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# DREF Final Report Nicaragua: Preparatory action

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Operation N° MDRNI011</b>	<b>Date of issue:</b> 31 May 2022
<b>Operation start date:</b> 3 September 2021	<b>Operation end date:</b> 31 January 2022
<b>Event category:</b> Yellow	<b>Operation budget:</b> 149,650 (CHF)
<b>Number of people potentially affected:</b> 3,332,631 <sup>1</sup> . <b>Number of people affected:</b> none.	<b>Number of people assisted:</b> <ul style="list-style-type: none"> <li>• 611 people reached directly</li> <li>• 31,454 people were reached indirectly by receiving messages through the communications campaign.</li> </ul>
<b>Host National Society:</b> The Nicaraguan Red Cross (NRC) has nationwide coverage through its network of branches 32 branches, with 2,000 active volunteers from different programmes.	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> the International Committee of the Red Cross (ICRC) and the International Federation of the Red Cross (IFRC).	
<b>Other partner organizations actively involved in the operation:</b> National Disaster Prevention, Mitigation and Response System (SINAPRED), Civil Defence, Comupred, Ministry of Health (MINSAs), and Fire Brigade.	
<b>The Nicaraguan Red Cross spent a total of 87,818 CHF. The remaining balance of 61,832 CHF will be returned to the Disaster Relief Emergency Fund.</b>	
<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 NRC, would like to extend thanks to all for their generous contributions.</i>	

<sup>1</sup> Original figure estimated based on the total population of the provinces potentially affected in 2018 (Chinandega, León, Managua, Rivas, Carazo, Granada, Masaya, Jinotega, Matagalpa, Estelí, Nueva Segovia, Somoto, Juigalpa, Boaco, San Carlos and Regions of the Northern and southern Caribbean.).

## A. Situation Analysis

### Description of the Disaster

On 7 November 2021, general elections were held across 153 municipalities in Nicaragua, electing Daniel Ortega Saavedra as President, Rosario Murillo Zambrana as Vice President, and 91 members of the National Assembly, and 20 members of the Central American Parliament (PARLACEN). The Supreme Electoral Council ratified the election on 26 November 2021 per the electoral calendar. Voter turnout for these elections was 65.26 per cent<sup>2</sup> - a total of 2,921,430 votes (2,759,743 valid votes and 161,687 invalid votes)<sup>3</sup>.



In parallel, the OAS General Assembly in Guatemala voted in favour of a resolution stating that the Nicaraguan elections lack democratic legitimacy and ordered its Permanent Council to conduct a "collective assessment" of the situation in Nicaragua. Its conclusions, submitted on 30 November, highlighted the irregularities in the electoral process, which have aggravated socio-political tensions and led to misinformation among the Nicaraguan population stemming from the abundance of information on social networks.

The electoral scenario from April to November 2021 included the detention of presidential candidates and government opponents. Some 46 people were arrested, including seven presidential candidates, and the legal personality of several political parties was revoked, leaving only old-time traditional parties such as Camino Cristiano, Partido Liberal Constitucionalista, Alianza Liberal, and the government's party Frente Sandinista in the race. Furthermore, any citizen who voices different opinions or participated in the 2018 protests is harassed in several ways, putting their safety and that of their family at risk.

The government party's ads were the most visible, and citizens had no open expression regarding the results. The socio-political crisis continues in the country, causing unemployment and mass migration of Nicaraguan citizens to the US, Costa Rica, Spain, and Panama, among others.

The second wave of COVID-19 hit Nicaragua from August to November 2021, this time the Delta variant, causing more deaths. The national observatory reports 31,505 cases and 5,973 deaths,<sup>4</sup> while the Ministry of Health reports 13,589<sup>5</sup> cases and 217 deaths since the pandemic's beginning. Following the emergence of the Omicron variant in South Africa in November 2021, the Pan American Health Organization (PAHO) confirmed cases of Omicron in Nicaragua in late January, becoming one more threat to the health and lives of Nicaraguans.<sup>6</sup> Regardless, the existence of variants generates uncertainty and threatens Nicaraguan families' financial and social stability.

Therefore, on 3 September 2021, an implementation strategy for the use of Anticipatory DREF funds was launched to support the National Society in:

- COVID-19 procurement and delivery planning sessions.
- Sharing of a Safer Access strategy and handbook.
- Prepositioning of essential humanitarian items and readiness by branches.
- Volunteer training: Safer access workshops, PSS trainings, and others.

