

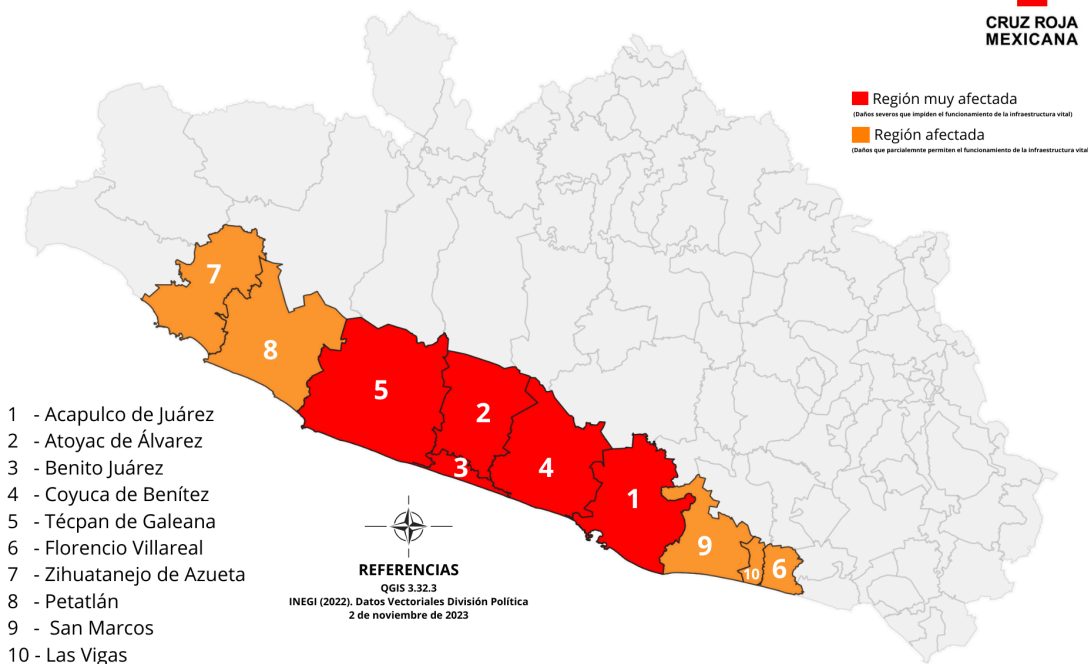


Volunteers from Mexican Red Cross distributing kits to people affected by Hurricane Otis. Source: MxRC.

Appeal: <b>MDRMX005</b>	Total DREF Allocation: <b>CHF 951,574</b>	Crisis Category: <b>Orange</b>	Hazard: <b>Cyclone</b>
Glide Number: <b>2023-000209</b>	People Affected: <b>988,000 people</b>	People Targeted: <b>24,000 people</b>	
Event Onset: <b>Sudden</b>	Operation Start Date: <b>09-11-2023</b>	New Operational End Date: <b>31-08-2024</b>	Total Operating Timeframe: <b>9 months</b>
Reporting Timeframe Start Date: <b>09-11-2023</b>		Reporting Timeframe End Date: <b>31-05-2024</b>	
Additional Allocation Requested: <b>0</b>		Targeted Areas: <b>Guerrero</b>	

# Description of the Event

## Mapa de afectaciones Huracán Otis Guerrero, México. Octubre 2023



**Producido por Cruz Roja Mexicana**  
Las mapas utilizados no implican una expresión de opinión por parte del movimiento sobre el estatus legal o de reconocimiento de los territorios o países.

\*La *Región muy afectada* y *Región afectada* está determinada con base a la información que ha brindado el gobierno, medios de comunicación y reportes preliminares de la Cruz Roja Mexicana. Los principales criterios establecido son daños a las líneas vitales, viviendas, infraestructura vital y con necesidades básicas después del desastre.

Map of areas affected by Hurricane Otis in the Guerrero Municipality.

## Date of event

25-10-2023

## What happened, where and when?

Hurricane Otis began as an active tropical cyclone that rapidly intensified in the eastern Pacific Ocean and primarily affected the Mexican state of Guerrero. It originated from a disturbance several hundred miles south of the Gulf of Tehuantepec on 22 October 2023. By 23 October, it had developed into a tropical storm, and within just 24 hours, it had strengthened to a Category 1 hurricane by 24 October.

Rapidly intensifying as it moved over exceptionally warm ocean waters near the coast, Otis escalated from a tropical storm to a Category 5 hurricane, the highest level on the Saffir-Simpson scale, within a mere 12-hour span. In the early hours of 25 October, Hurricane Otis struck the port of Acapulco located on the southern Pacific coast of Mexico bringing wind speeds of estimated to be 165 mph (270 km/h).

According to the U.S. National Hurricane Center, Otis "was the strongest hurricane in the Eastern Pacific to make landfall in the satellite era (...) and there are no hurricanes on record even close to this intensity for this part of Mexico." After landfall, the storm weakened to a Category 2 hurricane with maximum sustained winds of approximately 110 mph with stronger gusts.

