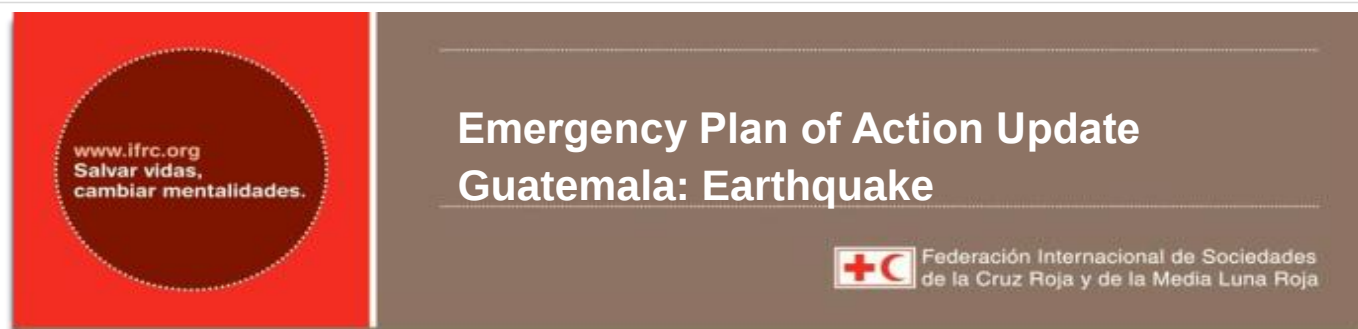




DREF Operation update	MDRGT006
	GLIDE no. EQ-2014-000096-GTM
Date issued: 7 November 2014	Date of disaster: 7 July 2014
Operation manager (responsible for this EPoA): Pabel Angeles	Point of Contact: Daniel Javiel – General Director of the Guatemalan Red Cross.
Operation start date: 18 July 2014	Expected timeframe: 3 months. This update extends the timeframe by one additional month . It will now end on 18 November 2014.
Overall operation budget: 211,833 Swiss francs	
Number of people affected: 73,551 people	Number of people to be assisted: 3,500 people (700 families).
Host National Society presence: Central Headquarters: 100 staff members, 20 branches nationwide, 2,000 volunteers	
Red Cross Red Crescent Movement partners actively involved in the operation: The International Federation of Red Cross and Red Crescent Societies (IFRC) deployed the Regional Disaster Management Coordinator in Central America and a member of the Regional Intervention Team – Livelihoods RIT General - to Guatemala to support Guatemalan Red Cross operations.	
Other partner organizations actively involved in the operation: • National Departmental, Municipal and Local Risk Reduction Coordinator • First Lady's Social Works Secretariat (SOSEP) • Civil National Police • National Guatemalan Army • Municipality of Sibinal	

<Click [here](#) to go to the contact information>

Summary:

On 21 July 2014, 211,883 Swiss francs were allocated from the Disaster Relief Emergency Fund (DREF) to support the Guatemalan Red Cross (CRG) in delivering immediate assistance for up to 3,175 people for a period of three months. With this DREF operations update, a timeframe extension for an additional month is being reflected. The operation will now end 18 November in order to allow the National Society to complete the planned activities as stated in the Emergency Plan of Action (EPoA). The DG ECHO replenished the DREF for 105,917 Swiss francs, the IFRC on behalf of the National Society would like to thank for this generous contribution. Additional un-earmarked funds to repay DREF are encouraged.



Humanitarian aid being delivered to the affected areas.
Source: GRC

An earthquake registering 6.4 on the Richter scale according to the Mexican National Seismological Service and the United States Geological Service (USGS) struck western Guatemala on 7 July 2014. Its epicenter was located 15 kilometers northwest of San Marcos near the Mexican border, and it was felt in 12 departments in the western areas of the country as well as Mexico and El Salvador.

The DREF operation implemented by the Guatemalan Red Cross has assisted 635 families with psychosocial support, 225 families also received basic health information and 70 sheltered families received hygiene kits, kitchen kits and jerrycans; all 635 families have tarpaulins to cover their damaged roofs and walls.

The process to identify beneficiaries, which included visits to communities and conversations with local authorities and community leaders, revealed that in some communities the number of affected people is greater than established during initial assessments; therefore, the number of beneficiaries established will be maintained, but there will be a redistribution of the humanitarian aid to ensure the recovery of the affected families' livelihoods for one additional month.

The IFRC, on behalf of the National Society, would like to thank to the Commission's European Community Humanitarian Office (ECHO) for their generous contributions to replenish the allocation made to this operation. The major donors and partners of DREF include the Australian, American and Belgian governments, the Austrian Red Cross, the Canadian Red Cross and government, Danish Red Cross and government, the European Commission Humanitarian Aid and Civil Protection (ECHO), the Irish and the Italian governments, the Japanese Red Cross Society, the Luxembourg government, the Monaco Red Cross and government, the Netherlands Red Cross and government, the Norwegian Red Cross and government, the Spanish Government, the Swedish Red Cross and government, the United Kingdom Department for International Development (DFID), the Medtronic and Z Zurich Foundations, and other corporate and private donors. The IFRC, on behalf of the national society, would like to thank everyone for their generous contributions. The Directorate-General for Humanitarian Aid (DG ECHO) has replenished up to 50 per cent of the DREF allocation made to this operation.

A. Situation analysis

Description of the disaster

A strong earthquake registering 6.4 on the Richter scale hit western Guatemala at 17:24 local time on 7 July

According to damage assessment information provided by the National Disaster Reduction Commission (CONRED), there were 9,940 people left homeless, 63,611 people affected, 107 homes at risk, 2,193 dwellings presented slight damage, 4,770 suffered moderate damage, 2,980 were severely damaged, and there were 274 people injured and 1 death in the departments of Huehuetenango, Quetzaltenango, Quiché, Retalhuleu, San Marcos, Sololá, Suchitepéquez and Totonicapán. The most affected department was San Marcos, which accounted for more than 82 per cent of total dwellings damaged and 78 per cent of the total population affected and left homeless.

The government declared a state of public disaster for 30 days in the most affected departments, which was ratified by the Legislature and extended three times - the last extension was for 30 additional days - as per Government Decree number 7-2014 of 2 October 2014. The purpose of declaring a state of disaster was to repair infrastructure, restore essential public services and mitigate any negative effects and ensure the lives, integrity and safety of the affected population and safeguard their assets.