<sup>2</sup> <https://www.el19digital.com/Elecciones2021/articulo/titulo:123209-cse-efectua-proclamacion-definitiva-de-electos-y-electas-de-las-elecciones-generales->

<sup>3</sup> Information bulletin for 6-12 November: [https://www.cse.gob.ni/sites/default/files/documentos/boletin\\_cse-27.pdf](https://www.cse.gob.ni/sites/default/files/documentos/boletin_cse-27.pdf)

<sup>4</sup> Citizens' Observatory - Covid-19 Nicaragua ([observatori.org](https://observatori.org))

<sup>5</sup> Status of Coronavirus as of 4 January 2022: <https://www.el19digital.com/articulos/ver/titulo:124255-este-es-el-ultimo-informe-sobre-la-situacion-del-covid-19-en-nicaragua>

<sup>6</sup> PAHO confirms the presence of the omicron variant in Nicaragua - Vos TV

## Summary of the response

### Overview of Host National Society Response Action

The Nicaraguan Red Cross has extensive experience responding to various crises and disasters that affect vulnerable populations. Furthermore, it has National Intervention Units (NITs) with different specialities and, as part of its auxiliary role, maintains inter-agency coordination with various institutions such as the Foreign Ministry, SINAPRED, National Police, the Army, and Local Governments, which allows the NRC to fulfil its humanitarian mandate.

- **Defined a Nicaraguan Red Cross Strategic Plan for 2022-2026 and a planning and/or execution process for the 2022 Annual Operational Plan:** The National Society has a five-year Strategic Plan that focuses on four strategic guidelines - a) Risk Management and Climate Change Adaptation; b) Health; c) Cross-cutting Strategic Components; and d) Organizational and Institutional Development - that are part of National Society institutionalization, transformation and strengthening processes taken up in the Strategy 2030 and the humanitarian standards for humanitarian affairs (Sphere, OCHA). Among the most significant operational actions in 2022, HQ and all 32 branches prepared for departmental elections in 153 municipalities.

Given the multiple hazards to which the country is exposed, the NRC has a National Response Plan and event-specific contingency plans. Considering the socio-political context that Nicaragua has been experiencing since 2018, a contingency plan for the presidential elections in November 2021 was prepared, mobilizing funds from various donors to prepare the National Society to deal with events or crises of a social nature or other types of disasters stemming from the hazards to which the population is exposed. The response included preparing an Anticipatory DREF, a new IFRC mechanism. Funds were mobilized and pooled with funds from projects implemented by Swiss Cooperation (SDC), IFRC, and Walmart Central America in 2021 to build pre-hospital care capacities. The goal of said projects was to enable NRC to deal with any contingency through training and equipping of its volunteers and staff, as well as a communications campaign aimed at positioning the NRC's auxiliary role based on its fundamental principles, thus promoting greater trust and credibility in the institution among the population.

- **Promoted joint actions** with International Red Cross Movement partners, the National Executive Committee with the ICRC, the IFRC, and Participating National Societies - Spanish Red Cross, Italian Red Cross, and German Red Cross. They have a presence in the country and provide significant support to NRC in fulfilling its humanitarian mission.
- **Activated the Monitoring and Reporting Commission:** The Emergency Operations Centre (EOC) and the 32 branches across the country started monitoring commissions as part of operational actions stipulated in the 2021 contingency plan. All administrative and biosafety measures, such as actions to prevent an increase in COVID-19 cases, were maintained and reinforced. As part of an inclusive process essential for the National Society, Mental Health Psychosocial Support (MHPSS) sessions were held at the end of each monitoring and follow-up team's shift. The branches were informed of the start-up of a psychological assistance hotline in the event of an emergency and how they could avail themselves of the assistance provided by specialists from the National Centre for Psychosocial Support, with support from brigades activated in all 32 branches.
- **Conducted communications campaign over traditional media and social networks:** Communication actions aimed at promoting humanitarian principles and the institutional image. Likewise, a strategy was implemented to maintain COVID-19-related biosafety and hygiene messages, seeking to position the institution within its humanitarian and auxiliary role to authorities related to promoting families' self-care against the new threat of community contagion, without neglecting public health conditions.

## Overview of Red Cross Red Crescent Movement Actions

The mechanisms were implemented per the Red Cross' mission to maintain an ongoing process of preparing conditions and improving humanitarian response by reducing the vulnerability of our branches stemming from the lack of material resources for assistance. A training calendar was planned to strengthen the volunteer corps through refreshing their knowledge in the face of a potential emergency in the country.

- **International Committee of the Red Cross and Nicaraguan Red Cross:** For the 7 November 2021 elections, the NRC Director General and the ICRC Head of Mission led a tour through the monitoring rooms in the Tipitapa, Jinotepe and Masaya branches, seeking to provide timely assistance within the framework of the 2021 contingency plan in the event of any emergency in said localities.

In addition, the ICRC shared its Health in Emergencies, Safer Access, and Operational Communication methodologies and provided support through equipment and partial funding of a perimeter wall at the National Headquarters.