## Scope and Scale

Hurricane Otis brought about significant challenges to the region, including heavy rainfall, strong winds, and the resulting consequences such as flooding and landslides. In the immediate aftermath access and communication to the affected areas was completely cut off. An initial analysis of the situation notes that "The Federal Government estimates damage to 98.2% of homes and 80% of hotels in Acapulco. According to satellite information, 4,685.20 hectares of the coastal area were affected (65%), while within the municipality, there are reported damages to 865 kilometers of roads and 2,487.30 hectares of construction. Initial estimates calculate damages at 15 billion dollars" (1). Data from Mexico's National Institute of Statistics and Geography (INEGI) puts the total population of Acapulco and the most



affected surrounding municipalities at approximately 3 million people. Initial government reports indicate, there have been 46 confirmed deaths and at least 58 individuals remain unaccounted for. Approximately 247,000 homes (988,000 people) have been damaged or destroyed. This figure only accounts for Acapulco and already represents more than 30% of the total population in the affected municipalities. Given the extensive impact of the hurricane and overall access challenges is projected that these figures will increase.

Guerrero ranks among the top 5 states with the highest poverty index in Mexico with a 66.5% poverty index. The impact of Hurricane Otis leaves an already vulnerable population in a bigger state of vulnerability. The affected region primarily relies on tourism, service, and agricultural industries as a big part of its economy which has been severely disrupted. Three of the most affected municipalities have the most populated capital cities (Acapulco de Juarez, Atoyac de Alvarez, and Benito Juarez).

Beyond these municipality capital cities, the populations in the five most affected municipalities (Acapulco de Juarez, Atoya de Alvarez, Benito Juarez, Coyuca de Benitez, and Tecpan de Galeana) are mostly rural. While limited physical and connectivity access has been established in the urban areas, many rural areas continue to remain cut off from assistance and communication.

Source:  
 (1) Special report: Social and political implications of hurricane otis - preliminary analysis, ingegralia consultores, 30 october 2023.  
<https://integralia.com.mx/web/reporte-especial-huracan-otis/>

## Summary of Changes

Are you changing the timeframe of the operation	Yes
Are you changing the operational strategy	Yes
Are you changing the target population of the operation	No
Are you changing the geographical location	No
Are you making changes to the budget	Yes
Is this a request for a second allocation	No
Has the forecasted event materialize?	No

**Please explain the summary of changes and justification:**

Mexico is going through a political situation that puts the safety of staff and volunteers of the Mexican Red Cross that are still implementing recovery activities in the area at risk. Less than a week before the elections, a mayoral candidate from Coyuca de Benitez was assassinated, and it is expected that political violence may continue throughout June due to the time of the elections, forcing the NS to suspend activities during this period.

For that reason and after careful analysis on the evolution of the conditions of the affected population, presidential elections, and security situation in the targeted area, the Mexican Red Cross, is requesting a [2 month] no cost timeframe extension (new end date: 30 August 2024) and the following changes in the operational strategy:

1. Safer access workshop for volunteers who will continue with the recovery activities in Coyuca de Benitez
2. Increase the cost of the lessons learned workshop as authorities, technicians, and volunteers who participated in the response, including those responsible for procurement, finance, collection centers, doctors, and nurses from different states of the country, will be invited to participate.
3. Modification of the MXRC staff positions to be covered with DREF funds. Instead of financing one NS DREF finance officer for 6 months, 1 Relief coordinator for 3 months, 1 Deputy Relief coordinator for 3 months and 1 NS field base manager for 6 months for an amount of 19,687.50 CHF, it is proposed to finance 1 NS DREF finance officer for 2 months, 1 NS field base manager for 3 months, 1 Program Coordinator for 1 month, 1 Project Coordinator for 1 month and 1 logistician for 1 month for an amount of 20,893.65 CHF, 6% more than budgeted. The new positions correspond to staff members of the National Society who have been involved in the 6 months of the implementation of the DREF.



# Current National Society Actions

## Start date of National Society actions

26-10-2023



Community cleaning tools distribution.



Menstrual Hygiene Educational Session.



Hygiene Promotion Session.

### Livelihoods And Basic Needs

The Mexican Red Cross has distributed a total of 93,470 food kits (of which 10,270 were donated by Walmart), 8,700 baby kits, 400 kitchen kits and 16 pallets of pet food. In addition, the Mexican Red Cross, in collaboration with the Walmart Foundation, set up a community kitchen that has provided 16,385 hot meals to people who come to request food.

### Health

MxRC deployed its Urban Search and Rescue (USAR) teams to carry out search and rescue activities within the first 48 hours of the disaster. Pre-hospital services have been provided including wound care, hemorrhage management, splinting, immobilization, and triaging among others. Injured individuals who need more specialized care have been transferred to available health facilities within and outside the state that have the capacity to address their health needs.

The Mexican Red Cross has provided 6,107 medical care services and 30 transfers of patients to hospitals.

### Water, Sanitation And Hygiene

The Mexican Red Cross has distributed 25,981 personal hygiene kits, 7,143 household cleaning kits, 927 pallets of water, 457 pallets of toilet paper, 24 pallets of baby diapers and 26 pallets of sanitary pads.

### Protection, Gender And Inclusion

On 25 October, Restoring Family Links (RFL) specialists were mobilized to the Mexican Red Cross (MxRC) National Headquarters in Mexico City to establish the central response office for the emergency. The following day, the central response office provided contact details for search requests. On 27 October, data specialists and RFL experts from the International Committee of the Red Cross joined the central office. An RFL response team was also mobilized to Acapulco to initiate RFL services.

As of 27 November, the RFL team conducted 1,659 phone battery charges, 939 internet connections, 362 satellite phone calls, 80 search requests, 89 SALAMAT messages, 36 field searches, 20 MxRC messages taken and 7 MxRC messages delivered, 6 shelter visits and 2 hospital visits.

### Community Engagement And Accountability

Volunteers in the affected areas who are providing life-saving and immediate relief assistance transmitting the needs and preferences of the affected community to MxRC Headquarters (HQ) in order to ensure that continued assistance remains relevant, appropriate and is centered on the voice of affected people.

