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## Emergency Plan of Action Venezuela: Civil unrest

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Operation</b>	<b>Operation n° MDRVE002 Glide n° OT-2014-000027-VEN</b>
<b>Date of issue: 25 February 2014</b>	<b>Date of emergency: 12 February</b>
<b>Operation manager: Felipe Del Cid, Disaster management regional delegate-South America</b>	<b>Point of contact: Miguel Armas – Relief director, Venezuelan Red Cross</b>
<b>Operation start date: 17 February</b>	<b>Expected timeframe: 3 months</b>
<b>Overall operation budget: 57,238 Swiss francs</b>	
<b>Number of people affected: not applicable</b>	<b>Number of people to be assisted: some 1,000 beneficiaries. Increased readiness of 10 branches of the Venezuelan Red Cross</b>
<b>Host National Society: Venezuelan Red Cross</b>	
<b>Red Cross Red Crescent Movement partners actively involved in the operation: ICRC</b>	

## A. Situation analysis

### Description of the emergency

Since 12 February civil unrest in several parts of Venezuela has been reported. According to figures from the Government of Venezuela, 8 people have died and 137 have been injured in several cities. Concentrations have been increasing, forcing the temporary closure of stores near crowds. Some of the cities reporting civil unrest are Caracas, Caroni, Carabobo Valencia, Vargas, Lara, Merida, Bolívar among others. Public transportation is scarce, there is absenteeism from work in various parts of the country and food shortages are being reported as result of the unrest.

### Summary of the current response

#### Overview of Host National Society

In preparation for the current crisis, the Venezuelan Red Cross, with support from the International Committee of the Red Cross (ICRC), has developed a contingency plan for these events. The plan has been activated and all the Venezuelan Red Cross branches are currently on alert and responding to assist people who require Red Cross services, according to the seven Fundamental Principles of the Red Cross Red Crescent Movement. All Venezuelan Red Cross branches have been in constant coordination and communication with the National Society's headquarters office in Caracas, reporting all actions that have been performed up to date. The Venezuelan Red Cross has 24 branches throughout the country:

Amazonas	Anzoátegui	Apure
Aragua	Barinas	Bolivar
Carabobo	Cojedes	Distrito Capital
Falcón	Guárico	Lara
Mérida	Miranda	Monagas
Nueva Esparta	Portuguesa	Sucre

Delta Amacuro	Táchira	Trujillo
Vargas	Yaracuy	Zulia

Source: Venezuelan Red Cross

The National Society maintains its Emergency Operations Centre (EOC) active and the situation reports generated by branches are submitted to it, in order to be compiled into a single report. The EOC keeps the national president of the Venezuelan Red Cross, as well as the branches, informed and the report is shared with the Red Cross Red Crescent Movement members.

As part of the implementation of the contingency plan, the Venezuelan Red Cross has activated the response teams composed of:

- An advanced unit leader, who can also function in another role;
- A field doctor;
- Two stretcher bearers;
- A nurse;
- A report keeper.

These teams are equipped with:

- Complete First Aid kits;
- A stretcher;
- A 2 x 2 flag
- Triage Format Book;
- Other items indicated by the Health Directorate.

The Venezuelan Red Cross has provided First Aid to over 100 people, in cases such as emergency childbirth, breathing problems and injuries. Nationally, some 800 volunteers are currently supporting relief efforts, and more than 2,000 volunteers are under alert in case there is need of increased support.

It is important to mention that at the local level, the Red Cross staff receives recognition and has access, even in places where the entry of other personnel to treat the wounded is not being allowed.

### **Movement coordination**

The Venezuelan Red Cross, the International Federation of the Red Cross and Red Crescent Societies (IFRC) and the ICRC have been communicating about the actions that each of the components of the Movement can carry out in line with the Seville Agreement.

The ICRC has supported the Venezuelan Red Cross through training in Safer Access, resources for hospital care centres and providing technical advice to the directorates of the National Society. The IFRC is supporting the plan of action designed for this DREF operation.

### **Needs analysis, beneficiary selection, risk assessment and scenario planning**

The civil unrest is generating demand from the Venezuelan Red Cross for services offered to the population, and consequently there's a need for supplies such as First Aid equipment, personal protection equipment, visibility material for volunteers, branches and vehicles. Also to ensure the implementation of Safer Access standards in all actions, it is essential to enhance staff and volunteers' protection. This can be done through trainings on Safer Access at branch level.