- **International Federation of the Red Cross and Nicaraguan Red Cross:** In coordination with MINSa, access to health is improved through assistance with COVID-19 vaccination days that are part of the COVID-19 Appeal project. Older adults are prioritized. Support was also received through the approval of and partial disbursement of funds from the Anticipatory DREF, which helped equip and train staff. PSS kits were received through the ETA and IOTA projects.

## Overview of actions by non-RCRC actors

Nicaraguan Red Cross, available for inter-institutional coordination during an event or disaster, maintains horizontal communication with SINAPRED, which in turn monitors and tracks events through its geospatial tools as part of the systematic reporting mechanism.

Because the operation was conducted under a yellow alert, only preparedness actions carried out by each branch were monitored and followed up. Replications and training were reinforced for first-line response personnel, and replications and training on Health in Emergencies, Safer Access, Situation Rooms and Operational Communications were reinforced for volunteers.

Under this collaboration agreement, Walmart and World Vision<sup>7</sup> donated protection material (face masks) in September 2021. This donation was used to supplement the protection equipment delivered to the network of municipal and departmental branches as a safety measure to protect responders against COVID-19. Food kits were provided to volunteers.

## Needs analysis and scenario planning

### Operation Risk Assessment

In response to the need to prioritize strengthening NRC's humanitarian actions, an assessment was conducted regarding any events that could test NRC's responsiveness given the high incidence of risk. This includes the hurricane season, as the National Oceanic and Atmospheric Administration (NOAA) forecasted between three and five major hurricanes (category 3 or higher); the continuous, medium-intensity telluric movements in different parts of the country; and the social crisis during the electoral period leading up to the November 2021 elections.

Therefore, the operational strategy for the use of Anticipatory DREF funds under a best-case scenario focused on preparing and making ready materials, equipment, and volunteer training, e.g., implementation of a purchase plan in a period of one to three months, depending on the import of the raw material required. Regardless, food

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<sup>7</sup> Walmart and Nicaraguan Red Cross signed a cooperation agreement.

and non-food kits were distributed in just one day without incidents. The result is 32 branches that are prepared and equipped with skills and information via the communication kit to reinforce their actions across the country.

These elements contributed to the delivery of the usual services, which was done under normal conditions, respecting the emblem and human rights and in an auxiliary capacity by 30 branches, reporting a total of one person dead as well as 83 instances of pre-hospital care, 21 traffic accidents and one instance of intoxication treated in Managua by the NRC on 7 November 2021. It should be noted that roads and shops remained open. Only some negative social network traffic caused uncertainty among the population regarding the presidential elections. This did not escalate, and the civic process proceeded normally.

The response to this social phenomenon on social networks was to continue to promote humanitarian principles and the institutional image in anticipation of the activation of the second trigger - likely scenario: social tensions before, during, or after the presidential elections - without neglecting key messages on using face masks and vaccination against COVID-19.

Below is Scenario A (best-case scenario), which was the scenario experienced during the second half of 2021 and January 2022:

<p><b>Scenario A</b> <b>Best-case scenario</b></p>	<p>Normal services are provided as usual, and the emblem, human rights, and the auxiliary role are respected.</p> <p>Roads and shops remain open.</p>	<p>The NS conducts preparedness and readiness processes regarding materials, equipment, and volunteer training.</p> <p>-Minimum delays in purchasing and importing food and non-food items, which are distributed, without incident, in accordance with the Purchasing and Distribution Plan.</p> <p>-Communication campaign on the auxiliary role, fundamental principles, and use of and respect for the emblem.</p>
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## B. Operational strategy

### Target population

In 2020<sup>8</sup>, Nicaragua reported 6,518,478 inhabitants - 3,302,000 female and 3,216,478 male - of whom 74 per cent are under 40 years of age. Its risk index is high because of its geographical location and makeup and because it is part of the so-called "Pacific Belt or Ring of Fire".

Based on the first trigger (best-case scenario), efforts focused on the 32 NRC branches and staff and volunteered at the national level:

- 32 branches
- 2,610 people benefitted directly.
- 500,000 people benefitted indirectly, receiving messages via the communications campaign.

### Proposed strategy

Nicaraguan Red Cross based its proposal on its reports regarding the social unrest and the contingency plan updated before the presidential and municipal elections. This is part of a continuity plan within the framework

<sup>8</sup> PRONICARAGUA, Government of Nicaragua, 2020.

of the evolution of events during this electoral cycle, considering that the DREF would enable broader coverage of said evolution based on the triggers stipulated for the best, likely, and worst-case scenarios.

The NRC coordinated with the ICRC for the reinforcement of operational actions as well as this Movement partner's timely assistance and guidance for the potential risk evolution.