### Coordination

Mexican Red Cross has been operating in close coordination with the Command Center and is an integral part of the National Civil Protection System. As the only civilian organization that belongs to this system, its coordination is carried out in collaboration



	with the Secretariat of the Navy, the Secretariat of National Defense, the National Guard, and Civil Protection.
<b>National Society Readiness</b>	Prior to making impact, MxRC was monitoring Otis's trajectory. Alerts were sent to branch teams to keep them posted on the trajectory, progression and possible impact. MxRC Branches followed up with a real-time response capacity assessment (documenting # of available vehicles, # of available needs and damage assessment specialists, # of search and rescue specialists as well as warehouse and collection center capacity).
<b>Resource Mobilization</b>	Resource mobilization efforts have been diligently initiated to bolster the response and facilitate the distribution of essential humanitarian aid. MxRC is currently engaged in active dialogue with a spectrum of stakeholders, including public and private donors, as well as governments. Some have already demonstrated their commitment by providing financial resources to help amplify the ongoing response efforts.  The Mexican Red Cross opened 30 Collection and donation Centers nationwide.
<b>National Society EOC</b>	Mexican Red Cross activated the National Emergency Operating Committee, headed by the president of the National Council of Directors of the Mexican Red Cross on 25 October.

## IFRC Network Actions Related To The Current Event

<b>Secretariat</b>	The IFRC Americas Regional team is working closely with the MxRC to provide technical and operational support as requested by MxRC. The IFRC Americas Regional HDCC and Manager, Operations, Evolving Crises and Disasters have traveled to the Mexican Red Cross headquarters to assist in the formulation of this IFRC-DREF. Additionally, IFRC has been providing resource mobilization support to help channel assistance from interested donors.
<b>Participating National Societies</b>	American Red Cross is in touch with MxRC to coordinate support for the response. Canadian Red Cross - has contributed funds through its emergency response funds. Turkish Red Crescent (Turkiye Kizilay Dernegi) - has contributed funds for response. Red Cross Society of China - has contributed funds for response and humanitarian aid through the Chinese Embassy.

## ICRC Actions Related To The Current Event

ICRC has deployed a support team with human resources, materials, and financial assistance to support MxRC's RFL central and field offices.

## Other Actors Actions Related To The Current Event

<b>Government has requested international assistance</b>	No
<b>National authorities</b>	With the establishment of the command center in Acapulco de Juarez, the Mexican government has focused its efforts on response initiatives, with a primary emphasis on food and water distribution and the restoration of essential infrastructure, including electricity, telecommunications, and basic medical services. Government personnel are conducting a comprehensive survey of residences and businesses to assess needs and provide essential supplies and government assistance. Furthermore, the deployment of machinery facilitates debris removal, while specialized units are available for aeromedical transportation in specific cases.



The Federal Government has also launched a Support and Reconstruction plan which introduced various fiscal incentives for affected municipalities, encompassing tax exemptions, mortgage payment suspensions, and increased scholarships for individuals enrolled in social programs. Additionally, the provision of fuel for vehicles and jet fuel has enabled the safe evacuation of tourists via air bridges from Acapulco to Mexico City.

In addition, the federal government, through the Ministry of National Defense and the National Guard, has distributed 50,000 food supplies and 100,000 liters of water to the people affected by the hurricane in the state of Guerrero and has also begun to deliver household goods. It has continued with the operation of 13 community kitchens and cleaning activities and rehabilitation of communication routes in multiple localities.

Electricity service has been restored to 98%. Regarding health services, 6 hospitals are now operational, and 119 primary care units have been reactivated.

#### UN or other actors

UN Organizations are in active communication with federal and state governments, providing support upon formal request. Presently, they are closely monitoring the situation, with a specific focus on Child Protection and Gender-Based Violence, engaging in discussions with the Sub-Secretariat of Human Rights. A rapid response team, comprised of personnel from various UN agencies, has been deployed to conduct an initial assessment, identifying potential needs and assessing the risk factors affecting the affected population. Collaborative efforts with the Guerrero government are underway to evaluate and acknowledge the impact on educational infrastructure.

Oxfam has mentioned plans to focus on water, sanitation, hygiene, and livelihood recovery.

Save the Children is planning to monitor the situation, conduct needs assessments, provide support through cash transfers, distribute housing and hygiene kits, and offer food assistance.

World Vision: has a team on the ground currently prioritizing the protection needs of children.

Direct Relief: has committed funds to assist with immediate medical needs.

Télécoms Sans Frontières (TSF) deployed and is supporting MxRC with emergency telecommunications.

World Central Kitchen is distributing more than 60,000 hot food rations in the region.

#### Are there major coordination mechanism in place?

A local coordination platform led by Civil Protection has been established in Guerrero. The Mexican Red Cross participates in its auxiliary role to public authorities.

## Needs (Gaps) Identified



### Livelihoods And Basic Needs

The need for food has become a priority, as sources of income have become obsolete, stores have been looted, there is no access to cash due to the closure of banks, and food supply has been halted due to damage to the main access roads.

Although the government has also started food distribution, the demand has become a constant as the local economy has not been reactivated, so this need is expected to last for a couple of months more.



### Health

The storm's death toll has risen to 45 people, and 47 people are still missing. The magnitude of the disaster has left practically the entire population without access to basic services, including health care. Hospitals, doctors' offices and clinics are damaged and not providing services; pharmacies (as well as other stores) have been looted by villagers, and the power outage has caused medicines to spoil. In



addition, the cut in the water supply is invariably causing hygiene problems, as well as a propensity for intestinal and skin diseases.

