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# DREF Final Report

## Venezuela: Civil Unrest

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation</b>	<b>Operation no. MDRVE002</b>
<b>Date of Issue: 25 November 2014</b>	<b>Glide number: OT-2014-000027-VEN</b>
<b>Date of disaster: 12 February 2014</b>	
<b>Operation start date: 25 February 2014</b>	<b>Operation end date: 9 July 2014</b>
<b>Host National Society: Venezuelan Red Cross</b>	<b>Operation budget: 63,852 Swiss francs</b>
<b>Number of people affected: Not applicable</b>	<b>Number of people assisted: Increased readiness of 6 branches of the Venezuelan Red Cross</b>
<b>Red Cross Red Crescent Movement partners actively involved in the operation: ICRC</b>	

<Click [here](#) to view the final financial report; Click [here](#) to view the contact information>

A total of **63,852 Swiss francs** was allocated from the International Federation of Red Cross and Red Crescent (IFRC)'s Disaster Relief Emergency Fund (DREF) to strengthen the Venezuelan Red Cross (VRC) capacity to provide first aid due to civil unrest. On 29 May, the implementation timeframe was extended for an additional six weeks. The time and budget extension allowed the National Society to conduct monitoring visits and close the operation in a coordinated manner, which included the completion of the international procurement of all replenished items in the country. In this DREF operation, 1,225 volunteers provided assistance in the field, 145 people received first-aid care, 11 volunteers received psychosocial support training, 25 VRC staff completed an online training session on safer access and six branches received first aid materials, protective equipment and visibility materials. For more detailed information, please read the [Detailed Operational Plan below](#). This is a preliminary final report due to a minor transaction charged by error to the operation, which was corrected in October 2014. A final financial report will be available by 20 November.

On behalf of the National Society, the IFRC would like to thank the European Commission's Humanitarian Aid and Civil Protection department (ECHO) for its generous contributions to replenish the DREF allocation made to this operation. The major donors and partners of the DREF include the Australian, American and Belgian governments, the Austrian Red Cross, the Canadian Red Cross and government, the Danish Red Cross and government, 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.

## A. Situation analysis

### Description of the disaster

Demonstrations in several parts of Venezuela were reported on 12 February. According to figures from the Government of Venezuela, the civil unrest caused 44 fatalities and 347 injuries in several cities. Stores near the crowds of demonstrators closed temporarily, public transportation became less frequent and people stayed home in various parts of the country; food shortages were also reported. Some of the cities that reported manifestations were: Caracas, Caroni, Carabobo Valencia, Vargas, Lara, Merida, and Bolívar, among others.



A psychosocial support workshop held in Tachira branch with the participation of 20 volunteers and staff. Source: VRC

## Summary of the response

### Overview of Host National Society

With the help of the ICRC, the Venezuelan Red Cross developed a contingency plan to respond to the civil unrest. All 24 VRC branches in the country were on alert and responded by assisting people who required basic health services. The branches coordinated and established communication with National Society headquarters in Caracas, reporting on all activities that were carried out.

Amazonas	Anzoátegui	Apure
Aragua	Barinas	Bolívar
Carabobo	Cojedes	Distrito Capital
Falcón	Guárico	Lara
Mérida	Miranda	Monagas
Nueva Esparta	Portuguesa	Sucre
Delta Amacuro	Táchira	Trujillo
Vargas	Yaracuy	Zulia

*VRC branches Source: Venezuelan Red Cross*

The National Society activated its Emergency Operations Centre (EOC) at the onset of the unrest. The EOC kept the VRC national president as well as the branches informed on the situation. Branch situation reports were submitted to the EOC to be compiled into a single report and shared with Red Cross Movement members.

As part of the implementation of the contingency plan, the VRC activated a response team composed of:

- An advanced unit leader
- A field doctor
- A relief nurse
- A writer or editor of the intervention report.