The action implementation strategy was as follows:

- **Procurement and delivery planning sessions:** The National Society's technical, accounting and procurement areas, as well as its central warehouse, together with prepared a procurement plan for the acquisition and distribution of biosafety equipment to prevent COVID-19 from responding personnel, footwear (boots), uniforms, vests, helmets with lamp, stretchers, and support materials for PSS sessions (kit). A change was made in the purchase of cold rations (canned) and water, replacing this with a stock of essential perishable and non-perishable food items.
- **Safer Access strategy and handbook:** To reduce operational risks, the Operational Guide was shared following the contingency plan, including replicating Safer Access pillars. This was thanks to the active participation of our volunteers.
  - ✓ Regional courses on managing patients with soft tissue injuries, and chest and abdominal trauma.
  - ✓ Replication of NRC contingency plan and operational guide.
  - ✓ Simulations and/or drills with EOC situation rooms, using as a starting point the activation of both the information structure and all commissions, with support from the emergency book for decision-making by the relevant authorities.
  - ✓ Case studies.
- **Prepositioning and readiness by branches:** Seeking to standardize operational actions, replenishment materials, gas masks, helmets, reflective vests, boots, uniforms, and flags were delivered in one single day. Branches were provided PSS kits, to preposition elements essential for timely and comprehensive response to people across the country.
  - ✓ PSS kit and community PSS kit.
  - ✓ Food kit (rice, sugar, oil, oatmeal, spaghetti, and other basic basket products).
  - ✓ Replenishment materials and/or first aid kits.
  - ✓ Official uniforms.
  - ✓ Red Cross flags and Nicaraguan and NRC flags
  - ✓ Communication kit (Red Cross Handbook, Key Question Handbook, and general and specific recommendations for certain risks).
  - ✓ Biosafety material (COVID-19 prevention).
  - ✓ Delivery of helmets, uniforms, vests, boots, gas mask kit with filter and protective goggles, stretchers, and splints.
- **Ongoing volunteer training:** Five regional Safer Access courses were held for NRC prehospital care staff to strengthen humanitarian efforts. To this end, specialized techniques were integrated into methodological designs, assessing psychosocial care, prehospital care, and patient transfer, considering existing stock and essential resources in an emergency or disaster.
  - Safer Access workshops and a Health Care in Danger workshop were held in Jinotega and Managua; a situation room course; a pre-hospital care refresher; and replication on the management of soft tissue injuries in Masaya, Chinandega, León, Managua, and Matagalpa.

- In parallel with the Anticipatory DREF, PSS National Intervention Teams (NITs)<sup>9</sup> were strengthened, certifying 22 volunteer members of the PSS brigade<sup>10</sup> thanks to funding from the SDC project.
- Situation Room during Emergencies and Disasters course aimed at administrative directors of the network of NRC departmental and municipal branches and the heads of national and departmental volunteer relief corps, to strengthen responsiveness and thus provide timely response to the population.

Considering the needs of volunteer groups serving in various positions in Managua. In the situation rooms of all 32 branches nationwide, hygiene and personal hygiene material that accounted for gender and disability were arranged. There was the capacity to provide comprehensive service, whether regular or special, to the population regardless of age, race, creed, or ideology.

## C. Detailed operational plan

The Operational Plan - focused on the seven fundamental principles and Safer Access pillars - was approved on 21 October 2021 and monitored on 6 and 7 November by the EOC.

The following measures were taken to implement the Operational Plan:

- Institutional personnel and resources were available to deal with scenarios and risk levels per the 2021 Contingency Plan
- Posts were established in Managua, classified as mobile in Primero de Mayo, Las Mercedes, and Ciudad Sandino; and fixed in Don Bosco and Belmonte.
- Prehospital care services remained active as a standard service. On 6th and 7th November, the specific goal was to transfer affected people needing professional medical assistance to various health centres. In the event, a red alert and the third trigger were activated.
- The command post in Managua was led by the operation, which would coordinate all necessary actions with institutions (MINSA, National Police, and Foreign Ministry) in charge of the logistics and development of presidential elections on 7 November 2021.
- The EOC was operated by four groups of NRC volunteers and staff members working in shifts. Each had to prepare a report after tracking and monitoring the event, including keeping track of our human resources, who underwent medical check-ups, debriefings, and psychosocial care.
  - **First Shift:** Saturday 6 Nov. 2021: (5:00 p.m. – 7:00 a.m.).
  - **Second Shift: Sunday** 7 Nov. 2021: (7:00 a.m. – 1:00 p.m.).
  - **Third Shift: Sunday** 7 Nov. 2021: (1:00 p.m. – 7:00 p.m.).
  - **Fourth Shift: Sunday** 7 Nov. 2021: (7:00 p.m. – 7:00 a.m.).

