies.
- National Service of Integral Attention to Adults Deprived of Liberty and Adolescent Offenders (SNAI): Strengthening of programs focused on productive activities that contribute to the rehabilitation and reinsertion process of incarcerated people, as well as coordination and control of operations and periodic searches.

The provincial Technical Response Team in Guayas has coordinated local activities with local stakeholders such as the Sub Secretariat of Human Rights, Judicial Police of Guayaquil, Municipality of Guayaquil, SNAI, Human Rights Commission, Secretariat of Risk Management - Zonal 8, and Ministry of Public Health - Zonal 8.

Analysis of needs, target selection, scenario planning and risk assessment

Analysis of needs

The needs assessments at the start of the operation remain valid for the central focus of this operation. This revised plan of action does not adjust the number of the target population or the number of planned services. However, considering the decrease in the level of disturbances such as that from November 2021, the ERC will continue to attend cases gradually. The National Society aims to achieve the targets for the established indicators with the additional two months for this operation's activities.

Given the contextual changes in the penitentiaries and the evolution of the COVID-19 pandemic, the essential and prioritized services remain: 1. Pre-hospital care; 2. Psychosocial support; 3. Security; 4. Restoring family links and 5. Communication.

1) Pre-hospital care

Although there have been no large-scale disturbances from the launch of this operation until 31 January 2022, pre-hospital emergency care and transfers of incarcerated people requiring medical attention remain. The initial needs analysis will continue in case of disturbances or daily emergency care:

- The context of the present emergency represents a high risk of exposure to the COVID-19 virus for ambulance response team personnel (paramedic, driver, ambulance attendant). As such, the disinfection of the resources used must comply with the COVID-19 procedures prior to authorizing the availability of the ambulance for further care.
- If required, a larger number of ambulance units would be activated for a mass casualty event, considering that the approximate time between each dispatch is approximately three hours. In addition, depending on the severity of people's injuries, the use of material, supplies, and medicines for their stabilization could be more significant than in routine emergencies. Therefore, providing additional supplies and stock is essential to ensure that the ambulances can continue operating.
- Also, the visibility of the ambulances and the technical team plays a fundamental role in the safety of the personnel, so it is necessary to reinforce the flagging of the units and the provision of flags, bibs and safety equipment, such as appropriate helmets for the emergency personnel.

2) Psychosocial support

Despite the fall in violent events in the penitentiaries during the first part of this operation, the ERC continued to offer family members of incarcerated people access to psychosocial support. However, 80

percent of the families of the incarcerated people who died or were injured in November 2021 expressed not being interested in receiving this service.

Thus, and with this operation update, the ERC has modified the plan of action and , it will be focused on personnel linked to the prison system (guides, forensic specialists, criminalistic specialists, among others) and the family members who are also affected by situations of penitentiary violence (riots). In coordination meetings, SNAI authorities requested this service for the emotional stability of its personnel and their families.

The initial needs analysis remains valid for the event of any future disturbance:

- The ERC identified the main issue as the lack of a protocol to provide sensitive information to families of incarcerated people when violent events happen. This situation can produce a psychological impact that will need PSS to reduce any significant psychological impact or mental problem. Based on the previous experience of the September 2021 event, a PSS in an emergency team with professionals who can technically handle emotional crises remains needed, as well as adequate space with equipment and furniture such as wheelchairs to assist people who might faint after receiving news or face a crisis situation. PSS service will be provided to incarcerated people and their families, and security, administrative, and humanitarian services providers.
- It is essential to work with the staff and personnel of the control institutions, such as detention centres, to provide basic training on psychological first aid to reduce the adverse effects on family members when delivering bad news. With this operations update, training will be adjusted to a virtual format that respects the guidelines established by national authorities to reduce COVID-19 cases.
- Psychosocial attention for the penitentiaries' staff is essential given the emotional stress the violence and crisis situations generate.
- The Mental Health and Psychosocial Support (MHPSS) line of action is closely related to the RFL activities and objectives.

