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DREF Final Report

Guatemala: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation N° MDRGT017	Date of issue: 25 February 2022
Operation start date: 29 July 2021	Operation end date: 30 November 2021
Host National Society: Guatemalan Red Cross (GRC)	Operation budget: 50,112 Swiss francs (CHF)
Number of people affected: 12,000	Number of people assisted: 3,882 (1,628 female and 2,254 male)
Red Cross Red Crescent Movement partners actively involved in the operation: The International Federation of the Red Cross and Red Crescent.	
Other partner organizations actively involved in the operation: Attorney General's Office, (PGN by its acronym in Spanish), National Council of Attention to Migrants of Guatemala (CONAMIGUA by its acronym in Spanish), El Refugio de la Niñez, Guatemalan Migration Institute, (IGM by its acronym in Spanish), Human Rights Ombudsman's Office (PDH by its acronym in Spanish), International Organization for Migration (IOM), La Casa del Migrante, United Nations High Commissioner for Refugees (UNHCR).	
The Guatemalan Red Cross spent a total of 38,770 CHF. The remaining balance of 11,342 CHF will be returned to the Disaster Relief Emergency Fund.	
<i>The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden, and Switzerland, as well as DG ECHO, Blizzard Entertainment, Mondelez International Foundation, Fortive Corporation, and other corporate and private donors. The IFRC, on behalf of the GRC, would like to extend thanks to all for their generous contributions.</i>	

A. Situation analysis

Description of the disaster

On 23 July 2021, the Guatemalan Migration Institute (IGM for its acronym in Spanish) shared information about an alert issued on a possible mass movement ("Caravan") of 12,000 people arriving from Honduras at the end of July 2021. Based on the alert, migration authorities carried out inter-institutional coordination activities to create an approach strategy to address the possible massive population movement. During the days before the likely migrant caravan, the IGM maintained communications with Honduran migration authorities to provide a binational response, as it had done in past mass movements, where the processes of safe return from Guatemala to Honduras are activated.



GRC, RFL services and the El Ceibo, Petén border. Source: GRC, August 2021.

According to social networks and monitoring by the Honduran Red Cross, between 9,000 and 12,000 people were expected to enter Guatemalan territory in mixed flows, including children, adolescents, adults, men, and women. Through the communication and coordination mechanism established between the HRC, GRC, and the IFRC, in which the ICRC was invited to participate, it was possible to generate a dialogue and coordination between both National Societies where it was agreed to carry out emergency plans of action in preparation to provide a relevant response to the possible migrant's caravan. The ICRC participated in coordination meetings related to the migrants El Ceibo, in the border with Mexico. ICRC provided health and RFL services and water distribution.

The National Society prepared to assist migrants in transit through the provision of supplies such as hygiene kits, safe water, first aid equipment in the branches of Guatemala City, Chiquimula, Mazatenango, Coatepeque, Tecún Uman, Izabal, and Petén (as contemplated in the GRC National Plan of Action). This plan included providing services at the same access points as previous caravans, based on the experience faced in previous migration responses, that is, through the borders of Agua Caliente and El Florido, in the department of Chiquimula, and the border of El Cinchao, in the department of Izabal. And the access points to Mexico would be the borders of La Técnica and El Ceibo, in the department of Petén, and Tecún Umán, department of San Marcos.



GRC pre-hospital care at the El Ceibo, Petén border. Source: GRC, August 2021.

Population movements began on 25 July 2021 from Honduras, with small groups leaving San Pedro Sula and entering mainly through the Corinto border in Izabal. The groups that entered Guatemala from 25 July to 18 August 2021 joined groups of less than 30 people, many already grouped in Guatemalan territory. The HRC reported that no more than 100 people gathered at the Gran Terminal de Buses, in San Pedro Sula, at the end of July 2021. GRC maintained its 7 Humanitarian Services Points active during the migratory route in the departments of Petén, Izabal, Chiquimula, Suchitepéquez, Quetzaltenango, and San Marcos. Until 18 August 2021, groups of 15, 20, and 25 people entered the country every day. The flow of people decreased, and the number of visits ranged from 5 to 15 per day in some HSPs. The decrease in the last two weeks of August 2021 could be attributed to the constant rains that led to high river levels along the migration route.