With the current situation in the country, it is currently impossible to estimate when both parties will reach an agreement. Therefore, there is need to replace equipment and materials already used, as well as to continue capacity building on Safer Access and Stay Safe that the ICRC and the IFRC have been conducting in support of the Venezuelan Red Cross. Thereby, with the support of the IFRC and ICRC, the National Society will be able to meet the demand for services in the coming months.

## Risk assessment

Due to the current uncertainty about the situation in the country, the project execution could be affected, including the purchase of equipment and transfer to branches due to blockages. The security conditions are an important factor in the operation. They should be considered when performing any of the activities proposed in the plan of action.

## B. Operational strategy and plan

### Overall objective

Providing emergency health services to people requiring First Aid assistance in the most affected municipalities in the country.

### Proposed strategy

The strategy aims to support relief operations currently performed by the Venezuelan Red Cross in the country, in line with the contingency plan for such events, and according to the Fundamental Principles of the Red Cross Red Crescent Movement. All the actions are implemented following the role set by the Seville Agreement for such events.

With the support of the DREF operation and of the supplementary measures, the Venezuelan Red Cross will strengthen its response teams providing First Aid in the areas of confrontation. The DREF operation will provide protection and visibility material, First Aid kits, and will intensify its trainings in the Safer Access Framework (SAF), providing the National Society staff and volunteers with psychosocial support.

The project will be coordinated by the National Relief Programme of the Venezuelan Red Cross, which is responsible for planning, executing, monitoring and directing all activities related to emergencies. They will guide the processes of strengthening the risk management and humanitarian aid, alongside all components of the Movement, and in coordination with the National Disaster Directorate and other components of the National Society, when required. The National Relief Directorate is the executive organ of the Relief Programme.

### Operational support services

#### Human resources

For this operation the National Society has 800 volunteers working permanently nationwide to support the relief efforts in the country, and the DREF will provide them with insurance, protection and visibility gear. The IFRC will make available its technical staff to support the Venezuelan Red Cross through the country representative and disaster management delegate based in Lima, Peru, who will maintain close coordination with the relief director, secretary general and the president of the Venezuelan Red Cross.

#### Logistics and supply chain

The operation does not plan international purchases or dispatch of equipment from other countries; all procurement will be made at the national level according to the procedures of the Venezuelan Red Cross and in accordance with the standard policies and procedures of the IFRC.

#### Security

All activities that occur in response to relief needs will be conducted in accordance with the rules and safety protocols of the Venezuelan Red Cross and following the seven pillars for safer access. Safety standards are being shared by the headquarters office with its branches and they will be of strict compliance. Sessions to increase the understanding of these standards are being provided in all the branches to improve the knowledge of all staff working in ambulance services, medical services, administration, communications and other areas of work of the National Society. All national and international staff and volunteers must meet the communication protocol established by the Venezuelan Red Cross, respecting always the safety standards.

This DREF operation will support several of these measures, providing visibility and protection materials, as well as training addressed to volunteers and staff on Safer Access.

## Communications

In regard to security protocols established in the contingency plan of the Venezuelan Red Cross and according to the Safer Access standards, the following communication guidelines have been established:

- Official information will only be disclosed by the president of the Venezuelan Red Cross, the secretary general, or the person(s) they designate as spokesperson(s);
- The Directorate of National Dissemination makes recommendations to the spokesperson(s) on the external communication plan (press lines, press releases, statements for spokesmen/key messages or others) based on the context analysis conducted by the branches;
- The external communications plan is shared with representatives of the Red Cross Red Crescent Movement;
- Messages are distributed to local radios including messages on the emblem and the Fundamental Principles.

## Planning, monitoring, evaluation and reporting (PMER)

The project will include the following mechanisms for monitoring, evaluation and reporting:

- An update report 40 days after the start of the operation;
- A final report.

The disaster management regional delegate will conduct at least three field visits to the project (at the beginning, middle and the end of the operation); also, technical support from the Regional Office and the Zone Office of the IFRC will be provided.

## Administration and Finance

The Venezuelan Red Cross will be responsible for managing the funds in the country in accordance with standard practices of the IFRC on operational progress. Transfers will be made partially based on the requirements and justifications specified in the Letter of Agreement which shall be signed between the National Society and IFRC for the implementation of the project.