The health issue is undermining and slowing down the recovery of families' daily lives. Many people have been left without the possibility of being attended by doctors, having access to vital medicines, and illnesses or injuries that are triggered, cannot be treated.

According to government reports, only 5 hospitals have been reactivated to provide services to a population that exceeds one million in Acapulco alone. Since the beginning of the response, the Mexican Red Cross has contributed to providing health care to the affected population. As of 2 November, it has provided 1,516 medical services in the delegations and 5 patient transfers, but the need for first aid and pre-hospital care in the area continues.

Diarrheal diseases, acute respiratory diseases, and arbovirolosis are among the latent risks in Acapulco after Hurricane Otis. At the beginning of October 2023, health authorities in Guerrero, Mexico reported 1,108 cases of dengue fever and 6 deaths. Of this, two have been in the Tierra Caliente region, one in Costa Chica, one in Acapulco, and two in the Central zone. Acapulco is the most affected municipality with 290 cases.

Additionally, in the hours following the impact of the Hurricane, MxRC local staff and volunteers who have been providing life-saving assistance to affected communities, have been exposed to profound emotional and physical distress. They, too, have been affected by what they have been witnessing and responding to.



## **Water, Sanitation And Hygiene**

The provision of water services has been severely disrupted, leaving the population with scant access to potable and uncontaminated drinking water. Furthermore, the diminishing reserves of bottled water exacerbate this situation, consequently heightening the risk of potential outbreaks of gastrointestinal and waterborne diseases. While the drainage infrastructure predominantly maintains functionality, its efficacy is compromised in coastal proximities, where the accumulation of mud has resulted in localized inundation in some areas.

The government, for its part, continues to distribute potable water through pipes to various hospitals and shelters. The government has a water treatment plant operating in the community of Bajos del Ejido, in the municipality of Coyuca de Benítez.

Although there is no detailed information on the capacity of families to store the water distributed by the government, it is to be expected that families whose houses were destroyed do not have containers to store their water in a safe condition. On the other hand, the destruction of businesses, the looting, and the loss of their livelihoods mean that these same families do not have access to personal hygiene items or cleaning supplies.

Through conversations with community leaders and direct observation by members of the Mexican Red Cross, it was established that there is a need to eliminate the debris that still remains in the communities.



## **Protection, Gender And Inclusion**

Search requests continue to arrive at the central office from both Mexico and other countries in America and Europe. To date, the Mexican Red Cross has provided a total of 919 RFL services to affected people (including calls, battery charging, internet access, Red Cross Messages, Salamat in emergencies, internet, and the search and location of people). There is a need to continue providing RFL services to cover more affected areas and assist the food distribution teams to continue providing services, particularly in the search for missing people. Many people have lost their phones and to date, electricity services have not been restored and may not be fully functional for another 2-3 months.



## **Community Engagement And Accountability**

Although the post-hurricane security situation remains a serious concern, the MxRC stands as a highly trusted and respected organization, both at the community and national levels. Overcoming challenges related to population connectivity and access, MxRC relies on local volunteers actively operating in the field to relay the understanding of the needs and preferences of the affected population to the MxRC headquarters. This ensures that immediate assistance remains relevant, and communities are well-informed about the response. This direct community link is of utmost importance, especially as the safety and security situation continues to evolve.



## Any identified gaps/limitations in the assessment

Physical access to affected communities has been severely hampered due to the damage and heightened security situation. Additionally, connectivity (telephone and internet) continue remain a big challenge. As such, assessment information is very preliminary and is not representative of the complete scope and magnitude of the Hurricane.

# Operational Strategy

## Overall objective of the operation

This IFRC-DREF allocation aims at supporting 24,000 people (6,000 families) in need affected by Hurricane Otis by providing Livelihoods and Basic Needs, Health, WASH, and RFL support for 7 months.

## Operation strategy rationale

OVERALL OPERATIONAL STRATEGY:

1. This operation will contribute to Mexican Red Cross's overall response efforts in the aftermath of Hurricane Otis. It is a component of a larger response strategy currently being developed by the organization, with a specific focus on providing immediate humanitarian assistance.
2. The operation will focus on serving hard to reach communities in the 2 most affected municipalities of the State of Guerrero (Acapulco De Juarez and Coyuca de Benitz). Prioritization will be based on those who have not received assistance, received minimal assistance and are most vulnerable.
3. The strategy and approach will be continually monitored and adapted to the evolving situation to maintain relevance and ensure the safety and security of affected individuals, as well as Mexican Red Cross volunteers and staff on-site

SECTOR SPECIFIC STRATEGY:

**Livelihood and Basic Needs:** In order to ensure adequate food and nutrition for the affected population, the Mexican Red Cross will continue with the distribution of a standard food kit, which presents a combination of carbohydrates and protein, according to the daily consumption of an average family. Teams carrying out distributions will also begin to carry out Needs and Damage Assessments to help inform ongoing assistance and MxRC's overall response strategy. The plan is to deliver in the first two months of 2024, food kits repositioned by the Mexican Red Cross and to finance the replenishment with the DREF.

**Health:** Stagnant water left by the hurricane is increase the risk of vector born disease. The MxRC will work with communities most at risk of vector borne diseases. As part of the actions to prevent the transmission of dengue fever, the National Society plans to distribute mosquito repellents to the target population, along with educational sessions on signs of the disease, measures for vector physical control, attention seeking in case of danger signs and use of the repellents. Recognizing the value of community participation in health promotion, National Society volunteers will train community leaders and families to implement a community-based surveillance system for the timely detection and referral of infectious and vector-borne disease cases. In addition, this IFRC-DREF will complement the financing of pre-hospital care, first aid and patient transfer actions through the purchase of first aid kits for volunteers and ambulances of the National Society.