3) Security

The identification and visibility of Ecuadorian Red Cross volunteers and humanitarian personnel is essential in this type of crisis. They require identifying elements, such as uniforms where the Red Cross emblem is identified and complies with the operational security norms. Likewise, there is a need to have guidance material, such as a pocket Operational Security Booklet to facilitate the rigorous application of the norms and guidelines in emergency contexts related to penitentiaries.

The revised plan of action adjusts the original format of the operational security training workshop to comply with the State's provisions to reduce the number of people gathered, as well as the potential costs of hotels that provide the required biosecurity measures. However, the operational security workshop remains a need and will be adapted to a hybrid event (virtual at the national level with small groups in provincial branches for practical exercises).

4) Restoring Family Links (RFL)

The ERC continues to identify the need to support people who do not have the resources to communicate with others after receiving news of their incarcerated family member. Therefore, the National Society will provide RFL services through connectivity services, family news services, and services for vulnerable people. This line of action will continue to be implemented with the support of the ICRC.

5) Communication

Notwithstanding that no large-scale disturbances were reported up to 31 January 2022 in the target penitentiary centres, the Ecuadorian Red Cross as a supporting actor for the response to prison crises remains exposed to a wide range of public opinion. Capitalizing on this exposure, it is necessary to reinforce the awareness-raising strategy to raise public awareness about the role of the National Society and the importance of the Red Cross emblem and its actions that at all times and in all

circumstances are based on the Fundamental Principles, especially humanity, impartiality and independence. The ERC needs to train the communication focal points in the target branches in the management of crises and provide them with all the necessary support to provide precise information when needed.

With regard to the training of institutional personnel and key actors, the ERC will promote the adaptation of classroom content to virtual workshops that will not only have an impact during the project but will also strengthen institutional capacities and image in the long term and in a greater number of provinces in the country.

Target population

The groups identified as the target population for the intervention in his operation are:

- Incarcerated people
- Relatives of incarcerated people
- Affected persons from the public forces of order and institutions linked to the penitentiary system (forensic, criminalistics, forensic medicine, prosecution, others)
- Prison guides (responsible for the management of penitentiaries)
- Relatives of persons linked to the penitentiary system (forensic, criminalistics, forensic medicine, prosecution, prison guides, others).

As mentioned above, the scope of the intervention is maintained:

Table 2: Scope of the intervention

Scope of the Intervention		Direct		Indirect	
		Male	Female	Male	Female
Health	Pre-hospital care	90	10		
	Community Psychosocial Support	360	230		
	Psychosocial Support to humanitarian responder teams	120	120		
Communications + Community Engagement and Accountability (CEA)				25,000	25,000
Total		930 people		50,000 people	

The scope of the operation is to directly reach at least 930 people through Health, with pre-hospital care, psychosocial support, and information according to needs and at least 50,000 people through Communications and community engagement and accountability (CEA), with information related to the humanitarian action and the auxiliary role of the Red Cross, humanitarian action and the medical mission. The target population of 930 people is established considering an independent provision of the pre-hospital care and psychosocial support. To avoid double counting, these numbers are projected with the supposition that people who receive prehospital care will not overlap with the people who receive psychosocial support.

Pre-hospital care is established for the care of the wounds and injuries of incarcerated people, their family members, prison management personnel and law enforcement personnel (police and armed forces); psychosocial support is also available for the care of these groups, in addition to the humanitarian response teams and their immediate family members.

To guarantee the auxiliary role and security of the Red Cross teams, a communication strategy will continue to be rolled out to adequately inform and communicate the actions and humanitarian mandate of the Red Cross, promoting respect for the Fundamental Principles, especially those of Humanity, Impartiality and Independence.

The operation is focused on the provinces of Guayas, Azuay, Cotopaxi and Los Rios, which have presented incidents of disturbances in penitentiaries in 2021, as well as represent a greater risk of clashes between criminal gangs. Based on humanitarian needs and evolving incidents, the ERC does not rule out the expansion of the operation.