Summary of damages by department

Department	People							Dwellings			
	At Risk	Affected	Homeless	Evacuated	Sheltered	Injured	Deceased	Risk	Slight	Moderate	Severe
Huehuetenango	0	3,598	600	3,568	37	8	0	0	199	269	132
Quetzaltenango	24	6,809	445	0	0	2	0	4	144	190	111
Quiché	0	0	0	0	0	0	0	0	0	0	0
Retalhuleu	0	9	2	0	0	0	0	0	2	0	0
San Marcos	618	49,223	8,150	1,654	1,454	264	1	103	1,657	4,047	2,446
Sololá	0	3,836	719	1,465	105	0	0	0	183	255	284
Suchitepéquez	0	79	15	10	0	0	0	0	5	5	5
Totonicapán	0	57	9	34	0	0	0	0	3	4	2
Total	642	63,611	9,940	6,731	1,596	274	1	107	2,193	4,770	2,980

Source: CONRED

Summary of current response

Overview of Host National Society

The Guatemalan Red Cross delegation provided immediate response by mobilizing response teams consisting of volunteers with expertise in evacuation, search and rescue, and pre-hospital care, as well as through members of National Intervention Teams (NIT) to manage the emergency.

During the first days of the emergency, Guatemalan Red Cross Headquarters mobilized a team of doctors, expert technicians, equipment, materials and vehicles in order to conduct the following actions:

- Evacuation of 50 families
- 55 pre-hospital care actions
- 3 medical sessions (298 patients assisted)
- 56 families assisted with humanitarian aid
- 2 psychosocial care sessions (100 families assisted)
- Conducted 25 damage assessments and needs analyses
- Information management
- Humanitarian logistics

During the operation's implementation phase, actions focused on rapid and detailed assessments, procurement and distribution of humanitarian aid and the implementation of the cash transfer program to support actions to prepare temporary shelters and repair dwellings to meet the needs of 635 affected families in the department of San Marcos.



Meeting between the GRC's technical team and the RIT
General Source: GRC



Preparation of humanitarian aid to distribute to affected families. Source: GRC

Overview of Red Cross Red Crescent Movement in country

The International Federation of Red Cross and the Red Crescent Societies (IFRC) has an office for Guatemala and El Salvador in Guatemala, which supports the Movement's coordination in the country. The Pan American Disaster Response Unit (PADRU) and the national representation of the International Federation of the Red Cross are in close communication with the Guatemalan Red Cross. The regional disaster management coordinator was initially dispatched to the country to support on-site assessment and coordination actions and provide support to National Society efforts. A livelihoods Regional Intervention Team (RIT) member from the Colombian Red Cross was deployed to Guatemala for a month to provide technical assistance and support to the National Society during the implementation of the operation.

The Red Cross Societies present in the country include the Spanish Red Cross, the Netherlands Red Cross and the Norwegian Red Cross. Moreover, National Society has bilateral support from the German Red Cross and the Italian Red Cross. There is also an International Committee of the Red Cross office, with which there is permanent institutional cooperation and coordination.

Overview of non-RCRC actors in country

The National Disaster Reduction Commission (CONRED) is responsible for the country's national response system; the Red Cross is a part of this system. During the emergency, CONRED mobilized 43 tons of humanitarian aid to the most affected areas in Huehuetenango, Sololá and San Marcos, providing food rations, hygiene and cleaning kits, blankets, and water.

The Ministry of Public Health and Social Assistance mobilized personnel and medicine to the most affected areas, set up epidemiological surveillance, and provided mental health care to people in the shelters.

The Armed Forces provided support through the disposal of debris from destroyed homes while the National Civil Police provided security to the population.

The World Food Program shipped 184 metric tons of food (rice, corn, beans and oil) to 16 municipalities in the department of San Marcos, which were distributed in coordination with the COE and the departmental authorities.

The Municipality of Sibinal in San Marcos donated plastic sheeting and wood to the affected families in order to have additional means to rehabilitate their homes.

World Vision provided humanitarian aid to 211 affected families in 11 communities in the municipalities of Sibinal, San José Ojetenam, Nuevo Progreso, San Pablo and El Tumbador in the department of San Marcos. Humanitarian aid consisted of the distribution and delivery of blankets, hygiene and kitchen kits, and food.

Additionally, other humanitarian organizations such as COOPI and CARE supported damage assessments in the affected areas.

Needs analysis and scenario planning

Infrastructure and Housing

According to official government information, 9,940 homes were affected, of which 107 are at risk, 2,193 suffered slight damage, 4,770 suffered moderate damage and 2,980 were severely damaged. The current needs are mainly related to housing reconstruction and rehabilitation.

Currently, there are 565 affected families living in communities that have been classified according to the degree to which they have been affected by the disaster. Each family received a kit to repair structural damage to their homes in order to prevent further deterioration that would endanger the homes' inhabitants.



Mega V deliveries to distribute humanitarian aid in the village of Villa Nueva, San Pedro, San Marcos. Source: GRC



Delivery of vouchers that describe repair kits (distribution of humanitarian aid in Santo Domingo II, San Pablo, San Marcos). Source: GRC

The Guatemalan Red Cross branch premises are being repaired after being damaged by the earthquake. The water supply network and infrastructure were affected, and work is underway to repair the damages.

Shelter

CONRED set up 24 shelters to assist the affected population: 15 in San Marcos and 9 in Huehuetenango. The families have now returned to their repaired or rebuilt homes, and some families are living with family relatives while their homes are being reconstructed.

Livelihoods

Commercial and production activities have been restored in the affected areas. The families who suffered severe damages to their homes or who lost them entirely have been affected financially since the income they use towards their livelihoods had to be invested in the reconstruction of their homes, which is a priority in light of the rainy season.

Health

There have been no outbreaks of disease in the affected areas during the operation. Cases of skin and respiratory diseases that were detected during the Red Cross medical sessions were properly treated.

High stress levels among the affected population were mostly evident in vulnerable groups who have seen their daily lives disrupted because of the earthquake and its aftershocks. The comprehensive family care and psychosocial support provided has been crucial during the implementation of the operation.

Most of the people affected emotionally were included in the psychological first aid activities promoted by the Guatemalan Red Cross, and they showed improvements thanks to the care that was provided. These actions have helped the population cope with the aftershocks or tremors which are still being felt in the area.

Water and Sanitation

Most of the piped or potable water services in the affected sectors have been restored. These services are expected to continue on a regular basis in order to meet the needs of the population.