**Volunteer Mental Health and Psychosocial Support (MHPSS):** MxRC branch volunteers have been providing support to the affected population in the immediate aftermath of the disaster. It is critical to recognize that they have also lived through a disaster and appropriate services must be made available to them to ensure the mental and emotional well-being as they continue to respond. MHPSS activities for National Society volunteers and staff include group sessions on stress management, case referrals, recreational activities, handing out kits with information on expected reactions, self-care messages, and contact information of psychologists who can provide assistance during and after their involvement in the response.

**Water, Sanitation and Hygiene (WASH):** As the government is leading efforts to ensure access to safe and potable drinking water, WASH and Health Promotion activities will be focused on safe water storage and hygiene promotion, including the delivery of community hygiene kits to prevent outbreaks of infectious diseases. In addition, the National Society will provide cleaning kits to preexisting organized community groups to carry out cleaning campaigns. In order to guarantee the quality of the WASH intervention, there will be a workshop for volunteers on wash in emergencies in the first stage of the response.

**Community Engagement and Accountability (CEA):** A key component to ensure operational safety and relevance of the interventions in a





context that is continuously evolving is ensuring that people's voices are reflected in the interventions. MxRC will leverage the trust and reputation that people have in the institution to actively listen and incorporate feedback in the immediate and long-term response. CEA strategies will be integrated across the sectors to ensure that community needs are understood and to inform the overall response strategy of the MxRC.

Protection, Gender and Inclusion (PGI) and RFL: MxRC will scale up RFL services to ensure that more rural and currently completely disconnected communities are able to connect and find missing people as current services have primarily been focused in the urban and metropolitan areas of the affected municipalities.

#### COMPLEMENTARITY WITH OTHER FUNDING:

Finally, as mentioned above, this DREF Operation aims to contribute to the National Society overall response efforts. It is worth highlighting that the Mexican Red Cross has provided continuous assistance to the state of Guerrero since the first day of the emergency thanks to the harmonized response of the Mexican population, the private sector and international organizations that contributed in different ways to strengthen the response and recovery of the affected population.

The joint work has allowed the Mexican Red Cross to provide a comprehensive response that included the delivery of 194,000 humanitarian aid kits, reaching a total of 1,124,166 people throughout the response operation. Additionally, it is important to highlight that these actions have allowed a good transition to new infrastructure rehabilitation and community preparedness activities in the affected area.

Particularly, on 25 October, the first collection center of the Mexican Red Cross was opened in Mexico City and subsequently 26 collection centers were added in different parts of the country, demonstrating the support of the population and civil associations with monetary and in-kind donations, such as food and basic necessities.

In addition, the private sector has played an important role, with companies such as Walmart, Sam's Club, Coppel, Bachoco, Herdez, Jumex, Bimbo, Procter & Gamble, Kimberly Clark, Colgate, TV Azteca, Amazon, Volaris, among others, contributing with in-kind donations that complemented the response actions to reach the population and cover priority needs in the disaster zone. Another relevant actor has been the international community, organizations such as the United States Agency for International Development (USAID), the European Commission for Humanitarian Aid Operations (ECHO) and the International Federation of Red Cross and Red Crescent Societies (IFRC), through the Disaster Response Emergency Fund, have provided support in the operation and in meeting other needs of the population in the sectors of shelter, food security, health and WASH.

## Targeting Strategy

### Who will be targeted through this operation?

This operation will target 6,000 families (24,000 people). Assistance will be focused on the 2 most affected municipalities in the state of Guerrero: 1) Acapulco de Juarez, 2) Coyuca de Benitez. Prioritization will be given to hard-to-reach communities and those who have not received assistance from the government or other organizations on the ground. It is worth mentioning that in the future, MxRC may modify the intervention zones depending on security risks in the field.

### Explain the selection criteria for the targeted population

For the delivery of food kits, priority will be given to families that meet the following criteria:

- Living in an area affected by the hurricane
- Families who have lost their livelihoods
- Single-parent families
- Families that have a pregnant woman, children under 5 years of age, elderly, disabled, or chronically ill person.

For the distribution of kits, families will either receive a) all three kits (food, hygiene, cleaning kit), b) the food and hygiene kit, or c) the food and cleaning kit. The decision on which combination of kits is received will be based on the needs of the communities and real-time analysis of what has been distributed by the government Mexican Red Cross and other aid organizations on the ground.

For the delivery of jerry cans, mosquito repellents, and community cleaning kits:

As the government is leading efforts to ensure access to safe and potable drinking water, WASH and Health Promotion activities will be focused on safe water storage and hygiene promotion to prevent disease transmission. Activities in the Health and WASH sectors will be carried out in the same communities.