B. Operational Strategy

General operational objective:

To reach at least 930 people affected by the penitentiary unrest, providing them with pre-hospital care, psychosocial support, and information according to needs, considering institutional security aspects and the Red Cross and Red Crescent Fundamental Principles.

For this emergency, the ERC has designed an operational strategy focused on the following sectors:

Health

- At least 100 people reached with pre-hospital care. Considering the care of injuries to inmates, family members, prison management personnel and law enforcement personnel (police and armed forces).
- At least 590 people reached with psychosocial support
- At least 240 humanitarian workers reached with psychosocial support.

Communications and CEA in emergencies

At least 50,000 people reached with information related to the humanitarian action and the auxiliary role of the Red Cross, humanitarian action and the medical mission.

Restoring Family Links (RFL)

The ICRC will support the actions of Restoring Family Links (RFL) by the ERC through the cooperation program at the level of funding and support with specialized personnel. The National Society has the technological equipment (cell phones and tablets with telephone plans) for the following services:

1. Telephone calls
2. Charging of electronic equipment
3. Connecting to Wi-Fi
4. Family News
5. Safe and Sound Message
6. SALAMAT messages
7. Red Cross Message

C. Detailed Operational Plan



Health

People targeted: 930 people

Men: 570

Women: 360

Requirements (CHF): 29,606

Needs Analysis:

As mentioned in the initial section, the care needs remain, they must be adapted to a semi face-to-face - virtual context in order to guarantee the health and safety of the target population. This includes especially all PHC and security activities, since these require the staff to travel and to meet with a group of people (ERC volunteers and staff and external partners).

In the case of PHC, since there have been no disturbances as of this report's end date, the care of the wounded has been gradual and under the call of the penitentiary centres. With COVID-19- related measures, the two-month extension will ensure compliance with the proposed indicators.

Risk Analysis: The following risks to health services have been identified:

- Possible attacks or injuries to ERC volunteers and care teams
- Emotional impact on response teams.
- Contracting COVID-19 during social mobilizations.
- Public confusion about the auxiliary role of the Red Cross

Population to be reached:

- At least 100 people receive pre-hospital care.
- At least 590 people in the community have psychosocial support.
- At least 240 people from the humanitarian response teams have emotional support.

Population groups are identified as follows:

- Incarcerated people- Assessment, stabilisation, and transfer to the medical care centre according to the type of injuries.
- Family members of incarcerated people who have died or missing or in care centres (wounded).
- Key actors: National Police, staff of the SNAI, forensic experts, penitentiary guides, civilian population in general ,and ERC staff.
- Field staff: Mental Health and Psychosocial Support team and local technical teams of the ER provincial.
- Relatives of personnel linked to the Penitentiary System (*added with this revised plan of action*)

Please note that the colour **blue** represent the original timeframe for the planned actions and the **green** represents an adjusted timeframe with this revised plan of action.

P&B Output Code	Health Outcome 1: The immediate risks to the health of the affected populations are reduced through improved access to medical treatment																			# of people reached with health services Target: 930 people		
	Health Output 1.1: Improved access to health care and emergency health care for the targeted population and communities.																				# of people reached by health and pre-hospital care Target: 100 People	
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19		20
AP016	Provision of materials and supplies for pre-hospital care																					

AP01 6	ERC ambulance service support to the affected population																		
AP01 6	Humanitarian action awareness-raising workshop for key external actors																		

Progress towards Outcomes

Provision of materials and supplies for pre-hospital care

Based on the above, the procurement processes had to be stopped at three points during the reporting period due to the following reasons:

- The possibility that the supplies to be purchased would be delivered to the nursing points of the penitentiary centres to attend to injured persons and with which some characteristics that were focused on ambulance work had to be rethought.
- The lack of articles from suppliers during the month of December due to their end of the accounting year.
- The possibility of obtaining authorization for the CRE personnel to attend to emergency cases in the penitentiary centres.