They were equipped with:

- Complete first aid kit
- A stretcher
- A 2 x 2 flag
- Triage format book
- Other items indicated by the Directorate of Health

The Venezuelan Red Cross provided first aid to 145 people. They treated conditions such as emergency childbirth, breathing problems, as well as various injuries. Approximately 1,225 volunteers supported relief efforts across the country. In addition, more than 2,000 volunteers were on standby in case additional support was needed.

The Red Cross is recognized and allowed to treat the wounded at the local level, even in places where access is denied to other personnel. This made it easier for volunteers to assist those who needed help.

### Overview of Red Cross Red Crescent Movement in country

The Venezuelan Red Cross, the IFRC and the ICRC were in close coordination in order to carry out activities in line with the Seville Agreement.

The ICRC supported the Venezuelan Red Cross through a training session on safer access and by providing resources for hospital care centres and technical advice to National Society directorates. Additionally, the ICRC supported the VRC hospital network through the provision of medical equipment, technical assistance in logistics management, and safer access as well as the harmonization of procedures for first aid in case of emergencies. Several coordination meetings were held between the ICRC and the IFRC during the implementation of the DREF project in order to harmonize the Red Cross actions being undertaken across the country. The ICRC also provided support to the IFRC and the VRC for the entry of items purchased internationally into the country.

## Needs analysis and scenario planning

Demonstrations held in the country prompted the Venezuelan Red Cross to provide services to the affected population. In order to do this, there was a need for first aid equipment, personal protective equipment, visibility material for volunteers and branches and extra vehicles. There was also a need to continue strengthening the implementation of the ICRC's safer access framework in order to keep staff and volunteers safe. This was accomplished through training sessions on safer access at the branch level.

As the situation in the country is still complex, it is impossible to estimate when an agreement will be reached. Therefore, the ICRC and the IFRC have supported the replacement of equipment and materials to be used for future interventions. They have also worked on building the capacity of volunteers and staff on safer access and staying safe to ensure the National Society will be able to meet the demand for services in the coming months.

## 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 VRC has strengthened response teams to be able to provide first aid in areas where demonstrations are occurring. The DREF operation is ensuring that volunteers have access to protective and visibility material, first aid kits, and training in the Safer Access Framework (SAF) while also providing staff and volunteers with psychosocial support.

The project is coordinated by the Venezuelan Red Cross National Relief Program, which is responsible for planning, executing, monitoring and directing all activities related to emergency preparedness; they guide the processes of risk management and humanitarian aid strengthening, along with all components of the Movement, and they also coordinate with the National Disaster Direction and other components of the National Society when required. The National Relief Direction is the executive branch of the relief program in the country.

### Operational support services

#### Human resources

In total, 1,225 volunteers supported relief actions throughout the country from 25 February to 31 March. They provided 5,040 hours of volunteer work both in first aid and monitoring the situation in emergency operations centres in their respective branches. The IFRC provided technical support to the National Society through its country representative and through PADRU's disaster management delegate and technical staff, all of whom maintained close coordination with the national relief director, the secretary general and president of the VRC.

#### Logistics and supply chain

International purchases or the transfer of equipment from other countries was not planned at the launch of the DREF operation. Instead, the plan was for the National Society to replenish all items locally in accordance with IFRC standard policies and procedures. However, it became evident that many products could not be found in the country. As a result, the IFRC Global Logistics Services (GLS) assisted with the purchase of helmets and first aid kits for the branches. Some of the basic first aid items were able to be bought in country to restock the branches' supplies.

#### Security

All response activities have been conducted in accordance with the rules and safety protocols of the VRC and following the seven pillars for safer access. The National Society headquarters has shared safety standards with all its branches. National Society headquarters also provided sessions to all branches to improve the knowledge of all staff working in ambulance services, medical services, administrative, communications and other areas of work. All national and international staff and volunteers had to meet the communication protocol established by the VRC while always respecting the safety standards.