Most migrants do not enter Guatemala at the administrative border offices (migration and customs); they travel through irregular places -blind spots- which makes it difficult to register them. The National Society has carried out a count based on the number of migrants who approach the HSPs, where the registers indicate that children represent 15.40% of the people attended to. Flows decreased between 18 and 31 August, serving a total of 697 people to date since the beginning of the operation at the Cinchado/Corinto, Izabal border alone. The presence of security forces has decreased along the northeastern migratory routes. These small groups migrating are a new modality, considering that the governments stop massive movements. Since 18 August, the National Society has continued to provide regular services at its HSPs in Izabal and Chiquimula as an entry and transit migratory route. However, population movements and mixed flows in Guatemala are maintained and increased, increasing the needs and vulnerabilities of people on the move.

Massive return of migrants at the Ceibo border

Based on previous agreements between Mexico and Guatemala, Guatemala has 4 return centres for Guatemalan deportees, officialised and led by the IGM, the return centre in Ayutla, San Marcos (return access by land), and the return centre in Guatemala City (return access by air), in addition to the two return centres for unaccompanied migrant children, one in Quetzaltenango (by land) and one in Guatemala City (by air).

On 31 July 2021, the U.S. Government restarted the implementation of immigration restrictions under Title 42, which authorizes immediate public health emergency removals of migrants. Since then, Central American migrants who are waiting to be returned in the United States, others at the northern border of Mexico with the United States, and even some others who are on their migratory route, are returned to southern Mexico in

airplanes, where they are then transported to the border with Guatemala, specifically to the Ceibo border, in the municipality of La Libertad in the department of Petén, where there is a new access return point.

Since the week of 10 August 2021, approximately 5 to 7 buses per day with 25 to 35 migrants per bus, with migrants of various nationalities, mainly Hondurans, Guatemalans, and Salvadorans, have arrived at the Ceibo border post. These returned migrants cannot be considered as part of a deportation process, due to the lack of official records from both the National Migration Institute in Mexico and the IGM in Guatemala, this border post does not meet the humanitarian standards for a reception centre (Conduction as the reception process of deported migrants is called). The primary needs are humanitarian assistance, transportation, and communications. Many of these are family units with children under five years old, which increase their vulnerability to return without adequate process or the necessary conditions.

On 18 August 2021, the Guatemalan Red Cross team mobilized to Petén to provide humanitarian assistance, setting up a mobile HSP outside the Ceibo border post, where there is currently the presence of actors such as the Casa del Migrante-Belén, the non-governmental organization Refugio de la Niñez (RDN), the Human Rights Ombudsman's Office (PDH), the International Organization for Migration (IOM), and the Attorney General's Office.

The services provided included safe water, snacks, hygiene kits, RFL, telephone calls, Wi-Fi, psychological first aid, essential medicines, pre-hospital care, and information on the route and process for asylum and refugee status in Guatemala. Said services were provided to men, women, children, and family units, primarily Honduran, Salvadoran, and Guatemalan. Some were returning to Mexico through the border in La Técnica, either to conduct the appropriate procedures to enter legally or because they could not return to their countries of origin because of debts incurred.

On 31 August 2021, the GRC withdrew from the El Ceibo, Petén border because of threats of armed attacks by organized crime groups reported by the Petén government. All staff was moved to Santa Elena, Petén to continue efforts. A tent was set up outside the bus terminal to continue to deliver assistance to people coming in through the El Ceibo border. Based on agreements between the Guatemalan and Mexican governments, Honduran and Salvadoran nationals will be transported from Mexico to the El Cinchado border, and travel arrangements will be made for Guatemalan nationals unable to return to their places of origin¹.

The GRC continued to monitor the El Carmen and Tecún Umán border jointly with UNHCR. The people expelled by Mexico, mostly Guatemalans and Haitians, are provided snacks, safe water, pre-hospital care, PSS, essential medicines, and transport to the Malacatan, San Marcos national hospital. The expulsions from the El Ceibo border to the El Cinchado or Corinto border in Izabal continued throughout September 2021. Most people stated that they had been denied asylum and refuge in the United States; however, they were trying to travel back to Mexico and request asylum there to seek job opportunities. They also expressed that they do not see the point of remaining in Guatemala given its proximity to Honduras, which has increased the number of people crossing at the La Técnica, Petén border crossing (another route to Mexico).