Beneficiary selection:

The beneficiaries selected have been identified based on three main criteria: the first group is the families who have been forced to stay in temporary accommodations because their houses were destroyed; the second group consists of families whose homes suffered moderate damage to their structures, columns, walls, ceilings, doors, windows and other components, which can be repaired to improve their ability to face another seismic event; and finally, the third group consists of sheltered families whose homes can neither be repaired nor rebuilt due to geological damage to the land on which they originally lived.

Vulnerability criteria to select beneficiaries included the following:

- Families whose homes suffered moderate damage or were destroyed by the earthquake
- Low socioeconomic level
- People affected emotionally
- Vulnerable groups (older adults, pregnant women and nursing mothers, children, people with disabilities and people with chronic diseases, among others).

Risk assessment

The department of San Marcos has a high risk of seismic activity as evidenced by the more than 70 aftershocks between 4 and 5 on the Richter scale that have been recorded since the earthquake struck. According to data from the National Institute of Seismology, Volcanology, Meteorology and Hydrology, neither further aftershocks nor another strong earthquake can be ruled out. Given this scenario, the greatest risk is to the dwellings that were not repaired after the 2012 and 2014 earthquakes.

B. Operational plan and strategy

Overall objective

To provide humanitarian assistance to 635 families affected by the earthquake in the department of San Marcos in the municipalities of San Marcos, San Pedro, San Rafael, San Pablo, Sibinal, San Rafael and Esquipulas Palo Gordo.

Proposed strategy

Provide first response actions that take evacuations, pre-hospital care, damage assessments, health campaign and psychosocial support care into consideration.

The Guatemalan Red Cross has given priority attention to San Marcos, the most affected department in the country; municipalities were selected based on assessments in the field and prioritization has been carried out as per the plan of action's vulnerability criteria to assist 635 families.

Population Targeted and Benefitted by the Operation

Department	Municipality	Communities	Families
San Marcos	San Marcos	Federación	93
		Ixquihuilá	31
		El Recreo	75
		Ixtagel	7
		San José Las Islas	65
		Piedra Parada	26
		Serchil	22
	San Pablo	Santo Domingo II	34
	San Pedro	Villa Nueva	13
	San Rafael	Caserío Nueva Italia	34
		Feria	42
	Sibinal	Cantón 15 de Septiembre	42
		Aldea Checambá	9
		Aldea San Andrés Cheoj	22
		Santa Rita	16
		Sibinal	14
		Cantón Toaman	76
	Esquipulas Palo Gordo	Aldea la Fraternidad	14
TOTAL			635

During the first phase, assistance was provided to 565 families who suffered moderate damage to their homes (410 families) or whose homes were destroyed entirely (155 families). In both cases, families received a voucher to purchase materials in order to help repair moderately damaged homes and to support the construction of a temporary shelter for families who lost their homes while the authorities are rebuilding them. The latter will also receive a 1-month food kit. Seventy sheltered families were assisted with humanitarian aid in order to improve their living conditions. All 635 affected families received medical care and psychosocial support.

In the last month of the operation, the plan is to expand the coverage of home repair voucher deliveries to 65 families from the community of Tejutla in the municipality of San Marcos and from the community of Los Perez in the municipality of Palestina de los Altos in Quetzaltenango, which is an affected community near San Marcos. There are also plans to deliver 204 food kits to 65 prioritized families in the communities of Tejutla and Los Pérez and 179 families in Sibinal who received repair vouchers. This is of particular importance because these families live in poor rural areas and have had their incomes affected by the earthquake.

The DREF operation will provide the following humanitarian aid in materials and vouchers to the affected population:

Families with destroyed or collapsed dwellings (155 families)

- 2 plastic tarpaulins
- 1 voucher for building materials to build temporary accommodations
- 1 kitchen kit

- 1 hygiene kit
- 1 food kit
- 3 blankets
- 2 10-liter jerrycans

Families whose dwelling suffered moderate damage (410 families)

- 2 plastic tarpaulins
- 1 voucher for building materials to build temporary accommodations

Sheltered Families (70 families)

- 2 plastic tarpaulins
- 1 kitchen kit
- 1 hygiene kit
- 3 blankets
- 2 10-liter jerrycans

In addition, 65 families in the communities of Los Perez and Tejutla will receive 1 repair voucher and 1 food kit will be provided to 204 families in the communities of Sibinal, Tejutla and Los Pérez in the municipalities of San Marcos and Palestina de los Altos respectively

Operational support services

Through its Institutional Response Plan (which is in the process of being updated) and its 2013 to 2016 Strategic Development Plan, the Guatemalan Red Cross is organized as per the institutional framework. The following program areas will be implemented:

- Disaster Risk Management
 - Disaster Preparedness
 - Disaster Response
 - Disaster Recovery
 - Mitigation and Adaptation to Climate Change
- Health
 - Community Health
 - Public Health in Emergencies
 - HIV Prevention
 - Health Care
- Social Inclusion
 - Migration
 - Promotion of a Culture of Non-Violence and Peace
- Organizational Development
 - Fundamental Principles and Humanitarian Values
 - Institutional Development and Sustainability
 - Volunteering and Youth

Human Resources

Actions were coordinated by the Risk Reduction Management Directorate. One of the first actions carried out by the Guatemalan Red Cross was the deployment of 200 volunteers, which included National Intervention Teams, National Public Health Teams and volunteers in general to perform the following actions:

- Damage assessments and needs analyses
- Assistance to the population through emergency medical sessions and pre-hospital care
- Information management through general and rapid health assessments
- Distribution of hygiene kits to evacuated families as an initial intervention
- Support during evacuation processes
- Identification of primary needs

A Livelihoods RIT General from the Colombian Red Cross was deployed for one month to support the operation and to provide technical support to the National Society. As per the plan of action, the operation's coordinator and technical emergency health and shelter coordinators were hired; the latter performed actions in the field. There has also been support from branch volunteers to conduct various operational actions; the following equipment has been provided for them:

Personal protective equipment for volunteers

- Helmet
- Mask
- Leather gloves
- Long-sleeved polo shirt
- Boots
- Raincoats

Logistics and supply chain

The Guatemalan Red Cross has an organizational structure that includes a General Administration department with a specific area for purchasing and procuring goods and services, with procedures established and known by the director general, Partner National Societies and donors in general.

There is a warehouse located at the Guatemalan Red Cross central headquarters in Guatemala City. The IFRC has stock stored at that same location, which can be deployed as needed in situations of emergency, disaster or crisis.