Each area of work within the operational plan reports successfully implemented activities, achievements against results (outcomes and outputs), as well as the challenges faced by the National Society, as follows:

<sup>9</sup> Certification of PSS brigades: <https://www.facebook.com/cruzrojanicaragua/posts/2152506371563338>

<sup>10</sup> Press release, Canal 8: PSS training to volunteers: [https://www.tn8.tv/nacionales/capacitan-curso-voluntarios-cruz-roja-nicaraguense/?fbclid=IwAR29TBMDwcByWUJEDxzfaOrEyutAb\\_je5zDf4QLXAIQD-cPPES4H4lGe2DA](https://www.tn8.tv/nacionales/capacitan-curso-voluntarios-cruz-roja-nicaraguense/?fbclid=IwAR29TBMDwcByWUJEDxzfaOrEyutAb_je5zDf4QLXAIQD-cPPES4H4lGe2DA)



## Health

People reached: 611 people

### Health Outcome 2: The immediate risks to the health of the affected populations are reduced through improved access to pre-hospital care

Indicators:	Target	Reached
# of people whose immediate risks to their health are reduced through access to timely and efficient pre-hospital care.	2,610	N/A

### Health Output 2.1: Improved access to pre-hospital care and emergency health care for the targeted population and communities.

Indicators:	Target	Reached
# of branches with pre-positioned basic first aid equipment and biosafety equipment.	12	32
# of volunteers with skills to provide timely and effective pre-hospital care	120	124

### Health Outcome 6: The psychosocial impacts of the disaster or crisis are lessened.

Indicators:	Target	Reached
# of people exposed to crisis or disaster situations that express having improved well-being and mental health.	960	611 <sup>11</sup>

### Health Output 6.1: Psychosocial support provided to the population affected by the disaster or crisis as well as to NRC volunteers and staff

Indicators:	Target	Reached
# of responding volunteers and personnel who have improved their emotional well-being through self-care and psychosocial support sessions.	200	100 <sup>12</sup>
# of sessions provided to the population affected by crisis or disasters.	760	1,222 <sup>13</sup> (611 people reached)

### Health Outcome 7: National Society has increased capacity to manage and respond to health risks

### Health Output 7.1: The National Society and its volunteers are able to provide better, more appropriate, and higher quality emergency health services

Indicators:	Target	Reached
# of intervening personnel who have improved their pre-hospital care knowledge and techniques	120	124

### Narrative description of achievements

**# of people whose immediate risks to their health are reduced through access to timely and efficient pre-hospital care. No activator, although pre-hospital care was provided to the population as per usual activities.**

Even so, both the target and general population now were provided with information on the NRC's auxiliary role, fundamental principles, mission and vision, and use and respect for the emblem while responding to events. These elements will allow the population to distinguish fact from myths or false information regarding

<sup>11</sup> People attended the Psychosocial Support Centre CAPS of NRC from August to December.

<sup>12</sup> Self-care sessions for staff and volunteers.

<sup>13</sup> Sessions provided to the population by specialised personnel.

the NRC's actions and feel comfortable receiving the care that NRC provides to the people, free of charge, during emergencies, accidents, or disasters.

**# of branches with pre-positioned basic first aid equipment and biosafety equipment- *Achieved***

The initial target was 12 branches; however, all 32 were included thanks to a consortium with Walmart, World Vision, the SDC Institutional Strengthening Project, the COVID-19 Appeal Project, and Anticipatory DREF funds. This made it possible to prepare and make ready the replenishment of basic first aid materials (150 kits) and biosafety equipment (gas masks, goggles, and helmets (with and without goggles). All were labelled with the RC emblem as part of reinforcing the National Society's institutional image across the country. In addition, uniforms, vests, and flags were provided for visibility to NRC units.

Financial planning, logistics and delivery commissions were created at the Headquarters level. To that end, preliminary meetings and/or communications were held with volunteer corps, the Volunteer Directorate, the Training Directorate, branch Directors, and branch Coordinators, headed by the General Directorate, to find out the sizes and amounts of biosafety equipment and identification that needed to be delivered to each branch based on their table of needs to prepare for the event.



*Coordination meeting for the training workshops at the NRC's headquarters. Coordination meeting with the branches and the NRC's direction. September 2021.*

**- Delivery of equipment to the network of NRC branches, headed by the National Executive Committee and a technical team. ([see video](#))**

Eight technical teams delivered the food and non-food kits to all 32 branches daily. This action generated confidence in volunteers and allowed the National Society to acquire experience coordinating with partners to establish and strengthen lines of work in Risk Management with anticipatory actions.