From 18 to 31 October 2021, assistance was provided to the buses from the El Ceibo, Peten border. These services were provided in night shifts as buses travel between 10:00 pm, and 5:00 am and on different days. Five to ten buses were assisted daily with pre-hospital care, safe water, essential medicines, hygiene kits, snacks, biosafety protection equipment, and recreational kits. Buses leave people at the border with no registration.

Summary of the response

Overview of Host National Society Response Action.

As part of the preparedness strategy for the possible migrant caravan, the National Society, with the support of the IFRC, activated DREF preparedness funds, which have allowed for the replenishment of the humanitarian

¹ PDH report in La Libertad El Ceibo, Petén.

assistance distributed in 6 branches located through the migratory route. GRC, with IFRC support, began planning its response to the population movement reported in July 2021 by the media. GRC began considering scenarios and adapting its Operational Response Plan 2021.

Activities began with monitoring the border areas with Honduras on 19 July 2021, and the Humanitarian Service Points were provisioned.² They continued as usual as the National Society's Migration Program activated the HSP in two Guatemala-Honduras border crossings and other HSP along the migration route.

The National Society activated 45 volunteers and staff monitored the borders of Corinto and Agua Caliente in the departments of Izabal, Chiquimiula, and Tecún Umán, San Marcos. The National Society provided humanitarian assistance to people entering through the Corinto border, starting 25 July up to 31 October 2021. The National Society assisted 3,882 people providing 19,843 services, including pre-hospital care, safe water, psychological first aid, orientations, and information about the route, hygiene kits, snacks, and RFL services.

Summary of people reached by nationality, sex and age group
25 July to 31 October 2021

Nationality	Men		Women	
	Adult	Children	Adult	Children
Honduras	1,134	405	659	332
Guatemala	498	171	426	203
El Salvador	45	1	7	1
Total	1,677	577	1,092	536

Summary of services provided
July 25 to October 31, 2021

Safe Water	Pre-hospital care	Hygiene Kit	Orientation	RFL Services	Snack	PSS	Masks	Recreational Kits
3,628	3,882	1,139	3,882	1,337	3,833	776	1,100	266
Total services								19,843

Overview of Red Cross Red Crescent Movement Actions in-country

Massive population movement (caravans)

Specific actions by the IFRC:

- Developed scenarios with the HRC and GRC³.
- Developed a national action plan with the GRC.
- Support the bi-national coordination mechanism between GRC and HRC⁴.
- Maintain coordination with Movement's partners (including the ICRC).
- Maintain coordination between the Disaster Manager and the Regional Migration and social inclusion coordinator for Central America Cluster.
- Maintain frequent communication with the migration area with the Mexican Red Cross.

Massive return of migrants at the Ceibo border

Specific actions by the IFRC:

- Developed scenarios with the GRC.
- Accompanying the National Society in inter-institutional coordination.
- Mobilization of the Central America migration coordinator to the field to assess needs.

² The SN response plan includes 12 fixed and mobile HSPs on the various routes, but as of the date of this document, 6 have been activated.

³ [Scenario planning 2021](#)

⁴ This mechanism was activated on July 23 and closed on August 3, 2021.

- Maintain coordination between the Central America Disaster Manager and the Regional Migration and social inclusion coordinator for Central America Cluster.

Overview of non-RCRC actors in-country

About the massive return of migrants at the Ceibo border, the following institutions provided direct services:

Actors:	Actions:
UNHCR	Dissemination of Information on migrants' rights; monitoring observance of migrants' human rights and coordination through their local partners
Pastoral of Human Mobility	Through the Casa del Migrante Belen, with the support of IOM, accommodation, food, and COVID-19 prevention kits are provided to return migrants who stay in the community of Ceibo.
El Refugio de la Niñez (The Children's Refuge)	It has delivered hygiene kits, food kits (snacks), telephone call services, psychosocial support, Identification of protection needs and international protection.
Human Rights Ombudsman	Issuing proclamations and holding press conferences on migrants' right
Guatemalan Government	Guatemalan Migration Institute (IGM) has a presence at the border crossing point but does not carry out a formal registration process, due to the lack of a deportation order. Consejo Nacional de Atención al Migrante de Guatemala (CONAMIGUA), has carried out a pilot process of transporting Honduran and Salvadoran people from Peten to their borders of origin. The Attorney General's Office is working in coordination with the Children's Shelter to identify the protection needs of children.
IOM	Provides humanitarian assistance through the Casa del Migrante and supports voluntary return processes.
OXFAM	It has delivered family hygiene kits, Food and hydration kits for children, Identification of victims of violence, and shelter processes for women victims of violence.
CONAMIGUA	Transport to places of origin to Guatemalan nationals.