The IFRC through the Department of Finance will provide the necessary operational support for the review, validation of budgets, bank transfers, and will provide technical assistance to the National Society on procedures for justification of expenditures, review and validation of invoices.

## C. DETAILED OPERATIONAL PLAN

### Emergency health

**Needs analysis:** The Venezuelan Red Cross has already provided First Aid to over 100 people, and demand of pre-hospital care services will increase as concentrations spread in the country. The replenishment of First Aid supplies and the provision of more materials for service continuity are essential to respond to the increasing needs to provide First Aid to the population, as the civil unrest is expected to continue. As much of the assistance is being provided near the areas of concentration, the Venezuelan Red Cross volunteers require more visibility and protection materials such as shoes, helmets, flags and vests. Furthermore, a refreshment on the seven pillars of Safer Access to all personnel involved in the operation is essential to reduce the risks at the time of carrying out relief actions. So far nine trainings have been completed already as part of the contingency plan, but there is a need to increase their number. The trainings include the following topics:

- Safer Access;
- First Aid training, including the installation of field hospitals and the most common cases during events of civil unrest;
- The content of the contingency plan for civil unrest.



## **Budget**

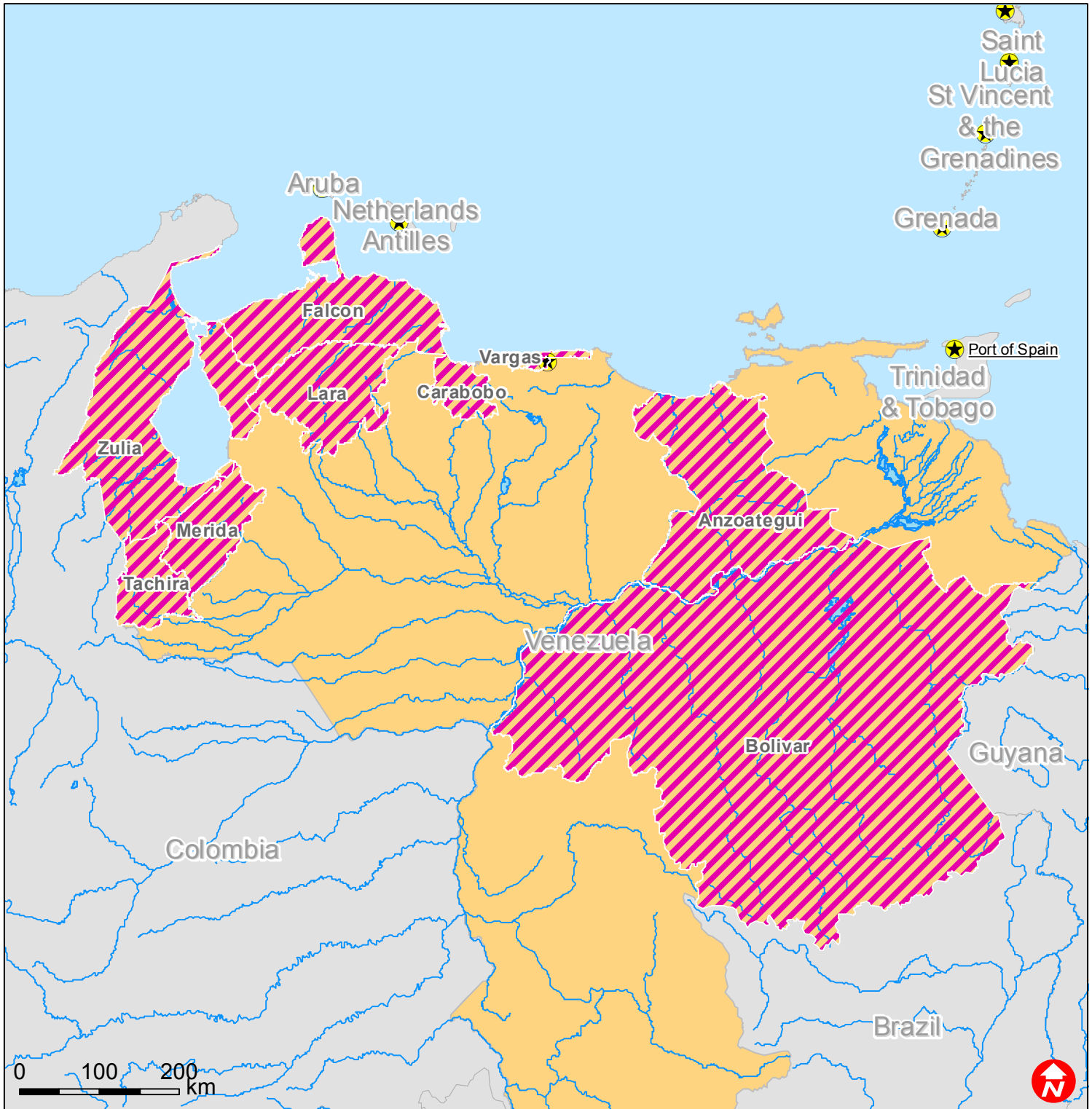
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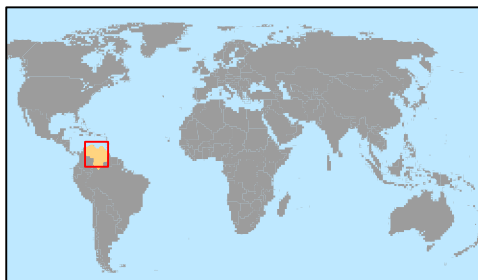
Budget Group	Multilateral Response	Inter-Agency Shelter Coord.	Bilateral Response	Appeal Budget CHF	Expenditure CHF
Shelter - Relief	0			0	0
Shelter - Transitional	0			0	0
Construction - Housing	0			0	0
Construction - Facilities	0			0	0
Construction - Materials	0			0	0
Clothing & Textiles	0			0	0
Food	0			0	0
Seeds & Plants	0			0	0
Water, Sanitation & Hygiene	0			0	0
Medical & First Aid	12,243			12,243	12,243