Guatemala's market offers a choice of suppliers. IFRC's Zone Logistics Unit in Panama supported the delivery of hygiene kits, jerrycans, blankets, kitchen kits and plastic tarps, which were mobilized from IFRC stock pre-positioned in Guatemala. In addition, a Mega V and Open Data Kit (ODK) were procured and shipped from Panama.

Information Technology (IT)

A Mega V kit and 15 cell phones for the ODK application were procured and used during the beneficiary identification and selection process, and a barcode system was implemented for beneficiary families. For the implementation process, a training workshop on Mega V and ODK use was taught by 4 National Society facilitators to 12 Red Cross volunteers and local CONRED members.

On-site coordination and security aspects have been facilitated through the Salvadorean Red Cross Society's radio communications system.

Communications

Within its organizational structure, the Guatemalan Red Cross has a Communications and Press Department in charge of technical operational information, public information, information for donors and institutional information. Its support consists of periodically providing information through its own means of communications, social networks, the Guatemalan Red Cross page and the news media in order to facilitate the dissemination of all its actions.

Information published in the media included:

<http://www.cruzroja.gt/noticias/mas-de-280-personas-atendidas-en-jornadas-medicas-en-san-marcos/> <http://www.cruzroja.gt/noticias/la-ayuda-sigue-llegando-a-los-afectados-por-el-sismo-en-san-marcos-2/> <http://www.cruzroja.gt/noticias/sismo-de-6-4-gradus/>

http://eeas.europa.eu/delegations/guatemala/documents/press_corner/2014/20140819_02_es.pdf
<http://agn.com.gt/index.php/world/business/item/19106-uni%C3%B3n-europea-dona-115000-d%C3%B3lares-para-afectados-por-sismo-en-guatemala>
<http://www.cruzroja.gt/noticias/jornadas-medica-en-san-marcos/>

The Communications and Press Department is preparing a video on the operation with testimonials from the beneficiaries.

Security

All Guatemalan Red Cross personnel involved in the operations wear the uniform and through their attitude promote the Fundamental Principles and Humanitarian Values. National Society security procedures are established during the operation's implementation. To facilitate actions in the field and ensure the teams' safety, the San Marcos and Serchil branches coordinated with key actors and authorities responsible for security in the area. The Emergency Operations Center serves to provide information regarding all incidents that occur in the intervention area. Other aspects taken into account are maintaining the visibility of the emblem and acting according to recommendations outlined in documents, such as Stay Safe, Safer Access and the Code of Conduct.

Planning, monitoring, evaluation and reporting (PMER)

Within its institutional objective, the Guatemalan Red Cross establishes the General Directorate as the body responsible for monitoring the operation's implementation. For the operational aspect of the Disaster Risk Management Programmatic Area, it will conduct planning, monitoring, evaluation and reporting actions, ensuring the submission of first-month and end-of-mission reports. In addition, it will be supported by the IFRC during the development of the mission.

Meetings were held with the technical committee, including the presidents of the San Marcos and Serchil branches, who provided direct support to the emergency. A beneficiary satisfaction survey will be conducted at the end of the operation in order to improve humanitarian interventions to affected populations.

A lessons learned workshop will be held at the end of the operation, which will be facilitated by the IFRC's Reference Center for Institutional Disaster Preparedness (CRPED) in an effort to improve future disaster interventions.

Administration and Finance

Within its organizational structure, the Guatemalan Red Cross has an Accounting Department that ensures the proper use of financial resources in accordance with established conditions. Financial resource management complied with National Society's standards and DREF guidelines. In addition, the National Society's own procedures were applied to the justification of expenses process and used the IFRC formats.

According to DREF procedures, the operation will not cover permanent structural costs. Available balances from conducted activities will be used to distribute the 65 repair vouchers and the 204 food kits to the affected population.

C. DETAILED OPERATIONAL PLAN

Areas common to all sectors

Outcome 1: Continuous and detailed assessment and analysis are used to inform the design and implementation of the operation.	Outputs		% achieved
	Output 1.1. Initial needs assessments are conducted in consultation with beneficiaries.		100%
	Output 1.2. The management of the operation is informed by a comprehensive monitoring and evaluation system.		80%
Activities	Implementation on time		% of progress
	Yes	No	
Conduct a rapid emergency assessment by branches	X		100%
Detailed assessment of impact on communities	X		100%
Hiring of operational staff and support to the field operation	X		85%

Support and monitoring visits by the IFRC coordinators and health	X		100%
Procurement of Mega V kit and ODK	x		100%
Rapid induction to Mega V and ODK Workshop	x		100%
Beneficiary satisfaction survey	x		25%
Local video documentary on the Cash Transfer Program activities in Guatemala		x	80%
Produced one written and one video beneficiary story testimonial in the affected communities		x	80%
Lessons learned workshop	x		25%

Progress towards Outcomes

Conduct a rapid emergency assessment by branches

The rapid assessments were conducted by the first intervention teams deployed to the affected areas. More than 200 volunteers provided support through first response efforts and damage assessments. Likewise, the IFRC's regional disaster management coordinator, along with the National Society team, supported the on-site assessments in order to identify needs and humanitarian gaps.

Detailed assessment of affectation in communities

Detailed assessments were conducted in targeted communities to determine the impact on housing and to identify the families vulnerable to earthquakes. To this end, an assessment format was used to gather information from each family, a process which was supported by 22 volunteers from the San Marcos and Serchil branches and the RIT General.

Hiring of operational staff and support to the operation in the field

The National Society's Human Resource Department posted terms of reference in a call to fill DREF operation posts. An operation coordinator and the health and shelter technicians were hired.

Support and monitoring visits by the IFRC

As part of the IFRC's support to the operation, a livelihoods RIT general from the Colombian Red Cross was deployed for one month to support coordination actions and to provide technical support to the National Society. The regional disaster management coordinator for Central America is providing support to both the operation and the technical team, who went to the field on a monitoring visit. PADRU's Livelihoods and Shelter delegates have likewise been supporting the operation.

Procurement of Mega V kit and ODK

With DREF Operation funding and support from the IFRC's Technology and Innovation Unit, a Mega V Kit and ODK have been procured and shipped from the Zone Logistics Unit in Panama. This kit consists of a Pelican box, 15 Android cell phones, 15 chargers, a power transformer and a scanner.

Rapid induction to Mega V and ODK workshop

A Mega V and ODK training workshop, which was held in San Marcos, was taught by 4 National Society facilitators to 12 people from Red Cross branches in San Marcos (5), Tejutla (3), Serchil (1), as well as to local CONRED members (3). The training dealt with programming and implementing the ODK and Mega V tools.