Needs analysis and scenario planning

Return migration is one of the most common flows in Guatemala. This country has been characterized as a country of origin, transit, and mainly return of migrants. The National Society saw the need to include humanitarian actions to reduce returnees' vulnerabilities and to continue providing access to services such as information on asylum and refuge in Guatemala and the route, pre-hospital care, essential medicines, RFL (phone calls), PSS, psychological first aid, snacks, and safe water. This was done with support from IFRC based on the needs assessment.

Need analysis

The National Society deployed a team of 5 staff members to the Ceibo Border Post as of 18 August 2021. Nonetheless, first aid and RFL services began to be provided immediately through the mobile HSP. Monitoring and needs analysis visits (by the National Society migration program coordinator and IFRC technical support

through the regional migration and inclusion coordinator for Central America) were necessary to identify both the current humanitarian needs of the returning migrant population arriving at Ceibo, as well as an analysis of the needs of migrants during their transit. Likewise, during observation and inter-institutional dialogue, GRC sought to identify the services provided by other actors in the field to meet the needs of returning migrants jointly and thus avoid duplication of services.

Needs analysis visit to El Ceibo, between August 25 and 26, 2021, was carried out with the participation of 4 facilitators of the National Society. They managed to survey a total of 54 migrants. Of the respondents, 63% were male, 33% female, 4% other genders. 56% of respondents were Hondurans.

Shelter

The Ceibo border post is not a structured return centre, there is no specific space for the reception of returned migrants, and there is currently no return official registration. In the community of El Ceibo, there is a presence of the pastoral of human mobility of the Catholic Church, and there is a Casa del Migrante, called Belen, which is the only free shelter in the area and can accommodate 15 women and 15 men at the same time. Since 11 August 2021, Casa Belen has been sheltering approximately 150 to 180 returned migrants per day, mainly Hondurans and Guatemalans. Casa Belen does not have the conditions to house this number of people. However, its spaces provide a roof for people to shelter from the rain.

Based on the need's assessment visit to El Ceibo, respondents identified four primary needs for shelter, 46% (14 men, 10 women) identified blankets as the primary need, followed by humanitarian transportation services by 31% of respondents, lodging rentals by 28% and tents by 24%.

Health

Based on the needs of returned migrants in Guatemala, which have been observed through the work of the National Society within the migrant reception centres such as the return centre Casa Hogar Nuestras Raices, it is known that one of the main physical health conditions presented by returning migrants, mainly children, refer to respiratory and broncho respiratory diseases, in addition to some affections in the feet due to their long journey. The Ministry of Health oversees performing COVID-19 tests on migrants returning from a deportation process in the official return centres. Since the migrants returning and expelled in El Ceibo are not under a deportation process, they do not have access to COVID-19 tests or primary health care through the Ministry.

Migrants returning through El Ceibo have mild cases of heatstroke, dizziness, stomach upset, and dehydration; in the case of children, they have more critical cases of respiratory diseases. One of the primary health needs psychosocial accompaniment, mental health support is essential, accompanied by protection actions, including case referrals with special protection needs.

COVID-19 remains a latent risk that increases the vulnerabilities and needs of migrants, who do not have the necessary information and prevention equipment. Guatemala has increased the number of positive COVID-19 cases. Migrants are among the most vulnerable profiles to COVID-19, as shown in the report - [Confined and Excluded? Why access to essential services for migrants is critical to our response and recovery from COVID-19](#) - based on research conducted in all regions by the newly established Red Cross Red Crescent Global Migration Lab, hosted by the Australian Red Cross and supported by the International Federation of Red Cross and Red Crescent Societies (IFRC) and the International Committee of the Red Cross (ICRC), presented several challenges that the migrant population face. The report shows that while the closures and other measures were designed to control the spread of COVID-19, they inadvertently increased the suffering of migrants in many contexts. The research found that even in situations where migrants had been included in COVID-19 policies, their actual ability to access essential services was often limited. For example, migrants cannot access COVID-19 testing or treatment in some countries because they do not have a national identity or social security number. This is also likely to affect access to COVID-19 vaccines, even if eligibility exists in law. In other situations, migrants reported that they were hesitant to consult a doctor, seek treatment, or, more recently, enrol in COVID-19 vaccination for fear of revealing private information that could be shared with immigration authorities to arrest, detain, or deport them.