This DREF operation supported several of these measures, with visibility and protection materials, and training addressed to volunteers and staff on safer access.

At the completion of this report, there have been no security incidents related to vehicles or personnel. The application of safer access standards continues to guarantee the safety of volunteers during relief operations. In addition, 800 VRC volunteers are covered by the IFRC's volunteer insurance.

## Communications

The following communication guidelines were established in accordance with the VRC Contingency Plan's security protocols and safer access standards:

- Official information will only be disclosed by the president of the Venezuelan Red Cross, the Secretary General or the people they designate as spokespeople.
- The national dissemination direction makes recommendations to the spokespeople regarding an external communication plan based on a context analysis conducted by the branch dissemination directors. They advise on press lines, press releases, statements for spokespeople, key messages, etc.
- The external communication plan is shared with representatives of the International Movement of the Red Cross.
- Messages are distributed to local radio stations, including some on the emblem and fundamental principles.

In compliance with the fundamental principles and the communication strategy developed by the VRC with support from the IFRC, all communication activities being undertaken by the National Society are reactive instead of proactive, and the ICRC. The NS is using its website <http://www.cruzrojavenezolana.org/> to share information.

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

PADRU's disaster management regional coordinator, technical staff, and the IFRC country representative travelled to Venezuela on more than one occasion to conduct field visits and support the coordination of the plan of action. However, due to changes and challenges in the acquisition of protective and visibility equipment, an update report was not issued in the first 40 days as planned.

## C. DETAILED OPERATIONAL PLAN

### Health & care

**Needs analysis:** The demand of pre-hospital care services increased as demonstrations continued to occur throughout the country. The replenishment of first aid supplies and the provision of more materials for service continuity became essential in responding to the increasing first aid needs. VRC volunteers required more visibility and protective materials such as shoes, helmets, flags and vests to provide assistance safely. It was also essential to provide a refresher on the seven pillars of safer access to all personnel involved in the operation to reduce risks when engaging in relief activities.

**Population to be assisted:** After the launch of the DREF operation, the VRC carried out a new analysis of the capacities of the branches and of the incident rate in different areas of the country, with the help of the IFRC and the ICRC. As a result, 6 branches rather than 12 were prioritized. These branches were: Caracas, Valencia, Caroní, Lara, Mérida and Táchira. These branches received most of the first aid restocking and safety equipment. However, some materials were pre-positioned at headquarters in order to support other branches as needed.

Health and Care		
	Outputs	% of achievement
<b>Outcome:</b> The immediate risks to the health of affected populations are reduced.	Output 1.1 Target population is provided with rapid medical management of injuries and diseases	100%
	Output 1.2 Psychosocial support provided to mobilized volunteers	60%
Activities	Implementation	
Pre-hospital care to injured population	100%	
First Aid kits addressed to 12 branches	100%	

Three workshops on psychosocial support for volunteers	100%
<b>Psychosocial care to volunteers by an expert</b>	<b>0%</b>
Development of the plan of action to respond to the emergency	100%
Elaboration of progress reports	100%
Monitoring visits to the emergency sites by the NS Relief Direction	100%
Purchase of personal protective materials for volunteers (helmets, shoes, raincoats)	100%
Purchase of visibility materials for volunteers	100%
<b>Maintenance and repairing of vehicles</b>	<b>0%</b>
4 workshops on Safer Access for VRC volunteers and staff	100%
<b>Lessons learned workshop</b>	<b>0%</b>

### Progress towards Outcomes

A total of 1,225 volunteers were able to continue their activities both in providing assistance in the field as well as staffing several emergency operation centres. In total, 145 people were provided with first aid care. The volunteers were assisted with transportation, food, and insurance. In addition, they were given a refresher on safer access. In total, Volunteers spent 5,040 hours helping affected people.

The VRC health focal point presented a work plan for a regional workshop for prioritized branches. This plan included training in psychosocial support for 11 volunteers from the Merida, Zulia, Tachira, Carabobo and Lara-Valencia branches. These will in turn be responsible for replicating this training in their respective branches.