Beneficiary satisfaction survey

The process to conduct the beneficiary satisfaction survey will be held in the final month. The National Society is preparing the tool and the formats to gather the information.

Production of a video on the operation with beneficiary testimonials

The Communications and Press team travelled to the field to gather information on Guatemalan Red Cross actions and to interview beneficiaries for articles on their perception of the emergency and the care provided by the Red Cross. The audiovisual and written material is being prepared for publication.

Lessons learned workshop

This activity is planned for the final month of the operation, where strengths and weaknesses will be addressed through participation and analysis by National Society personnel involved in the operation. This will help to establish the lessons learned and the recommendations to be implemented as part of the preparedness process for the response to future emergencies. The workshop will be facilitated by the IFRC's Reference Center for Institutional Disaster Preparedness (CREPD) of the IFRC.

Challenges

- The timeframe to implement the activities under Areas Common to all Sectors was short. Weather conditions due to heavy rain were not ideal for developing the activities.
- Scheduled socialization dates coincided with holidays in various communities, so attendance was difficult to coordinate.

Action taken

- Establishing a relationship and proper communications with community leaders so that they would be responsible for bringing targeted families to the meetings and various activities held during the operation's implementation process.
- Having volunteers use personal protective gear, such as raincoats and boots to facilitate travel and the provision of timely assistance to the communities.
- Using technology to streamline information to community leaders and shelter managers regarding emerging activities.
- Adjusting scheduled dates according to operational developments.

HEALTH AND CARE

Needs analysis: Aftershocks have caused emotional and psychological distress in the most affected population, and they have had an even greater impact on the families who lost their homes.

The following has been identified as operational needs:

- Psychosocial impact from aftershocks in the population.
- Insufficient brigades to provide psychosocial care.
- Lack of certainty in terms of response actions to deal with aftershocks.

Population to be assisted: Assist at least 635 families with psychosocial support in the municipalities of San Marcos, San Pedro, San Pablo, Sibinal, San Rafael and Esquipulas Palo Gordo.

Outcome 1: Affected families in San Marcos have access to health care and improve their emotional state after the operation	Outputs		% achieved
	Output 1.1. At least 635 families affected by the earthquake and aftershocks have psychosocial support.		100%
	Output 1.2. At least 635 families affected by the earthquake receive health care in 6 municipalities in San Marcos.		100%
Activities	Implementation on time		% of progress
	Yes	No	
Evaluation and prioritization of benefited population.	X		100%
Local training in psychosocial support.	X		100%

Procurement of materials to provide psychosocial support in emergencies and disasters.	X		100%
Psychosocial support sessions to communities, schools and shelters/transportation and fuel	X		100%
Psychosocial support sessions to Red Cross volunteers and technical staff	X		100%
Psychosocial support campaign in the community.	X		100%
Materials for health care campaigns in 6 municipalities.	X		100%
Health care campaigns.	X		100%

Progress towards Outcomes

Evaluation and prioritization of benefited population

The planning process, which was supported by the San Marcos and Serchil Red Cross branches, began with the identification of targeted families within the affected communities and municipalities. Once the locations were chosen, assessment visits began to homes and shelters to gather information on beneficiary families. The prioritized families were then provided with beneficiary cards with a barcode to facilitate the tracking of their participation in educational sessions and for the distribution of humanitarian aid.

Local training in psychosocial support

A psychosocial support workshop was provided to 19 volunteers from the Serchil and San Marcos branches on the tools to address this issue, restoring the social fabric, “emotional outletting” and group therapy. An activities schedule was also prepared.

Department	Branches	Number of volunteers
San Marcos	San Marcos	10
	Serchil	9
Total		19

Procurement of materials to provide psychosocial support in emergencies and disasters

The psychosocial support materials for use during emergencies and disasters were obtained through purchasing processes. The list of materials procured is part of the IFRC's Psychosocial Support Checklist, which includes recreational materials for working in schools and with adults.

Psychosocial support sessions to communities, schools and shelters

Psychosocial support sessions were conducted with 635 families in communities and shelters in the municipalities of San Marcos, San Pablo, San Pedro Sacatepéquez, San Rafael Pie de la Cuesta, Sibinal and Esquipulas Palo Gordo. Psychosocial support sessions were held in each community and special cases were treated by psychologists during the medical sessions. Psychosocial support sessions were also provided in 18 schools in these communities, which included techniques that helped with emotional and post-traumatic stress release.

Beneficiaries of Psychosocial support

Department	Municipality	Communities	Families
San Marcos	San Marcos	Federación	93
		Ixquihuala	31
		El Recreo	75
		Ixtagel	7
		San José Las Islas	65

		Piedra Parada	26
		Serchil	22
	San Pablo	Santo Domingo II	34
	San Pedro	Villa Nueva	13
	San Rafael	Caserío Nueva Italia	34
		Feria	42
	Sibinal	Cantón 15 de Septiembre	42
		Aldea Checambá	9
		Aldea San Andrés Cheoj	22
		Santa Rita	16
		Sibinal	14
		Cantón Toaman	76
	Esquipulas Palo Gordo	Aldea la Fraternidad	14
TOTAL			635

Psychosocial support sessions to Red Cross volunteers and technical staff

As part of the implementation of on-site psychosocial support activities, a debriefing workshop was held for 21 volunteers involved in response actions from the Serchil, San Marcos, Quetzaltenango, Tejutla and Concepcion Chiquirichapa branches. This activity provided emotional release for volunteers.

Department	Branch	Number of Volunteers
San Marcos	San Marcos	5
	Serchil	3
	Tejutla	5
Quetzaltenango	Concepcion Chiquirichapa	4
	Quetzaltenango	4
Total		21

Mass information campaign to the community

Key messages on safe water use and psychosocial support during emergencies and disasters were broadcast over the radio to strengthen sensitization processes in the affected population. Radio spots were produced and aired over 7 local radio stations covering the department of San Marcos and over 3 other radio stations that provided additional coverage to the neighboring departments of Quetzaltenango and Retalhuleu.

As an added bonus, each radio spot was translated into San Marcos's native Mayan language for the communities who only speak it.