In some countries, migrants must register online for COVID-19 vaccination, contributing to exclusion due to migrants' limited internet access or digital literacy and language barriers.

Water, sanitation and hygiene

Some migrants have suffered from dehydration due to exposure to high temperatures and the long hours on the return bus. The conditions force them into unhygienic conditions. Many returnees have only one mask given to them at the beginning of the return process. Children do not have masks. The needs surveys resulted as one of the primary needs: to have soap and supplies for oral hygiene, hygiene elements such as mask, antibacterial gel for the prevention of COVID-19, wet wipes, and sanitary napkins. GRC is the only organization that provided safe water, one of the primary needs. Most returnees who approached the HSP sought to obtain safe water.

Children and mothers mostly do not have many belongings, including few clothes, including underwear, were needed (19 people indicated the need for diapers). The assessment identified that to maintain proper hygiene, baby clothes are a priority for mothers and family units.

Protection, Gender, and Inclusion

Many of the women report that during the process they have been separated from their children. The separation of families, the difficulties present during their migratory journey, and the uncertainty of what to expect once they reach their destination have affected migrants' mental health (depression, anxiety, and sleep disturbances, among other conditions).

Many of the migrants to whom RFL services were provided indicate that they have a range of 5 to 15 days without communication with their families. Upon arrival at the border point of return, people seek a phone call where they mainly choose to contact their family in the United States or Mexico. In the needs assessment exercise, the top 3 needs identified were: solar chargers (46%), extra underwear (37%), and sun caps (35%).

The lack of collective and reception services for children increases the risks for returned migrants. Many families and women who return alone do not have a previously defined route to where they will go and how they can return to their countries or communities. Some of them even report that they cannot return to their countries of origin due to violence. Referral of persons in need of protection is indispensable.

Based on the number of services provided by the NS and the number of buses of returned migrants that arrived at El Ceibo on 25 August 2021, for every 27 adults, there are a total of 21 children, which represents 78% of children, some of the buses arriving at the border are family units.

One of the priorities of target groups is women. Considering the findings of the recent research called "Normalización y violencia"⁵ led by UNFPA regarding the risks for migrant women in Guatemala, migrant women are highly exposed to different varieties of violence and vulnerabilities.

Migration

The mobile HSP is located 500 meters from the El Ceibo border, providing RFL, health, and WASH services. As mentioned before, many people who arrive at this border do not know their location. It is difficult for them to identify their possible route, as this may be to return to their countries of origin or retake the migratory route. The need for transportation is a priority for returned migrants who are not Guatemalans to return to their countries of origin. CONAMIGUA (National Council of Attention to Migrants of Guatemala) is carrying out a pilot plan to put official buses of the Guatemalan government to help in the return, mainly Honduran and Salvadoran migrants.

When asked what route they will take after arriving at the El Ceibo border crossing point, 54% of those surveyed answered that they have decided to return to their countries of origin, and 29% will take the route back to Mexico and the United States. And 17% chose not to answer this question.

⁵ [UNFPA. normalización y Silencio, violencia contra las mujeres en las migraciones. November 2019.](#)

Institutional Strengthening

Although the National Society has increased its capacities on migration issues in the last two years, and in the framework of the previous DREF operation of the Population Movement, together with other migration projects, including the Monarch Butterfly Project, constant capacity building to volunteers is necessary. As part of the preparation phase, refresher sessions on key protection and referral messages are conducted with volunteers. The National Society will use the lessons learned and knowledge acquired from the Monarch Butterfly Programme, such as using the differentiated care guide for mental health and psychosocial support for migrants.

Targeting

The Guatemalan Red Cross provides its services based on fundamental principles. In the case of the returnees, support is provided to all people in mobility, regardless of their nationality. Prioritization has been given to vulnerable groups such as:

- Pregnant women
- People with disabilities
- Older adults.
- Children and unaccompanied/separated children.
- Unaccompanied women
- Members of the LGBTIQ+ community
- Single-parent families.
- People with chronic illnesses.