*Delivery of equipment to branches of Estelí, Bonanza, Rio Blanco, Ocotal and El Rama. October 2021*



*Delivery of equipment to branches of Boaco, Comoapa, El Rama, Corinto and Somoto. October 2021.*



*Delivery of equipment to branches of Chinandega, Chichigalpa, Juigalpa, Nueva Guinea and Santo Tomas. October 2021.*



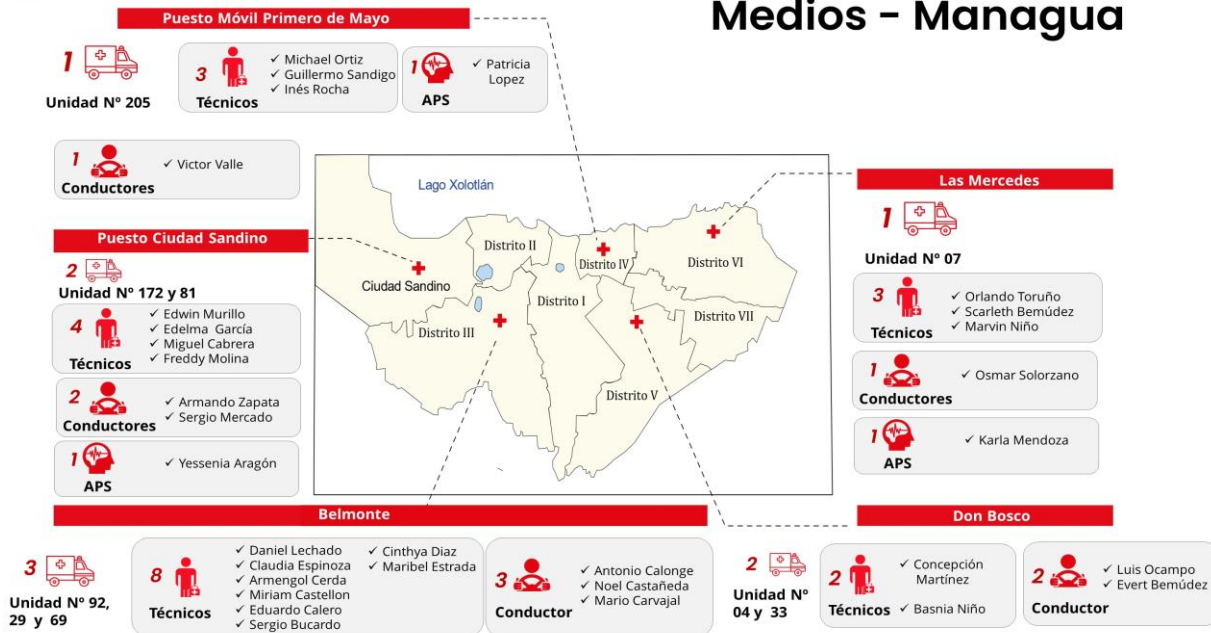
*Delivery of equipment to branches of León, Sébaco, La Paz Centro and Tipitapa. October 2021.*

Fulfilling this indicator enabled the National Society to prepare for the 2021 presidential elections successfully. The branches activated their personnel and monitored the situation from the Situation Room, and responding personnel remained alert to the EOC's instructions. The Managua departmental office started operational personnel and deployed volunteer teams to various aid stations in Ciudad Sandino, District III, District IV,

District V, District VI, and District VII in Managua. These First Aid posts were activated during the implementation of the contingency plan by the National President, the General Director, the National Head of the First Responder Programme, and the departmental head of the First Responder Programme in Managua. This initiative was carried out due to the high risk of social unrest in these locations, based on NRC's experience in this regard.

## CRUZ ROJA NICARAGÜENSE

## Distribución de Personal y Medios - Managua



Setting up the situation rooms and the EOC made it possible to carry out immediate actions to prevent stress and alleviate any emotional upset of the volunteers, team members, and control commissions and to monitor and follow up during the events mentioned hereafter. Recreational activities were organized on 7 November 2021 (presidential elections) and on 10 January 2022 (presidential inauguration) where the PSS kits and community PSS kits were distributed to branches and NRC HQ, as part of a continuity plan on the importance of mental health in humanitarian service which NRC provides.



**# of volunteers with skills to provide timely and effective pre-hospital care**

Promoting health actions is a strategic priority of the NRC, seeking to train and strengthen the knowledge of NRC service providers. This includes providing adequate and timely medical care to the population, which was made possible by DREF funds - a total of 124 volunteers, department heads, decision-makers, and other agents of change in the 32 branches participated in workshops to strengthen responsiveness in emergencies.