Radio Station	Coverage
Antoniana Stereo	Department of San Marcos
Stereo Visión	Departments of San Marcos, Quetzaltenango and Retalhuleu
Radio la Voz de la Buena Nueva	Departments of San Marcos
Radios Maya	Municipalities of San Marcos, Palo Gordo, San Pablo and San Rafael
Super Dinamica	Departments of San Marcos, Quetzaltenango and Retalhuleu
Recuerdo Stereo	Departments of San Marcos, Quetzaltenango and Retalhuleu
Radio Nacional	Department of San Marcos
San Pedro FM	Municipalities of San Pedro, San Marcos, Esquipulas, San Cristobal

Materials for health care campaigns in six municipalities

Medicines, including antibiotics, antihistamines, analgesics and expectorants, among others, were obtained through the purchasing process and ample enough to conduct six general care medical sessions for patients,.

Health care campaigns

This mainly targeted 635 families from communities in the municipalities of San Marcos, San Pablo, San Pedro Sacatepéquez, San Rafael Pie de la Cuesta, Sibinal and Esquipulas Palo Gordo. In total, 2,138 patients received medical care, including:

- Medical consults:

Support from medical staff in health centers in the municipalities mentioned above and from the San Marcos National Hospital, as well as support from Nursing School students attending Universidad Galileo.

- Medicines:

All patients received medications according to their medical assessments and diagnoses.

In order to cover the entire beneficiary population, medical sessions were conducted at strategic locations. Care was provided to two or more communities at a time, with the exception of remote communities which required the deployment of the medical team, volunteers and medication to their locations.

Department	Municipality	Community	Campaigns	Number of patients served
San Marcos	San Marcos	El Recreo	1	603
		Federacion		
		San Marcos		
		Ixtagel	1	
		San Jose las Islas		
		Ixquihuala	1	
	San Pedro	Villa Nueva		
	San Rafael	Feria		
	San Pablo	Santo Domingo II		
	Sibinal	Sibinal	1	280
	San Marcos	Serchil	1	
	San Marcos	Tacana	1	
Total			6	2,138

Challenges

- The time available for the population to participate in health activities was very limited.
- Having volunteers available to develop response actions in all sectors.

Action taken

- Establishing a relationship and proper communications with community leaders so that they would be responsible for bringing beneficiary families to medical sessions.
- Strengthening information channels for community leaders and shelter managers regarding activities.
- Work teams were formed in order to provide training to the new volunteers joining the operation's health activities.

WATER, SANITATION AND HYGIENE PROMOTION

Needs analysis: Needs identified through assessments conducted by the Guatemalan Red Cross teams are as follows:

- Water supply systems in the El Recreo and San José Las Islas have been damaged. In the case of Ixtagel, access to water services has been limited historically.
- Following the emergency evacuation in the first few days of the earthquake, the affected populations were housed in shelters set up to accommodate them.
- About 70 per cent of the population saw their access to water networks affected due to the earthquake.

Population to be assisted: 225 families whose homes were destroyed and were living in shelters in the municipalities of San Marcos, San Pedro, San Pablo, Sibinal, San Rafael and Esquipulas Palo Gordo were assisted

Outcome 1: 225 families in San Marcos have improved their access to safe water and hygiene conditions.	Outputs		% achieved
	Output 1.1. At least 225 sheltered families whose homes have been destroyed have been reached through lectures to raise awareness regarding health, hygiene promotion and proper handling of water.		100%
	Output 1.2. 155 families whose homes have been destroyed or collapsed have had jerrycans and hygiene kits delivered to them		100%
	Output 1.3. 70 sheltered families have had jerrycans and hygiene kits delivered to them		
Activities	Implementation on time		% of progress
	Yes	No	
Assessments and prioritization of population to be reached	X		100%
Creation and induction of Red Cross volunteer teams in charge of health and hygiene lectures	X		100%
Reproduction of written and audio visual materials (water, sanitation and hygiene promotion).	X		100%
Lectures promoting hygiene and proper handling of water to families in shelters or self-made shelters.	X		203%
Procurement of hygiene kit items	X		100%
Procurement of 10-liter jerrycans	X		100%
Distribution of hygiene kits and jerrycans	X		100%

Progress towards Outcomes

Assessments and prioritization of beneficiary population

Assessments were conducted jointly with other sectors by visiting homes and shelters to establish exact data on beneficiary families. Cards with barcodes were also delivered for the training and aid distribution processes.

Creation and induction to Red Cross volunteer teams in charge of health and hygiene lectures

Two intervention teams were formed to provide health and hygiene lectures. To this end, an induction workshop for 10 volunteers (5 from the San Marcos branch and 5 from the Serchil branch) was held on using the Participatory Hygiene, Water and Sanitation Transformation Methodology, as well as the promotion of safe water use.

Reproduction of written and audio visual materials (water, sanitation and hygiene promotion)

Educational packages were reproduced to promote hygiene habits and safe water using PHAST posters, which were designed to be used during emergencies. Sixteen vinyl 18-poster packages with PVC stands were reproduced to facilitate community training.

Lectures promoting hygiene and proper handling of water for families in shelters or self-made shelters

The main target group for the lectures on hygiene promotion and proper handling of water were those whose water supply had been impacted by the earthquake; initially, this group was comprised of the 70 sheltered families and the 155 families who lost their homes. However, this activity was expanded to cover other families in the municipalities of San Marcos, San Pablo, San Pedro Sacatepéquez, San Rafael Pie de la Cuesta and Esquipulas Palo Gordo.

Promotion sessions were conducted on two occasions:

1. One dynamic promoting safe water, using 10-liter jerrycans.
2. An analysis dynamic using PHAST posters to deliver key messages based on the analysis and the weaknesses detected in the group at the time.

Hygiene promotion and proper handling of water lectures

Department	Municipality	Communities	Families
SAN MARCOS	San Marcos	Federación	93
		Ixquihuala	31
		El Recreo	75
		Ixtagel	7
		San José Las Islas	65
		Piedra Parada	26
		Serchil	22
	San Pablo	Santo Domingo II	34
	San Pedro	Villa Nueva	13
	San Rafael	Caserío Nueva Italia	34
		Feria	42
	Esquipulas Palo Gordo	Aldea la Fraternidad	14
Total			456

Procurement of hygiene kit items and jerrycans (10 liters)

In total, 450 10-liter jerrycans and 225 standard hygiene kits from IFRC stock pre-positioned in Guatemala were delivered to 70 sheltered families and to 155 families with collapsed homes.