After January 2022 and in light of the increase in pre-hospital care and assessments by the technical teams of the Ecuadorian Red Cross, it has been concluded that it is necessary to maintain the acquisition of supplies to strengthen the ERC provincial branches involved in the emergency operation, considering the following factors:

- Increase in situations of violence such as assaults, hired killings, among others, in areas surrounding the penitentiaries.
- The possibility of new confrontations and riots in penitentiaries.
- Technical effectiveness in patient care processes, according to specific protocols by type of injury in basic and advanced life support, such as trauma with regional approach and penetrating wounds.

To close this activity, during the first week of February, the comparative tables (biosafety material and APH supplies) will be analysed, the technical report will be prepared, and the corresponding distributions will be conducted. It is foreseen that the reception and shipment of materials to the ERC provincial branches will be implemented in the third week of February. In the meantime, the biosafety material and supplies needs have been met with resources from the National Society and must be replenished to the local technical teams in an equitable manner according to their report on the services provided and risks identified.

ERC ambulance service support to the affected population

Up to 31 January 2022, the ERC provided a total of 57 pre-hospital care services (51 men and 6 women) have been recorded in situations such as poisoning, trauma and medical emergencies, which are categorized as follows:

Type of emergency	# of people
Poisoning	1
Trauma / injuries / falls	7
Medical Emergencies	49
Total	57

Provincial branch	Location	# of services provided
Azuay	Centro de Rehabilitación Social Turi	14
Guayas	Penitenciaría del Litoral	9
Los Ríos	Los Ríos - Buena Fe	4
Cotopaxi	CRS Sierra Centro	30
Total		57

According to ERC records, the main age ranges attended are: 30 to 39 years old with 28 cases, 18 to 29 years old with 16 cases, 40 to 49 years old with 7 cases:

Age groups	# of services provided
13 - 17 years	1
18 - 29 years	16
30 - 39 years	28
40 - 49 years	7
50 - 59 years	1
60 - 69 years	3
Not specified	1
Total	57

The ERC achieved 15 per cent progress as of 22 December and increased to 57 per cent by 31 January 2022.

This care has been achieved with the activation of 12 emergency medical technicians and 4 ambulances on a permanent basis. With this extension, they will cover the emergencies in the penitentiaries until the end of the operation, if required.

Humanitarian action awareness-raising workshop for key external actors

The objective of the workshop for key actors is: "To carry out a sensitization process on the humanitarian action of the Red Cross, aimed at representatives of key institutions with which the response to emergency situations in the context of situations of violence in penitentiaries is coordinated".

In the context of the health crisis, the development of the activity is proposed for 2 hours in virtual mode, addressing the following topics:

- The humanitarian role of the Movement as an auxiliary to the powers of the state.
- Action on the fundamental principles of the movement
- Important aspects of the emblem law
- Sharing operational experiences and expectations of the participants on the role of the Red Cross.
- Final reflections and commitments.

The two planned workshops will be addressed with key actors initially from Guayas and Azuay, considered as the main provinces where criticism and aggressions against the ERC have occurred in other events due to lack of knowledge about the Red Cross. The activity is planned for 23 and 24 February 2022. The details of the agenda of activities, time allocation, the team of facilitators, the reference materials and the pedagogical methodology are currently being reviewed.

Considering that the activity will be held virtually, the costs will not be used in this activity. The originally planned funds will be reallocated to complement the activities of the Mental Health and Psychosocial Support workshops.