# Total Targeted Population

Women	7,862	Rural	40%
Girls (under 18)	4,618	Urban	60%
Men	6,912	People with disabilities (estimated)	3.2%
Boys (under 18)	4,608		
Total targeted population	24,000		

## Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
Delays in procurement process.	Maintain a close dialogue with Logistics Unit personnel to prevent purchasing errors and identify mechanisms to streamline process.
Communication difficulties due to interruption of electric power, internet connection and other communication services.	Incorporate radio communication, use satellite telephones and coordinate with stakeholders who have active communication service.
Negative impact on social networks, which may hinder the coordination of community activities.	Incorporate awareness sessions at the community level, disseminating the Fundamental Principles of the Movement as the basis of the response.
Difficulties in coordinating with other actors in the field who are implementing response actions, which may lead to inadequate selection of the population to be assisted.	Ensure close communication with the national civil protection system, cooperation agencies, NGOs and other actors to define intervention zones and sectors.
Dehydration due to high temperatures.	Resting periods, continuous hydration, location of protection zones, use of sunscreen.
Insecurity due to looting, mainly at night when there is no electricity.	The equipment is secured and does not leave after 8 pm. The Secretariat of Security and the Navy will continue to accompany the team, not to move away from the drop-off points.
Significant social institution, among the population regarding the management of the emergency response which hinders distributions and activities in communities.	Ensure staff and volunteers always have RC visibility. Provide instructions to volunteers so that they know to always have the RC emblem in sight
Safety and security of volunteers and personnel carrying out activities.	Activities will be carried out during the day time and where there has already been coordination with local community leaders in advance of any activities. Prioritization of deployment of staff volunteers will be based on those who are more familiar with the region and context. Operational Security training for Staff and Volunteers. Field activities will not be authorized unless there is a safety and security analysis and it has been authorized by MxRC security team.
Political actors that may take advantage of the activities carried out by the National Society to promote electoral issues, affecting the perception and acceptance of the institution.	Socialization with community leaders and the community in general about the impartiality, neutrality and independence of the institution for all its activities. Monitor the activity of political campaigns to avoid carrying out activities on dates and places



	close to where campaign events may take place. Strengthening institutional visibility.
Limited access to affected communities due to road damage and the increase of people congregating on the main routes due to their urgent need for food.	Identify strategic meeting points with the communities to carry out distributions.  Intensify the dissemination of Fundamental Principles to raise awareness of the importance of letting humanitarian aid get to the affected population.
Lack of functioning warehouses for distribution planning.	Secure a location to serve as hub for consolidating humanitarian aid and facilitating gradual distribution.
Burnt out syndrome among NS members.	Regulate the workload and work schedules, ensure rotation of staff and volunteers, facilitate communication with loved ones, implement psychosocial support sessions.

**Please indicate any security and safety concerns for this operation**

Prior to Hurricane Otis making landfall, the security situation in Guerrero was considered very serious. Local news sources report that the state of Guerrero is in the top ten states with the highest homicide rates in the country. The presence of actors associated with violence has been a significant social issue that has escalated over the past decade. The state of Guerrero has witnessed violent incidents due to the presence of criminal organizations, resulting in gang confrontations and crimes related to the illicit drug trade and extortion.

In the disaster situation, the Mexican Red Cross has given priority to the social context when deploying its volunteers. It applies the regulations of the Safer Access Framework, designed for the institution's operations in various actions. Context analysis and scene assessment are prioritized to determine the safety of operations in a particular area. Any incidents are promptly reported to make real-time decisions. Therefore, it is crucial to assess the target population for humanitarian assistance. If there is no accurate context information, operations will not proceed.

Additionally, in response to a wave of looting by the public, the Mexican Red Cross has implemented protective measures for its personnel. The correct use of uniforms and emblems is the first step in ensuring a safe environment. People have respected the Mexican Red Cross teams, and all volunteers must maintain institutional visibility at all times. Roles within the working teams are assigned to guarantee team protection and facilitate communication with security agencies on-site, such as the Secretariat of Public Safety and the Navy. Working hours have been restricted, and a single meeting and overnight location has been designated. In case of an adverse situation, public security agencies will be requested to accompany the teams, although this has not been necessary so far.

The Safer Access Framework prioritizes safe behaviors for volunteers in the face of risks under scenarios of armed confrontations, social violence, malicious questioning by the population, and hostile situations or acts.

Due to the insecure conditions and the volatility of the context, it is not possible to collect personal data from people who receive assistance from the Mexican Red Cross. This is compounded by the large number of people gathering to receive aid and the need for swift distribution. High temperatures further complicate data collection, as the hurricane's winds have devastated trees and shaded areas. However, as a mitigation measure to avoid duplication of humanitarian assistance, the Mexican Red Cross will create a comprehensive written record. This record will include essential information such as the distribution date, the types and quantity of kits dispensed, the specific locations where distributions took place, and the number of families benefiting from these kits. Furthermore, this written documentation will be supplemented with photographic evidence. To maintain efficiency and prevent duplication, the Mexican Red Cross will maintain close coordination with other organizations on the ground involved in aid distribution. In addition, real-time monitoring will be conducted before each distribution to ensure that the families in question have not already received assistance. Lastly, there will be volunteers providing support in the organization of the people that will receive assistance and communities will be notified one day in advance to ensure an organized and efficient distribution process.

**Has the child safeguarding risk analysis assessment been completed?**

Yes



# Planned Intervention



## Livelihoods And Basic Needs

**Budget:** CHF 175,725

**Targeted Persons:** 24,000

### Indicators

Title	Target	Actual
# of people who received food kits	24,000	24,000

### Progress Towards Outcome

The purchase of food kits to be replenished with DREF funds was completed, reaching 6,000 families (24,000 people) in Coyuca de Benitez and Guerrero. The kit covers 100% of the energy needs of a family of 4 members (average number of family members in Guerrero) for 7 days. This kit complements other distributions that CRMX carried out with other funds as well as distributions by other actors, including the Government of Mexico. It is worth mentioning that the content of the kits is the standard that the Mexican Red Cross manages and is based on the average citizen's diet.