Hygiene kit items

Description	Units
Detergent (200 grs)	5
Two-ply toilet paper	12
Hand soap (100 gr)	13
Toothpaste (100 gr)	5
Toothbrush	5

Shampoo (250 ml)	5
Disposable razor	5
Sanitary napkins (Pack of 8)	10
Hand towel (60 cm x 30 cm)	5
Plastic comb	2
Transparent plastic bag (45 cm x 65 cm)	1

Distribution of hygiene kits and jerrycans

Humanitarian aid items were transported from the Guatemalan Red Cross's Central Warehouse together with other supplies. The 10-liter jerrycans and hygiene kits were distributed at the end of each hygiene promotion session after their content and use were explained.

Delivery of hygiene kits and jerrycans to 155 families with collapsed housing

Department	Municipality	Communities	Families	10-Lt Jerrycans	Hygiene Kits
San Marcos	San Marcos	Federación	34	68	34
		Ixquihuita	14	28	14
		El Recreo	22	44	22
		Ixtagel	2	4	2
		San Jose Las Islas	24	48	24
		Serchil	5	10	5
		Piedra Parada	16	32	16
	San Pablo	Santo Domingo II	10	20	10
	San Pedro	Villa Nueva	8	16	8
	San Rafael	Feria	6	12	6
	Esquipulas Palo Gordo	Aldea la Fraternidad	14	28	14
TOTAL			155	310	155

Delivery of hygiene kits and jerrycans to 70 sheltered families

Department	Municipality	Communities	Families	10-Lt Jerrycans	Hygiene Kits
San Marcos	San Rafael	Feria	36	72	36
		Caserio Nueva Italia	34	68	34
TOTAL			70	140	70

Challenges

- The time available for the population to participate in water, sanitation and hygiene promotion activities was very limited.
- Having volunteers available to develop response actions in all sectors

Action taken

- Establishing a relationship and proper communications with community leaders so that they would be responsible for bringing beneficiary families to hygiene promotion, proper handling of water and sanitation lectures.
- Strengthening information channels for community leaders and shelter managers regarding activities.
- Work teams were formed in order to provide training to the new volunteers joining the operation's health activities

Shelter and settlements (and household)/Food security

Needs analysis: After rapid assessments conducted by the Guatemalan Red Cross Damage Assessment and Needs Analysis teams, it was found that most homes in the affected area suffered damage to their walls and roofs. Aftershocks worsened the damage to homes that had suffered slight to moderate damage after the earthquake, which also held true for housing and infrastructure not repaired after the 2012 earthquake. Damages caused to dwellings by this earthquake were linked to the following factors:

- Due to its geographical location, the department of San Marcos is characterized by high seismic activity.
- Building materials used by area residents are of poor quality.
- Most of the population in affected areas does not follow national building standards.
- Because this is a low-income population, most do not use proper materials in beams and columns.
- In some cases the traditional adobe and wood system is used.

Families living in shelters were there because their homes had collapsed. Authorities made arrangements to provide security, food, mattresses and medical care.

The following needs were identified:

- At the housing level, families required building materials to repair their homes.
- Soil surveys needed to be conducted to avoid future risks when rebuilding homes.
- Collapsed homes needed to be rebuilt.
- The affected population needed technical assistance for the rehabilitation and rebuilding process.
- Families in shelters who had lost their homes needed basic hygiene and household items for their stay.
- The people in self-made shelters needed to be relocated to safe spaces with adequate housing conditions.
- The family income of some of the families who had started rehabilitating was affected.

Population assisted: In total, 635 families affected by the earthquake in the department of San Marcos received support through accommodations for 155 families who lost their homes, 410 families with homes with moderate damage and 70 sheltered families. The assistance provided was based on needs, and there was no duplication of assistance.

Based on the on-site assessments conducted by the Guatemalan Red Cross, priority will be given to families who were the most impacted and the most vulnerable and/or families whose homes have been destroyed or that have suffered moderate damage in the municipalities of San Marco, San Pablo, San Pedro and Sibinal in the Department of San Marcos. Families in shelters in San Rafael and Esquipulas Palo Gordo received humanitarian aid to improve their temporary living conditions. Damaged and affected dwellings in San Rafael and Esquipulas Palo Gordo were highly impacted because of landslides and fragmentation from the earthquake, which hindered reconstructive efforts.

In addition, 65 families requiring vouchers have been identified in the community of Tejutla in the municipality of San Marcos and in the community of Los Perez in the municipality of Palestina de los Altos in Quetzaltenango. There are 204 more families that require food assistance, 65 families in the communities of Tejutla and Los Pérez and 179 families in Sibinal; these families have already received repair vouchers for their homes. The income of families living in poor rural areas has been particularly affected by the disaster.

Outcome 1: Families affected by the earthquake in San Marcos	Outputs	% achieved
	Output 1.1. A cash transfer program is implemented to provide materials to build temporary	100%

have benefited from humanitarian assistance in order to improve their stay.	accommodations and repairs to 565 families' homes.			
	Output 1.2. 155 families with destroyed or collapsed homes have humanitarian assistance in order to improve their stay		100%	
	Output 1.3. 410 families with affected homes receive tarpaulins to temporarily repair their homes.		100%	
	Output 1.4. 70 sheltered families have received humanitarian assistance in order to improve their stay.		100%	
	Output 1.5. The San Marcos branch now has better conditions to conduct operations		30%	
	Output 1.6. Families with destroyed or collapsed homes have benefited from food aid in order to improve their stay.		100%	
Activities		Implementation on time		% of progress
		Yes	No	
Evaluation and identification of benefited families/ transportation and fuel		X		100%
Study of feasibility and costs to implement vouchers to deliver food and rehabilitation materials. Transportation and fuel		X		100%
Cash Transfer Program vouchers for materials to build temporary accommodations		X		100%
Cash Transfer Program vouchers for repairing materials		X		100%
Verification of families benefited/transportation and fuel		X		50%
Information materials and recommendations for the community		X		100%
Cash transfer course for the National Society		X		100%
Procurement of tarpaulins from IFRC office		X		100%
Procurement of blankets		X		100%
Procurement of kitchen kits		X		100%
Distribution of humanitarian aid		X		100%
Procurement of food kits for one month		X		100%
Distribution of food kits		X		100%

Progress towards Outcomes

Evaluation and identification of benefited families

Assessments were made jointly with other sectors through the identification of families in communities to determine the type of damage to housing due to the earthquake. This process was supported by approximately 22 volunteers.

Study of feasibility and costs to implement vouchers to deliver food and rehabilitation materials

To implement the vouchers for home repairs and temporary accommodations, a market analysis on the available hardware stores in the emergency area and of the minimum conditions for implementing the program to find out which could supply the materials needed to meet the home building needs of families was conducted.