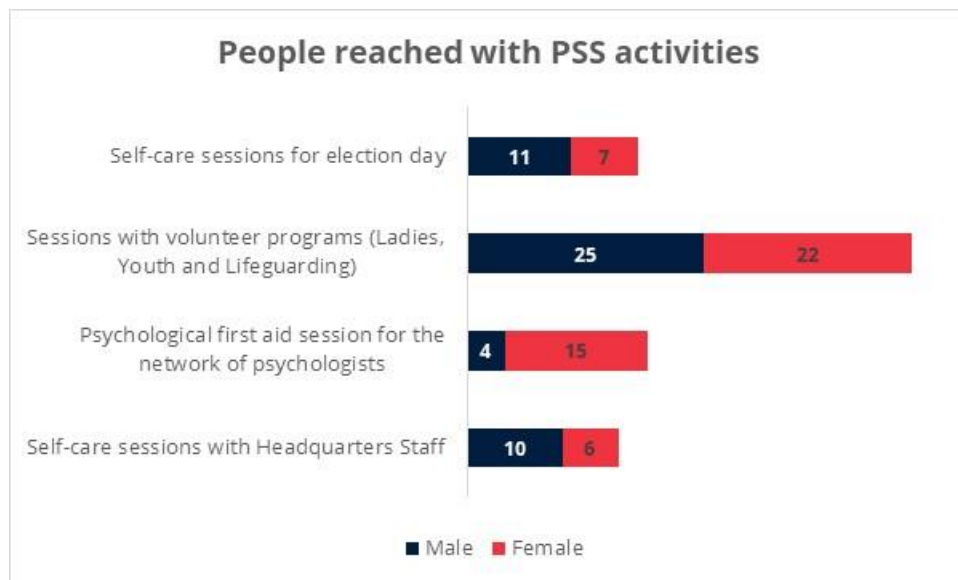


*Training sessions in Managua. September 2021.*

Two scenarios were addressed during sessions: 1) simulation of risk situations; and 2) organizing and start-up of situation rooms for potential high-risk events. In addition, a methodology was implemented to standardize the knowledge necessary to provide prehospital care, including learning and promoting issues related to emergency health, decision-making, resources, and fundamental principles for emergency care.

**# of responding volunteers and staff who have improved their emotional well-being through self-care and psychosocial support sessions**

Considering that the second and third proposed scenarios did not take place because the electoral context was relatively calm, it was impossible to develop all the actions foreseen in this result. However, the NRC, through the Psychosocial Support Centre (CAPS), conducted self-care sessions for the staff of the National Headquarters, the Psychosocial Support Network (19 people in total with representatives of 17 branches), which was reactivated and trained to have personnel prepared to be deployed to provide psychosocial support if required, This same network and CAPS staff conducted self-care sessions with the first-line response personnel who were activated to assist during the electoral period, both at the national headquarters and with the different volunteer programs. It is worth mentioning that each branch was given ten psychosocial support kits containing recreational material for carrying out educational activities for stress management and snacks to be distributed in the self-care sessions.



**# of people exposed to crisis or disaster situations express having improved their mental health.**

From August to December 2021, the Psychosocial Support Centre attended 611 users (335 women and 276 men), with an average of 2 to 3 sessions, registering a total of 1,222 during the same period.

**Challenges**

Updating NRC's contingency plan to include new social and economic contexts in the country.  
 Maintaining relations and/or agreements with our foreign capital donors (NGOs and private companies).

**Lessons learned**

The National Society considered important the implementation of the Anticipatory DREF and gave a positive evaluation considering that it is the NRC's first experience designing, drafting, and implementing an Anticipatory DREF in an election context.

Perform a mapping of capacities by specialty that allows the National Society to form multidisciplinary technical teams within the volunteer corps to assist branches and Headquarters when responding to any emergency.

Incorporate mechanisms for anticipatory financial actions into the internal control manual.

At the end of each semester, update the inventory in the central warehouse to assess National Society responsiveness in terms of supplies and anticipatory actions, as well as the inventory of human resources in MHPSS as first responders to any crisis or emergency.

**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, competencies and capacities to plan and perform.**

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

Indicators:	Target	Reached
# of intervening personnel who receive protection equipment to perform their humanitarian work.	150	150

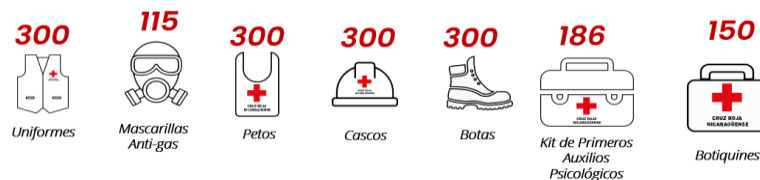
**Output S1.1.7: NS capacity to support community-based disaster risk reduction, response, and preparedness is strengthened.**

Indicators:	Target	Reached
# of people reached through communications campaigns (media)	500,000	31,454

**Narrative description of achievements**

**# of intervening personnel who receive protection equipment to perform their humanitarian work.**

Thanks to the consortium, the National Society was able to provide helmets, gas masks, flags, goggles, and hygiene and biosafety material to all 32 branches as part of the basic requirements to ensure the safety of NRC volunteers and staff responding to an emergency and/or disaster between October 2021 and January 2022.