P&B Output Code	Health Outcome 2: The psychosocial impacts of the emergency are lessened	# of people that receive psychosocial support Target: 830 people
	Health Output 2: Psychosocial support provided to the target population as well as to RCRC volunteers and staff	# of people affected reached by psychosocial support services Target: 590 People # of Red Cross and external staff treated: Target: 240 people
	Activities planned	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20

Week																				
AP023	Installation of psychosocial support posts																			
AP023	Psychosocial support sessions to the affected population																			
AP023	Psychosocial support sessions to responders from Red Cross and other organizations (supporting supporters)																			
AP023	Crisis containment <i>virtual</i> workshop psychosocial support for institutions linked to the prison service and ERC volunteers																			
AP023	Stigma and discrimination prevention <i>virtual</i> workshop for ERC volunteers (referral to specialised agencies)																			

Progress towards Outcomes

Installation of psychosocial support posts

As there have been no disturbances and due to the COVID-19-related restrictions, the prison authorities have requested caution in the installation of these points at this time, as it may generate anxiety among the prison population, their families and the general population, or crowds that could put people at risk. Therefore, these points will be kept ready for deployment if required.

As of 31 January 2022, the procurement process is 80 per cent completed, while the remaining 20 per cent will be received in the ERC warehouses in mid-February to be sent to the provincial branches. The main reason for this activity not to be implemented immediately was the lack of suppliers of the required articles according to the Terms of Reference for terms and costs.

Psychosocial support sessions to the affected population

During the period from November 2021 to January 2022, PSS activities have focused on coordination with key actors to facilitate access to the different target audiences covered by the plan. However, as there have been no more disturbances in penitentiaries, the spaces for attention have been limited as the dates and times of visits are reduced and do not allow a prudent space for contact with this group of people. Despite this, in order to continue the work, the ERC provincial branches made follow-up calls to approximately 300 people who had been attended in previous months; they have expressed their refusal of accessing the service.

With regard to the care registered between November 2021 and January 2022, a low implementation is due to the abovementioned context. A total of 78 services were provided:

Detention centre location	Total, by sex		
	M	F	No id.
Guayas	13	62	0
Los Ríos	1	2	0
TOTAL	14	64	0

The main reasons for the care of the people reached are centred on distress and anxiety due to not knowing the state of health of their relative, requests for information and problems sleeping.

Psychosocial support sessions to responders from Red Cross and other organizations (supporting supporters)

To carry out psychosocial support activities for the population and for the response teams, a basic kit containing personal protection supplies is planned to be delivered; the process is under review by the IFRC to obtain authorisation for the awarding of the contract. Although this requirement has already been approved for most of the products, there have been delays in the case of surgical masks. The IFRC logistics team has requested an additional certification document that is being requested of the supplier.

The National Society keeps two different registers, one for its own staff and the other for external response staff for this activity:

CRE staff

- Group emotional discharge sessions: aimed at volunteers and hired personnel in the areas of pre-hospital care, psychosocial support ,and coordination of GRED and Health programmes.
- Individual attention: for follow-up in identified cases that require a specific service.

Detention centre location	Total, by sex		
	M	F	No id.
Guayas	60	98	0
Los Ríos	6	3	0
TOTAL	66	101	0

The emotional discharge sessions for staff have been very well received by staff, as they have helped to prevent burn out and empathy burnout, which are typical of humanitarian care professions and activities.

External response staff

This service has been implemented especially with Armed Forces personnel in the province of Cotopaxi, registering a total of 52 men reached. During the interventions, active listening, and awareness-raising on the importance of psycho-emotional health in stressful situations and once they have finished.

Crisis containment workshop psychosocial support for institutions linked to the prison service and ERC volunteers

Stigma and discrimination prevention workshop for ERC volunteers (referral to specialised agencies)

As mentioned in the initial EPoA, these two activities were planned to be implemented through face-to-face methodologies, however, given the increase in COVID-19 infections at the beginning of 2022, this strategy must

be reconsidered, as with the provisions of the national authorities for the reduction of the capacity and limitation of mobility for group activities, they will remain in force if the cases do not decrease.

In view of this, coordination with the authorities of the SNAI and its training institute for the training of prison guides is being finalised for the creation of two virtual modules of these workshops, for permanent use both in the training process of guides, as well as for the humanitarian personnel of the CRE. These will cover the topics of Psychological First Aid; Care and self-care of the mental health of the responder; and Awareness and respect for the emblem.