Psychosocial support care to VRC volunteers was not provided and was not identified as a need; however, volunteers trained in the regional psychosocial support workshop are supporting their branches in order to alleviate stress in daily activities.

In January, the ICRC organized a national training of trainers workshop on safer access. Participants subsequently provided this training to their respective branches. As part of the DREF operation, an online training session on safer access for VRC headquarters administrative staff was carried out with 25 participants.



Volunteers attending the regional psychosocial support workshop in order to provide further assistance in affected areas. Source: VRC

The six branches being supported by the operation had pre-positioned first aid materials that were used by volunteers in the field. At the beginning of the operation, the plan was to replenish most of the material in-country. However, only some supplies were purchased locally (gauze, disinfectant, alcohol, bandages, masks and gloves) due to high costs and scarcity. Most of the other supplies (10 kits to assist 75 people each and 70 helmets) as well as new protective equipment were procured through the IFRC's GLS internationally. In addition, most of the visibility materials (200 vests, 70 helmets and 50 flags) were purchased in Peru from Peruvian Red Cross suppliers. This facilitated the entry of the materials into the country and the subsequent distribution.



The vehicle and ambulance repairs were not done as the cost was too high due to a shortage of vehicle parts. The ICRC took this task on instead and the funds which were meant to be used for this were transferred to procuring more visibility materials for volunteers.



The lessons learned workshop was cancelled due to the limited timeframe. Nevertheless, the Venezuelan Red Cross held coordination meetings with the branches, including the distribution of protective equipment for volunteers.



## Challenges

Several major challenges due to the exchange rate were encountered during project implementation. Currency devaluation generated product cost overruns and consequent shortages in the country.<sup>1</sup> As a result, a number of products increased significantly in price compared to the initial budget figures. For example, a simple vest cost as much as 75 US dollars. Because of this, the VRC accepted the IFRC's proposal to purchase most of the medical supplies and protective equipment through the Global Logistics Services. International purchases included first aid kits, bags for first aid equipment, helmets, vests and VRC banners.

Similarly, the shortage of parts and high costs halted the vehicle and ambulance repairs. Therefore, the ICRC agreed to take on the cost of this while the DREF funds allocated to this were used to purchase more visibility materials (jackets and t-shirts for volunteers). This was especially helpful as the time estimated for vehicle repairs would exceed the time allotted for the DREF operation.

As mentioned above, the lessons learned workshop was not held due to time constraints and the National Society's other planned activities.

## Contact information

### For further information specifically related to this operation please contact:

- **In the National Society in Venezuela:** José Remberto Bruzual Rojas, secretary general; phone: + 582 125 782 187 and fax + 582 212 2054; email: [secretariageneralcrv@hotmail.com](mailto:secretariageneralcrv@hotmail.com)

### In the Regional Representation for Andean countries:

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- Michele Detomaso, integrated programme coordinator & Venezuela support delegate; phone: +584 241 141 443 email: [michele.detomaso@ifrc.org](mailto:michele.detomaso@ifrc.org)

### For Resource Mobilization and Pledges:

- **In IFRC Zone:** Ursula Araya, Relationship Management coordinator; email: [ursula.araya@ifrc.org](mailto:ursula.araya@ifrc.org)

### For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries)

- **In IFRC Zone:** Priscila Gonzalez, planning and monitoring senior officer; phone: +507 317 3050; email: [priscila.gonzalez@ifrc.org](mailto:priscila.gonzalez@ifrc.org)



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<sup>1</sup> At the beginning of the operation the exchange rate was 6.00 Venezuelan bolivars per 1.00 US dollar, while the parallel market trading rate was 80.00 Venezuelan bolivars per 1.00 US dollar.

### 3. 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 Disaster Response (Sphere) in delivering assistance to the most vulnerable.