Operation Risk Assessment

This operation was implemented during the 2021 hurricane season. Although 2021 was not as devastating as 2020, few incidents related to flash floods and landslides have been reported by CONRED across the country, especially in Peten and Alta Verapaz. There was no need for international support to respond to these small-scale disasters. However, response teams from CONRED were busy responding to the floods.

In September 2021, there was a peak of cases of COVID-19 in Guatemala. During the following weeks, cases gradually scaled down during the last quarter of 2021. Guatemala Red Cross followed the protective measures during the implementation of planned activities included in the DREF operation. COVID-19 remains a concern since the cases in early 2022 are going up again.

B. OPERATIONAL STRATEGY

The primary adjustment on the operational strategy considering the initial plan was to address the humanitarian needs of the mixed flows. Initially, the operational strategy aimed to respond to the caravans. However, since it did not happen and new migration concerns came out, Guatemala Red Cross teams changed their approach to tackling the needs of the returnees that arrive from Mexico.

Proposed strategy

Due to the context mentioned above, GRC sought with this operation to access the total amount initially assigned to the DREF's Emergency Plan of Action in anticipation of caravans, to respond to the flow of returning migrants arriving at the El Ceibo border point in the department of Petén.

All actions aimed at positioning six branches with the necessary supplies to provide an adequate response. The Guatemalan Red Cross had positioned snacks, safe bottled water, differentiated hygiene kits, shelter kits, play

kits, self-care messages, cell phone airtime for RFL, awareness materials, pre-hospital supplies, an essential medication for pre-hospital care, personal protective equipment for staff and beneficiaries, among others.

- A needs assessment, including consideration of gender and diversity aspects, was carried out, and the analysis was developed with the support of the IFRC.
- Procurement for the replenishment of the pre-positioned supplies for the possible caravan is being procured to NS standards that enabled to respond to new needs the mixed flows.
- Dialogue tables were set up with the IOM and the IFRC at the field level to allow for coordinated work and avoid duplication of services.
- A constant dialogue was maintained with the health referents of the Municipality of La Libertad, including the health program of La Libertad, to be able to refer cases of health care needs.

Human resources

- GRC informed its 1,680 volunteers of the situation and alerted its 21 delegations. GRC mobilized eight delegations and 27 volunteers and mobilized 22 staff from the GRC migration program.
- For the field intervention, due to the current situation of the increased number of returnees from El Ceibo, the National Society activated the migration program staff in the branches, with 16 staff and 15 volunteers, who carry out 5-day shifts with a minimum of 8 people per shift.
- For HSP care, staffing is as follows:
 - 2 persons for primary health care and pre-hospital care.
 - 1 driver and HSP facilitator
 - 2 people for RFL services
 - 2 people for psychosocial support
 - 1 person for orientation, information and referrals (Protection)

Logistics and supply chain

- GRC had logistical positioning and supplies in six delegations to respond to the massive mixed flow of migrant population.
- Due to the emergency of massive deportations to the border point El Ceibo, Petén, daily supplies were needed to serve 175 people, due to the high demand for services. The main supplies that were distributed (including from other resources) are as follows:
 - 3,833 Snack Kits. (45 days)⁶
 - 3,628 units of safe bottled water.
 - 1,139 differentiated hygiene kits
 - 266 PSS kits
 - 1,100 COVID-19 self-care messages,
 - 45 recharges to cell phones for RCF for 45 days, (Q 200.00)
 - Pre-hospital supplies (5,000 people).
 - Basic medical supplies (1,000 people) for pre-hospital care,
 - Personal protective equipment for staff and beneficiaries (2,000 people).

Information Technology (IT)

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

Communications

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. The communications team is currently in the field, documenting the work of the National Society through the HSP in the field.

⁶ After the need is identified, snack kits containing cookies, juice, energy bars, tuna and crackers are provided, prioritizing children, women and family.

IFRC's Communications Department provided technical support and assistance to the communications strategy, and its communications officer was deployed as necessary to support these activities.

Community Engagement and Accountability (CEA)

Through the needs assessment exercise carried out with the returned migrants in El Ceibo, the means of communication by which migrants preferred to keep in touch was consulted, 67% indicated that they preferred social networks (WhatsApp, Facebook, Twitter and Instagram).

They indicated that they needed to receive maps, guidance information on safe routes, and migration services as a priority.