It is expected that these workshops could reach an approximate of 200 trainees. It is important to mention that these workshops could have an academic certification provided by the Prison Guide Training Institute. Furthermore, it could be available to other penitentiaries and Provincial Boards in the future.

In the adjusted budget, the amount allocated by the PHC line for awareness-raising talks has been included in order to complete the care and self-care module, including a section that considers key issues of respect for the emblem.

P&B Output Code	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	# of volunteers insured Target: 200																			
	Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place																				
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
AP042	Support to National Headquarters (office costs)	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█		
AP042	Visibility materials and Red Cross emblems	█	█							█	█										
AP042	Monitoring by National Society	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█		
AP042	Insurance for volunteers	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█		
AP042	Lessons learned workshop - ERC and key external actors												█								█

Progress towards Outcomes

Visibility materials and Red Cross emblems

This activity is currently being implemented through a tender process for the branding the ambulances in the Guayas provincial branch, considering that there have been no offers from suppliers and the costs are higher, the process has been extended.

Monitoring by National Society

This activity was conducted remotely given the conditions related to the health crisis. However, follow-up meetings were held with the deployment of the ERC Zonal Coordinators responsible for each province. By the end of February, a visit to each ERC provincial branch by the national technicians is planned, taking advantage of

the implementation of the operational security workshop. The support and accompaniment of the IFRC Ecuador office will be requested in this process.

Volunteer Insured

The insurance activation process has been completed for the 200 volunteers who would be part of the response to the prison crisis in the country, sending the corresponding list to the IFRC in a formal manner.

P&B Output Code	Outcome S2.1: Effective and coordinated international disaster response is ensured	One IFRC monitoring and support mission.																			
	Output S2.1.1: Effective and respected surge capacity mechanism is maintained.																				
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
AP049	Operational support by IFRC	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█

Progress towards Outcomes

This activity is planned to be carried out in agreement with IFRC. If the extension is approved, it could be implemented at the end of February for a partial evaluation or in mid-April for the lessons learned workshops planned to be held in each of the targeted provinces.

P&B Output Code	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.	# of people reached indirectly by public communication strategy Target: 50,000 people																			
	Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues																				
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
AP053	Communication and dissemination strategy with a CEA approach	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
AP053	Crisis communication workshop for focal points	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█

Progress towards Outcomes

Communication and dissemination strategy with a CEA approach

Within the communication actions carried out up to the presentation of this report, the progress of the line is presented below:

- Messages related to the Red Cross Emblem and its role as a humanitarian organization.
- Pocket Guide for volunteers and operational personnel, which is in the process of being designed once the technical review of the proposed text has been completed. The final product for printing will be delivered in early February.
- All purchasing processes have been executed 100%.

- Starting on 18 January, a video of up to 1 minute about the Red Cross Emblem and its meaning as a symbol of help and protection was launched. The partial report from January 18 to 31 includes information regarding segmentation, location, general statistics, interactions, audience reached, among others.

Crisis communication workshop for focal points

Although for reasons of the pandemic, operational activities in the field have been affected by the health provisions of the National EOC, in the case of communication, on January 14 was held in the city of Quito, the Media Training workshop for communicators of the provinces of Azuay, Cotopaxi, Guayas, Los Rios and Pichincha, complying with strict biosecurity measures for attendees.

The workshop began with an introduction to the prison crisis and an explanation of what a DREF means and its application characteristics. The training lasted 8 hours and allowed the participants to deepen their knowledge on the following topics:

- Media: What do they look for? What is news? Interview formats
- Verbal and non-verbal language
- The Digital Ecosystem
- Problem vs. Crisis: Why does a crisis originate?
- Online Reputation
- Qualities of a spokesperson
- The YES and NO of an interview.
- How to manage communicational assets?
- Messages and argumentation
- Purpose of a spokesperson
- Types of spokespersons
- Bridging, branding and flagging skills
- Practical exercises and interviews.