Teaching Materials	0			0	0
Ustensils & Tools	0			0	0
Other Supplies & Services	0			0	0
Emergency Response Units	0			0	0
Cash Disbursements	0			0	0
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>12,243</b>	<b>0</b>	<b>0</b>	<b>12,243</b>	<b>12,243</b>
Land & Buildings	0			0	0
Vehicles Purchase	0			0	0
Computer & Telecom Equipment	0			0	0
Office/Household Furniture & Equipment	0			0	0
Medical Equipment	0			0	0
Other Machinery & Equipment	0			0	0
<b>Total LAND, VEHICLES AND EQUIPMENT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Storage, Warehousing	0			0	0
Distribution & Monitoring	0			0	0
Transport & Vehicle Costs	8,872			8,872	8,872
Logistics Services	0			0	0
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>8,872</b>	<b>0</b>	<b>0</b>	<b>8,872</b>	<b>8,872</b>
International Staff	0			0	0
National Staff	0			0	0
National Society Staff	710			710	710
Volunteers	11,846			11,846	11,846
Other Staff benefits	4,436			4,436	4,436
<b>Total PERSONNEL</b>	<b>16,992</b>	<b>0</b>	<b>0</b>	<b>16,992</b>	<b>16,992</b>
Consultants	0			0	0
Professional Fees	0			0	0
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Workshops & Training	4,436			4,436	4,436
<b>Total WORKSHOP &amp; TRAINING</b>	<b>4,436</b>	<b>0</b>	<b>0</b>	<b>4,436</b>	<b>4,436</b>
Travel	2,662			2,662	2,662
Information & Public Relations	4,880			4,880	4,880
Office Costs	1,331			1,331	1,331
Communications	1,530			1,530	1,530
Financial Charges	798			798	798
Other General Expenses	0			0	0
Shared Support Services	0			0	0
<b>Total GENERAL EXPENDITURES</b>	<b>11,201</b>	<b>0</b>	<b>0</b>	<b>11,201</b>	<b>11,201</b>
Programme and Supplementary Services Recovery	3,493	0	0	3,493	3,493
<b>Total INDIRECT COSTS</b>	<b>3,493</b>	<b>0</b>	<b>0</b>	<b>3,493</b>	<b>3,493</b>
<b>TOTAL BUDGET</b>	<b>57,238</b>	<b>0</b>	<b>0</b>	<b>57,238</b>	<b>57,238</b>
<b>Available Resources</b>					
Multilateral Contributions				0	
Bilateral Contributions				0	
<b>TOTAL AVAILABLE RESOURCES</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	



# Venezuela: Civil unrest



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 Targetted states