## Health

**Budget:** CHF 139,116

**Targeted Persons:** 1,500

### Indicators

Title	Target	Actual
# of people who participate in health promotion sessions disaggregated by gender and age group	1,500	2,413
# of people who received mosquito repellents disaggregated by gender and age group	1,500	0
# of volunteers receiving MHPSS counselling	50	72

### Progress Towards Outcome

As part of the Damage and Needs Assessments carried out by the National Society, the areas, groups of people and topics to be taught as part of the health actions were identified. To date, a total of 2,413 people, including adolescents and senior citizens, have been reached through educational sessions and distribution of printed material on the following topics:

1. Dengue control: these sessions focused on dengue signs and symptoms, recognition of warning signs of severe dengue, seeking care, personal prevention measures and elimination of breeding sites.
2. Menstrual hygiene: This focused mainly on adolescents and young women. The distribution of menstrual hygiene kits purchased with funding from other donors was used as an opportunity to include topics such as hygiene, menstrual cycle.

These activities were carried out in coordination with health and educational authorities.

Additionally, MXRC psychologists provided psychosocial support to Volunteers and staff deployed to Guerrero, not only through group debriefing and ventilation sessions, but also through individual attention if needed.





## Water, Sanitation And Hygiene

**Budget:** CHF 361,157

**Targeted Persons:** 6,000

### Indicators

Title	Target	Actual
# of families who received 20 lt jerrycans	1,500	2,000
# of people who participated in hygiene promotion sessions, disaggregated by gender and age group	3,000	3,485
# of volunteers who participated in the WASH in emergencies training	25	26
# of families who received Hygiene kits	3,000	0
# of families who received cleaning kits	3,000	2,813

### Progress Towards Outcome

Through its network of volunteers and in coordination with community leaders, the Mexican Red Cross has reached a total of 2,813 families with water, sanitation and hygiene actions. Among the actions carried out include:

1. Distribution of 2,000 water storage containers, 500 more than the established goal. The increase was possible because MXRC was able to purchase at a lower cost than budgeted.
2. Distribution of 2,813 family kits for household cleaning and disinfection.
3. Distribution of 60 community clean-up kits, which have enabled organized groups in communities, schools and primary health care services to carry out actions to eliminate debris left by the hurricane. In some cases, these tools have also been used to plant trees, since many of them were wiped down by the hurricane.

It is worth mentioning that the distribution of relief items was accompanied by educational sessions, given by previously trained volunteers. Topics included hand washing, household cleaning and disinfection, food hygiene and safe water. To ensure the quality of information shared with affected families, MXRC coordinated with the WASH Coordinator from IFRC's Americas Regional Office, who traveled to Mexico to deliver a workshop to 26 National Society Volunteers and Staff on water, sanitation and hygiene.



## Protection, Gender And Inclusion

**Budget:** CHF 36,388

**Targeted Persons:** 3,000

### Indicators

Title	Target	Actual
# of RFL Services Provided	3,000	3,326
# of volunteers participating in PGI Training	25	24

### Progress Towards Outcome

The RFL team conducted a workshop for volunteers from the local delegation on RFL. In this activity the topics of RFL connectivity services were taught, including phone calls, Wi-Fi and device battery charging, Red Cross Messages, Salamats, Search Requests and



Services for the U.S. Armed Forces (SEFAS). The course included practical exercises on the correct installation of the RFL connectivity services point and safe and dignified provision of the above-mentioned services. As of the date of this report, RFL services have been provided to 3,326 people, including, internet access, electric power to charge cell phones and family tracing.

In April 2024, a PGI workshop was held, organized in a modular version, with a final laboratory-type session, where the application of PGI actions was analyzed according to the context of the operation and in accordance with the guidelines of the Mexican Red Cross. The workshop was facilitated by IFRC ARO's PGI Coordinator and was attended by 22 people (55% women and 45% men) from the National Society's Delegations and Headquarters. 82 per cent of the participants rated the workshop as very good and 18 per cent as good, requesting only more exercises on gender sensitization and time to discuss personal experiences.



## Community Engagement And Accountability

**Budget:** CHF 4,992

**Targeted Persons:** 320

### Indicators

Title	Target	Actual
# of Emergency Needs and Damages Assessment that included CEA questions	15	15

### Progress Towards Outcome

The Mexican Red Cross made visits to the affected communities in the municipality of Coyuca de Benítez to establish contact with community leaders and socialize the activities currently being carried out by the National Society, visualize the impact of the hurricane, listen to the needs of the communities, as well as generate collaboration agreements for future activities. The purpose of this engagement is to ensure the community, through its leaders, can actively participate in the planning and implementation of activities.

The Mexican Red Cross carried out damage assessments and complementary needs analysis in 15 communities of Acapulco and Coyuca de Benitez, with the participation of volunteers from various delegations of the country and the use of the Kobo Collect tool for data collection and analysis. The results of the EDAN showed that although the most affected areas are located in the municipalities of Acapulco and Coyuca de Benítez, Coyuca de Benítez is the municipality with the largest number of rural communities where the effects observed are considered severe in terms of damage to roads, homes, businesses and public buildings, especially schools. It should be noted that most of the effects that have caused affectation, damage and/or destruction are the result of wind speed, water accumulated from precipitation, as well as the effects of flooding of rivers and streams.

The assessment identified that at least 4,308 families (17,232 people) in these 15 communities affected by the primary and secondary effects of Hurricane Otis require short, medium and long-term assistance due to the destruction and damage to homes and livelihoods. Priority needs include food, hygiene items (personal, menstrual, baby and household cleaning), kitchen items, roofing, dengue prevention and control measures, safe water including storage containers, mobility items and psychosocial support, as well as the need to rehabilitate community health structures, schools and institutes.