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**Saving lives, changing minds.**



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.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
  2. Enable healthy and safe living.
  3. Promote social inclusion and a culture of non-violence and peace.
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**Disaster Response Financial Report**

MDRVE002 - Venezuela - Civil Unrest

Timeframe: 25 Feb 14 to 09 Jul 14

Appeal Launch Date: 25 Feb 14

Final Report

**Selected Parameters**

Reporting Timeframe	2014/2-10	Programme	MDRVE002
Budget Timeframe	2014/2-7	Budget	Approved
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**I. Funding**

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>		63,852				63,852	
<b>B. Opening Balance</b>							
<b>Income</b>							
<u>Other Income</u>							
<i>DREF Allocations</i>		63,852				63,852	
<b>C4. Other Income</b>		63,852				63,852	
<b>C. Total Income = SUM(C1..C4)</b>		63,852				63,852	
<b>D. Total Funding = B + C</b>		63,852				63,852	

\* Funding source data based on information provided by the donor

**II. Movement of Funds**

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>							
<b>C. Income</b>		63,852				63,852	
<b>E. Expenditure</b>		-40,021				-40,021	
<b>F. Closing Balance = (B + C + E)</b>		23,831				23,831	

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**III. Expenditure**

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>			<b>63,852</b>			<b>63,852</b>		
<b>Relief items, Construction, Supplies</b>								
Medical & First Aid	12,243		6,538			6,538	5,706	
<b>Total Relief items, Construction, Sup</b>	<b>12,243</b>		<b>6,538</b>			<b>6,538</b>	<b>5,706</b>	
<b>Logistics, Transport &amp; Storage</b>								
Distribution & Monitoring			1,743			1,743	-1,743	
Transport & Vehicles Costs	8,872		7			7	8,865	
Logistics Services			1,532			1,532	-1,532	
<b>Total Logistics, Transport &amp; Storage</b>	<b>8,872</b>		<b>3,282</b>			<b>3,282</b>	<b>5,590</b>	
<b>Personnel</b>								
National Society Staff	710		278			278	432	
Volunteers	11,846		8,965			8,965	2,881	
Other Staff Benefits	4,436		1,849			1,849	2,587	
<b>Total Personnel</b>	<b>16,992</b>		<b>11,092</b>			<b>11,092</b>	<b>5,900</b>	
<b>Consultants &amp; Professional Fees</b>								
Professional Fees			1,564			1,564	-1,564	
<b>Total Consultants &amp; Professional Fees</b>			<b>1,564</b>			<b>1,564</b>	<b>-1,564</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	4,436		3,945			3,945	491	
<b>Total Workshops &amp; Training</b>	<b>4,436</b>		<b>3,945</b>			<b>3,945</b>	<b>491</b>	
<b>General Expenditure</b>								
Travel	8,872		9,832			9,832	-960	
Information & Public Relations	4,880		891			891	3,988	
Office Costs	1,331		42			42	1,289	
Communications	1,530		562			562	968	
Financial Charges	798		-169			-169	968	
<b>Total General Expenditure</b>	<b>17,411</b>		<b>11,158</b>			<b>11,158</b>	<b>6,253</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recover	3,897		2,443			2,443	1,454	
<b>Total Indirect Costs</b>	<b>3,897</b>		<b>2,443</b>			<b>2,443</b>	<b>1,454</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>63,852</b>		<b>40,021</b>			<b>40,021</b>	<b>23,831</b>	
<b>VARIANCE (C - D)</b>			<b>23,831</b>			<b>23,831</b>		

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Subsector:	*		

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**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL2 - Grow RC/RC services for vulnerable people</b>							
Disaster response	63,852		63,852	63,852	40,021	23,831	
Subtotal BL2	63,852		63,852	63,852	40,021	23,831	
<b>GRAND TOTAL</b>	<b>63,852</b>		<b>63,852</b>	<b>63,852</b>	<b>40,021</b>	<b>23,831</b>	