Security

There were no incidents related to security to be reported during the implementation of the DREF operation.


Planning, monitoring, evaluation and reporting (PMER)

The plan was constantly monitored and revised according to the needs of the response. IFRC conducted a monitoring visit in support of the operation.

Administration and Finance

This operation's administrative and financial procedures were aligned with the GRC's quality control procedures.

C. Detailed operational plan

	<p>Health</p> <p>People reached: 3,882</p> <p>Male: 2,254</p> <p>Female: 1,628</p>	
Outcome 1: The immediate risks to the health of affected populations are reduced		
Indicators:	Target	Actual
# of people reached with health services	3,000	3,882
# people reached through MHPSS actions	500	776
# of ambulances supporting the operational activities	5	2
Output 1.1: Target population is provided with rapid medical management of injuries and diseases		
Indicators:	Target	Actual
# of active GRC volunteers providing support to operational activities	27	33
Output 1.2: Psychosocial support provided to the target population		
Indicators:	Target	Actual
# of people that receive PSS	500	776
# of volunteers that receive PSS	27	33
Narrative description of achievements		

As part of the plan of action to respond to mixed flows and the experience gained in 2018-2020, together with the EPoA and the DREF, the National Society has had a stock of humanitarian aid supplies, and response personnel prepared to respond to the caravan that began on 23 July 2021. Medicines were distributed, and first aid equipment and pre-hospital supplies were available at the Chiquimula, Puerto Barrios and Petén delegations and the support delegations in Mazatenango, Coatepeque and Tecun Uman.

This enabled the National Society to respond and provide humanitarian assistance; however, given the mass expulsions from Mexico through the El Ceibo, Petén border, the support was redirected, and the appropriate supplies were repositioned based on needs such as pre-hospital care and PSS. Likewise, all first aid kits, medicines and personal protection equipment were distributed among the branches on alert, focusing mainly on branches with HSPs at access points from the borders with Honduras.

These services were delivered in the HSP in Petén, Izabal y Tecun Uman, San Marcos.

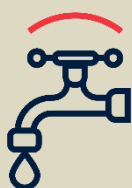
Health services provided 25 July to 31 October 2021		
Pre-hospital care	Snacks distributed	PSS
3,882	1,331	776

Challenges

Providing services to migrants under complex circumstances and experiencing difficulties in route generates stress and concerns. It was essential to maintain a continuity of service for psychosocial support, based on differentiated care guidelines and psychosocial support for migrants, which was essential to the response. The National Society has specifically tasked personnel, which allowed it to provide a comprehensive response to the emergency.

Lessons learned

The new method of having prepositioned stock allows timely care provision during emergencies involving the migrant population. Guatemala is a transit, return, and destination country that requires various humanitarian services and ongoing funding to maintain them.



Water, Sanitation and Hygiene

People reached: 3,628

Male: 2,104

Female: 1,524

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

Indicators	Target	Actual
# of people that receive safe water distribution services.	3,500	3,628

Output 2.1.: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population

Indicators	Target	Actual
# of water units distributed for human consumption	3,500	3,628

Output 2.2: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population

Indicators	Target	Actual
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# of hygiene kits for adults prepositioned in the prioritized GRC branches.	850	1,139
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Narrative description of achievements

The National Society initially provided assistance to small groups at the El Cinchado, Izabal border and later to the people expelled from Mexico (El Ceibo, Petén border) to the Puerto Barrios, Izabal and Tecun Uman, San Marcos border, providing safe water, masks and differentiated hygiene kits. This provided access to water and the necessities required in times of crisis.

Health services provided 25 July to 31 October 2021		
Safe water	Masks	Hygiene kits
3,628	1,100	228

Services provided, Safe water 25 July to 31 October 2021							
Nationality	Men				Women		
	Adult	%	Children	%	Adult	%	Children
Honduras	1,052	29	363	10	617	17	327
Guatemala	472	13	145	4	399	11	181
El Salvador	36	1	36	1	0	0	0
Total	1,560		544		1,016		508

Challenges

It has been necessary to constantly monitor migrants' entry and transit routes to identify small groups of returnees who do not want to return to their countries of origin because of financial issues. They do not want to be transferred and change their routes constantly.

Lessons learned

The new method of repositioning stock provides timely care in emergencies involving the migrant population since the modality of passage through Guatemala varies.