To conclude this activity, it is planned that the communicators of the boards of Azuay, Cotopaxi, Los Ríos, Guayas and Pichincha will replicate the workshop in their respective provincial branches, in order to socialize key points with the different levels of volunteers and staff engaged in response actions.

P&B Output Code	Outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability	Four branches provide information on operational safety																			
	Output S4.1.4: Staff security is prioritised in all IFRC activities	One national operational safety workshop.																			
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
AP066	The operational safety and well-being of volunteers is ensured through safety training in branches.	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█		
AP066	Establish and implement a security protocol for staff and volunteers.	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█				
AP066	Ensure volunteers have the proper	█	█							█	█										

	equipment for personal protection and to provide their services.																			
AP066	Operational and Security workshop for volunteers and personnel																			

Progress towards Outcomes

The operational safety and well-being of volunteers is ensured through safety training in branches.

This activity is linked to the operational safety workshop to be held in February and to the validation of the safety protocol that will be socialized throughout the country. However, the importance of personnel updating their knowledge with virtual workshops on the stay safe and stay safe managers e-learning platform has been emphasized throughout the months.

Establish and implement a security protocol for staff and volunteers.

The ERC has a protocol for patient care in this type of emergency. This document is currently under review adjust it to other services such as PHC and validate it with the responsible area according to integral safety criteria.

Ensure volunteers have the proper equipment for personal protection and to provide their services.

All of the uniforms (shirts and bibs) and helmets have been purchased and received in the warehouse. These will be delivered to each local technical team in early February.

Operational Security Workshop (ERC-IFRC-ICRC).

During the planning of the workshop with the IFRC, ICRC and the ERC, the methodology was identified had to be adjusted due to the increase of COVID 19 cases in Ecuador. To ensure the health and safety of all national and international staff, the workshop is planned to be implemented as follows:

- Four two-hour synchronous virtual introductory sessions, and,
- Three days of synchronous virtual practical sessions with participatory methodology and exchange of experiences between facilitators and participants.

A support team from national headquarters will accompany the participants in each of the provincial branches during the practical sessions, while the international facilitators will be linked via video conference.

Considering that the budget allocated for this workshop (national costs and deployment of an IFRC expert) will not be 100% executed under the new methodology, it is planned to use the fund to contract an edu-communication service, which will have the objective of compiling the entire process to deliver a final product that can be used in other workshops with the same methodology. In this manner, this activity can be replicated in different locations after the operation is completed.

Budget

See [Annex](#) for the amended budget.

Contact information

For further information, specifically related to this operational plan please contact:

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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)** in delivering assistance to the most vulnerable. The 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.

DREF OPERATION

MDREC017 - ECUADOR - PENITENTIARY UNREST

4/2/2022

Budget by Resource

Budget Group	Budget
Shelter - Transitional	6,600
Medical & First Aid	6,000
Teaching Materials	15,975
Relief items, Construction, Supplies	28,575
Distribution & Monitoring	1,000
Transport & Vehicles Costs	960
Logistics, Transport & Storage	1,960
National Society Staff	1,364
Volunteers	1,750
Personnel	3,114
Workshops & Training	7,400
Workshops & Training	7,400
Travel	1,900
Information & Public Relations	1,600
Office Costs	1,050
Communications	900
Financial Charges	375
General Expenditure	5,825
DIRECT COSTS	46,874
INDIRECT COSTS	3,047
TOTAL BUDGET	49,921

Budget by Area of Intervention

AOF1	Disaster Risk Reduction	
AOF2	Shelter	
AOF3	Livelihoods and Basic Needs	
AOF4	Health	29,606
AOF5	Water, Sanitation and Hygiene	
AOF6	Protection, Gender and Inclusion	
AOF7	Migration	
SF11	Strengthen National Societies	4,606
SF12	Effective International Disaster Management	3,408
SF13	Influence others as leading strategic partners	5,751
SF14	Ensure a strong IFRC	6,550
TOTAL		49,921