**# of people reached through communications campaigns (media)**

The communication campaign was conducted over social networks (Facebook, Instagram, and Twitter) to take advantage of existing followers and add even more followers to our networks by positioning our institutional

image through key messages, iconic photos, and recommendations on the correct use of our emblem and our reason for being, from the fundamental principles and auxiliary role of the NRC. It should be noted that the campaign did not meet the 500,000-user target, as the information traffic was not as expected, reaching only 31,454 users. The campaign contributed directly to dispelling myths and counteracting negative messages spread by people regarding previous events or linkages related to social unrest.

### Challenges

Fulfilling the training plan and/or professional specialization for volunteers and staff.

Incorporating health, education, and cultural approaches into communication campaigns from our fundamental principles and developing them from virtual environments (social networks and websites), as impact actions in target localities.

Continuing to strengthen branch responsiveness to various events and/or emergencies, based on local and/or regional as well as national history.

### Lessons learned

Conduct awareness talks and/or home visits on the NRC's auxiliary role, fundamental principles, and use of the protective emblem.

Conduct intensive radio and television campaigns lasting more than six months to ensure a more significant impact and awareness among the population.

## D. Financial Report

See Annex for the [Financial Report](#).

## Contact information

### Reference documents

Click here for:

- [DREF Emergency Plan of Action \(EPoA\)](#)

**For further information, specifically related to this operation please contact:**

### In the Nicaragua Red Cross:

- Secretary General: Auner García, Director General: email: [direcciongeneral@humanidad.org.ni](mailto:direcciongeneral@humanidad.org.ni); Phone: +505 22651428

### In the IFRC

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- Operations Coordination Senior Officer: Antoine Belair, [antoine.belair@ifrc.org](mailto: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)** 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	2021/09-2022/04	Operation	MDRNI011
Budget Timeframe	2021/09-2022/02	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 17/May/2022

All figures are in Swiss Francs (CHF)

## MDRNI011 - Nicaragua - Preparatory action for Disaster/Crisis

Operating Timeframe: 02 Sep 2021 to 28 Feb 2022

### I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>149,650</b>
DREF Allocations	149,650
<b>Expenditure</b>	<b>-87,818</b>
<b>Closing Balance</b>	<b>61,832</b>

### II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash			0
PO04 - Health	68,618	41,823	26,795
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
<b>Planned Operations Total</b>	<b>68,618</b>	<b>41,823</b>	<b>26,795</b>
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	3,925	545	3,379
EA03 - National Society Strengthening	77,108	45,450	31,658
<b>Enabling Approaches Total</b>	<b>81,033</b>	<b>45,995</b>	<b>35,037</b>
<b>Grand Total</b>	<b>149,651</b>	<b>87,818</b>	<b>61,832</b>

# DREF Operation

Selected Parameters			
Reporting Timeframe	2021/09-2022/04	Operation	MDRNI011
Budget Timeframe	2021/09-2022/02	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 17/May/2022

All figures are in Swiss Francs (CHF)

### MDRNI011 - Nicaragua - Preparatory action for Disaster/Crisis

Operating Timeframe: 02 Sep 2021 to 28 Feb 2022

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>79,013</b>	<b>41,387</b>	<b>37,626</b>
Food	10,003		10,003
Water, Sanitation & Hygiene		232	-232
Medical & First Aid	45,010	34,985	10,025
Teaching Materials	24,000	6,169	17,831
<b>Logistics, Transport &amp; Storage</b>	<b>12,000</b>	<b>8,157</b>	<b>3,843</b>
Transport & Vehicles Costs	12,000	8,157	3,843
<b>Personnel</b>	<b>20,567</b>	<b>11,182</b>	<b>9,384</b>
National Society Staff		2,789	-2,789
Volunteers	20,567	8,393	12,174
<b>Workshops &amp; Training</b>	<b>21,920</b>	<b>11,892</b>	<b>10,028</b>
Workshops & Training	21,920	11,892	10,028
<b>General Expenditure</b>	<b>7,018</b>	<b>9,841</b>	<b>-2,823</b>
Travel	2,085		2,085
Information & Public Relations	800	9,391	-8,591
Office Costs	3,333		3,333
Communications	300	439	-139
Financial Charges	500	11	489
<b>Indirect Costs</b>	<b>9,134</b>	<b>5,360</b>	<b>3,774</b>
Programme & Services Support Recover	9,134	5,360	3,774
<b>Grand Total</b>	<b>149,651</b>	<b>87,818</b>	<b>61,832</b>