Migration

People reached: 1,337

Male: 1,003

Female: 334

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

Output 3.1: 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 people reached with RFL services.	500	1,337
# of RFL response teams mobilized to provide RFL services.	5	9

Output 3.2.: Protection and self-care messages are provided to migrants.

Indicators:	Target	Actual
# of people reached with self-care messages	850	1,104

Narrative description of achievements

Preparedness and field activities related to humanitarian assistance were carried out, implementing lines of work that are addressed from the strategic perspective of the Guatemalan Red Cross. These include delivery of pre-hospital care, safe water, face masks, PSS, hygiene kits, self-care messages, psychological first aid phone calls, information, and snacks. 1,337 migrants were reached with support with RFL services, 1,104 migrants received self-care messages

Challenges

One of the challenges is that emergencies involving mass, mixed flows, whether in transit or returning, exceed the capacity to respond because of the number of migrants transiting through Guatemalan territory. It would be essential to create a regional network of National Societies to harmonize efforts and generate more information in real-time.

Lessons learned

Build communication channels between the regional migration teams of National Societies as part of the Security and Protection framework.

National Society Strengthening & International Disaster Response

Output S1.1.4: National Societies have effective and motivated volunteers who are protected

Indicators:	Target	Actual
# of GRC volunteers deployed	27	27

Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards

Indicators:	Target	Actual
IFRC provides assistance to the NS during the 3 months of the operation	Yes	Yes
# Lessons learned workshops	1	1

Narrative description of achievements

The National Society has staff and volunteers to respond to the emergency, who provided services seven days a week when the emergency began and later on five days a week (Monday to Friday) - eight hours a day plus night shifts.

The Migration Senior Officer carried one monitoring visit to El Ceibo. Her contribution was crucial when the operation update was drafted.

The lesson learned workshop was carried out by the Guatemala Red Cross.

Challenges

Staff and volunteers on the night shift faced harsh weather, low temperatures and rain, but the migrants' needs were met nonetheless.

Lessons learned

Capacity building is a tool that strengthens staff and volunteers' emergency response efforts and enables them to provide comprehensive assistance.

D. FINANCIAL REPORT

Please see the attached [Financial Report](#).

Contact Information

Reference documents

Click here for:

- [DREF Plan of Action \(PoA\)](#)
- [Operation Update no. 1](#)

For further information specifically related to this operation 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

Selected Parameters			
Reporting Timeframe	2021/7-2021/12	Operation	MDRGT017
Budget Timeframe	2021/7-2021/11	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 27/Jan/2022

All figures are in Swiss Francs (CHF)

MDRGT017 - Guatemala - Population Movement

Operating Timeframe: 29 Jul 2021 to 30 Nov 2021

I. Summary

Opening Balance	0
Funds & Other Income	50,112
DREF Allocations	50,112
Expenditure	-38,770
Closing Balance	11,342

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	12,051	11,648	403
AOF5 - Water, sanitation and hygiene	20,747	23,362	-2,614
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration	288		288
Area of focus Total	33,086	35,010	-1,923
SFI1 - Strengthen National Societies	11,488	2,243	9,244
SFI2 - Effective international disaster management	5,538	1,517	4,021
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total	17,026	3,760	13,266
Grand Total	50,112	38,770	11,342

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/7-2021/12	Operation	MDRGT017
Budget Timeframe	2021/7-2021/11	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 27/Jan/2022

All figures are in Swiss Francs (CHF)

MDRGT017 - Guatemala - Population Movement

Operating Timeframe: 29 Jul 2021 to 30 Nov 2021

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	30,797	32,873	-2,076
Food	4,068	3,866	202
Water, Sanitation & Hygiene	19,481	21,936	-2,454
Medical & First Aid	5,038	5,028	10
Teaching Materials	2,210	2,043	167
Logistics, Transport & Storage	1,987	1,989	-2
Transport & Vehicles Costs	1,987	1,989	-2
Personnel	8,770		8,770
Volunteers	8,770		8,770
General Expenditure	5,500	1,542	3,958
Travel	2,500	1,411	1,089
Information & Public Relations	1,000		1,000
Office Costs	500		500
Communications	1,000	50	950
Financial Charges	500	81	419
Indirect Costs	3,058	2,366	692
Programme & Services Support Recover	3,058	2,366	692
Grand Total	50,112	38,770	11,342