Cash Transfer Program vouchers for materials to build temporary accommodations

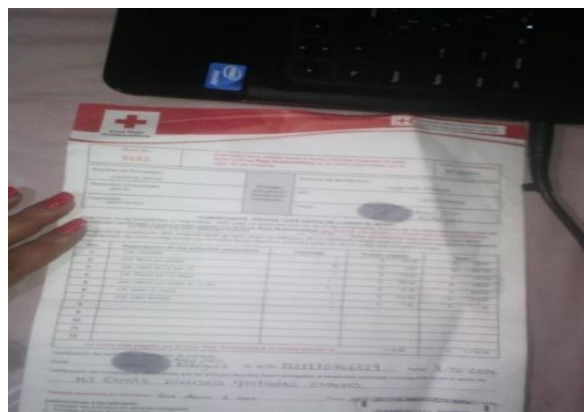
A quote process for materials and supplier contracts was conducted prior to the voucher process. These vouchers were for the 155 families with collapsed or uninhabitable homes. In addition to the tarpaulins that were provided, materials such as cement, sheeting, wood, blocks, iron, rods, and other supplies were procured to build their temporary accommodations. Prioritization of materials for beneficiary families who lost their homes was carried out by Red Cross staff (see details in the Distribution section).

Cash Transfer Program vouchers for repairing materials

The home repair voucher process was conducted jointly with the temporary accommodation voucher. These vouchers were for 410 families, whose homes suffered partial damage. Materials such as cement, sheeting, wood, calamine, wire, blocks, iron and other supplies were procured to repair their homes. The prioritization of materials for beneficiary families whose homes were affected was carried out by National Society staff just like before (see details in the Distribution section).



Process to verify materials in hardware stores to implement the home repair vouchers. Source: GRC



Implementation of Repair Vouchers (PTE). Source: GRC

Verification of families benefitted

This activity will be completed in the final month of the operation (November) to monitor voucher use.

Information materials and recommendations to the community

Information was provided regarding advice on how to use the vouchers. In addition, construction technicians in affected municipalities provided technical support on building temporary accommodations and home repairs.

Cash transfer training for the National Society

A cash transfer course was provided to 13 Guatemalan Red Cross volunteers from the headquarters, the San Marcos, Serchil and Tejutla branches, and to three CONRED members. Training was provided by the livelihoods Regional Intervention Team member deployed for this operation.

Department	Branch	Number of Volunteers
San Marcos	Headquarters	4
	San Marcos	6
	Serchil	1
	Tejutla	2
	CONRED	3
TOTAL		16

Procurement of plastic tarpaulins, blankets and kitchen kits

Using the IFRC stock pre-positioned in Guatemala, 310 plastic tarpaulins, 465 blankets and 155 kitchen kits were delivered to 155 families with collapsed homes and 820 plastic tarpaulins to 410 families with moderate damage to their homes. Humanitarian supplies are standard IFRC issue, and plastic tarpaulins are 4 by 6 meters each and very resistant.

Kitchen kit items

Quantity	Description
2	Pots (7- and 5-liter)
1	Frying pan
5	Soup dishes
5	Dishes
5	Glasses
5	Spoons
5	Forks
1	Kitchen knife
1	Wooden spoon

Distribution of humanitarian aid

To distribute humanitarian aid, supplies were transported from the Guatemalan Red Cross's central warehouse. Once in San Marcos, supplies were distributed according to the plan and the municipalities to be assisted. In total, 155 families with collapsed homes received 1 kitchen kit, 2 plastic tarps, 1 hygiene kit and a home repair voucher while 410 families with moderate damage to their homes received 2 plastic tarps and 1 voucher.

Distribution of humanitarian aid to families with collapsed homes

Department	Municipality	Communities	Families	Tarpaulins	PTE Vouchers	Kitchen kits	Blankets
San Marcos	San Marcos	Federación	34	68	34	34	102
		Ixquihuala	14	28	14	14	42
		El Recreo	22	44	22	22	66
		Ixtagel	2	4	2	2	6
		San Jose Las Islas	24	48	24	24	72
		Piedra Parada	16	32	16	16	48
		Serchil	5	10	5	5	15
	San Pablo	Santo Domingo II	10	20	10	10	30
	San Pedro	Villa Nueva	8	16	8	8	24
	San Rafael	Feria	6	12	6	6	18
	Esquipulas Palo Gordo	Aldea la Fraternidad	14	28	14	14	42
TOTAL			155	310	155	155	465

Distribution of humanitarian aid to families with moderate damage to their homes

Department	Municipality	Communities	Families	Tarpaulins	PTE Vouchers
San Marcos	San Marcos	Federación	59	118	59
		Ixquihuala	17	34	17
		El Recreo	53	106	53
		Ixtagel	5	10	5
		San Jose Las Islas	41	82	41
		Piedra Parada	10	20	10
		Serchil	17	34	17
	San Pablo	Santo Domingo II	24	48	24
	San Pedro	Villa Nueva	5	10	5
	Sibinal	Canton 15 De	42	84	42

		Septiembre			
		Aldea Checamba	9	18	9
		Aldea San Andres Cheoj	22	44	22
		Santa Rita	16	32	16
		Sibinal	14	28	14
		Canton Toaman	76	152	76
TOTAL			410	820	410

Procurement of 1-month food kits

Through a procurement process carried out by the National Society, 155 food kits were procured to assist families with collapsed houses for one month . Below is a description of the food kits:

Description of the 30-day Food Kit

Quantity	Food kit items
80 lbs.	Corn flour
4 lbs.	Incaparina (fortified drink)
16 lbs.	sugar
24 lbs.	beans
8 lbs.	rice
2 gallons	Vegetable oil

Distribution of food kits

115 families with collapsed homes were assisted through 1-month food kits, which were distributed to 11 communities in the municipalities of San Marcos, San Pablo, San Pedro, San Rafael and Esquipulas Palo Gordo.

Department	Municipality	Communities	Families	Food Kits
San Marcos	San Marcos	Federación	34	34
		Ixquihuala	14	14
		El Recreo	22	22
		Ixtagel	2	2
		San Jose Las Islas	24	24
		Serchil	5	5
		Piedra Parada	16	16
	San Pablo	Santo Domingo II	10	10
	San Pedro	Villa Nueva	8	8
	San Rafael	Feria	6	6
	Esquipulas Palo Gordo	Aldea la Fraternidad	14	14
	TOTAL		155	155



Village of Piedra Parada in San Marcos, San Marcos. Source: GRC

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