Throughout the intervention, a satisfaction survey was conducted in the communities of Ejido Viejo, Yetla, El Conchero, El Bordonal, Aurelio V. Guinto, El Aguacate, Rancho El Santo, Km 17, Playa Azul, Embarcadero, Cerrito de Oro, Barra de Coyuca, Barrio Nuevo, Bajos del Ejido and Papayito, all of them in the municipalities of Coyuca de Benítez and Acapulco, department of Guerrero. To date, 1,364 people have been interviewed (75% women and 25% men). 99% reported that they had no difficulty in accessing the assistance provided by the Mexican Red Cross, 94% rated the organization of the activities as good, 93% indicated that the waiting times were adequate, 98% rated the treatment provided as good and 95% reported feeling safe during the activities.

Finally, as part of the programmed CEA actions, a workshop was held in April, facilitated by IFRC ARO's CEA Strategic Lead, where 22 people were trained. Topics included definition of community participation, communication, community feedback and handling of sensitive comments. Overall, participants agreed that the workshop provided the appropriate level of difficulty, and that both the content and duration of the workshop were sufficient for everyone to apply the CEA approach from their current position.



## Secretariat Services

**Budget:** CHF 38,490



Targeted Persons: 8

## Indicators

Title	Target	Actual
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### Progress Towards Outcome

During the month of December, a finance officer was deployed to lay the groundwork for the operation's financial management procedures. There have also been visits from the Operations Manager of IFRC ARO, who has accompanied the implementation of the activities.



## National Society Strengthening

Budget: CHF 195,706

Targeted Persons: 100

## Indicators

Title	Target	Actual
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### Progress Towards Outcome

At the moment, salaries for the NS Field Base Manager and the Finance Officer have been paid. The DREF Workshop, Lessons Learned Workshop and the new Safer Access Workshop are still pending. This last workshop is required as Volunteers and Staff continue to implement recovery actions in the field with other funds raised by the NS.

# About Support Services

## How many staff and volunteers will be involved in this operation. Briefly describe their role.

The Mexican Red Cross plans to mobilize approximately 200 volunteers from Guerrero and other branches in the country.

This response is implemented through the National Relief Coordination, with support from other units including the National Volunteer Coordination, National Training Coordination, National Youth Coordination and National Administration Coordination. There are 10 people working directly in the field and 20 people providing remote operational support, with almost exclusive dedication to the operation. However, due to the nature of the operation, there are approximately 90 people who directly or indirectly facilitate the implementation of response actions, from the NS authorities, administrative staff, logistics, human resources, security, volunteers, and resource mobilization, among others.

Additionally, the following profiles have been budgeted to provide direct support in the implementation of the IFRC-DREF Operation:

- IFRC-DREF Finance Officer: 100% dedicated to the IFRC-DREF and in charge of reviewing the financial performance of the IFRC-DREF. He/she will be in charge of accountability processes with the National Society and the IFRC. In addition, he/she will manage all purchases; checking that they comply with fiscal requirements from the IFRC and within the Mexican fiscal system.
- Field IFRC-DREF Manager: 100% dedicated to the IFRC-DREF. He/she will be in charge of coordinating the activities related to the IFRC-DREF, to verify compliance with the different working groups involved, including response, PSS, RFL and health. He/she will report progress and maintain communication with the National Headquarters for decision-making to achieve the established goals, as well as reporting obstacles and incidents in the implementation of the funds.
- Project Coordinator: Partially dedicated to the DREF. Responsible for coordinating the DREF operation from National Headquarters. This role is responsible for making decisions regarding actions taken in the field to ensure the correct and safe operation in the disaster zone.



## **Will surge personnel be deployed? Please provide the role profile needed.**

1x Surge finance officer will be deployed to provide support to the National Society in the accountability processes and field visits with the National Society finance team.

## **If there is procurement, will it be done by National Society or IFRC?**

All procurement processes will be done locally through the National Society, including food kits, hygiene kits, cleaning kits, jerrycans and other supplies.

## **How will this operation be monitored?**

This IFRC-DREF contemplates regular monitoring visits, both from the Operations, Evolving Crises, and Disasters Unit and from CEA, PGI, and WASH. These visits will aim to support the National Society to comply with the IFRC Guidelines and Procedures, measure progress against targets and indicators, and accompany educational processes for volunteers and staff directly involved in the response.

## **Please briefly explain the National Societies communication strategy for this operation**

The MxCR has contemplated a communication strategy on the progress of the activities, which will be constantly communicated in different ways:

- a) Communication to the population about the activities to be developed in the area: massive distribution of kits, health, or RFL activities. Dissemination tools can be from perifoneos prior to or at the time of the activity, or announcements on tarpaulins with visibility if security conditions allow it.
- b) Dissemination of gradual outreach on social networks. All activities and their results will be documented in photography and video and will be shared with the CRMx Communication area for approval of dissemination, which may be in networks such as X, LinkedIn, Facebook, Instagram, YouTube, and the National Society's official webpage.
- c) Press releases and reports to local and national media. The Communication area could be managed with the media notes on the progress of the actions, so data and content will be shared in the various media (press, television, radio, and internet channels.). All communication will carry the emblems of the Mexican Red Cross and, if required, of the IFRC, especially everything related to the actions implemented with IFRC-DREF funds (including arrobas or hashtags requested).
- d) Internal newsletters. Both the Communication and Relief areas will develop specialized bulletins on the progress and results of response and recovery activities, which are aimed at volunteers and partners of the institution, and will highlight the work, capabilities and lessons learned from the operational activities of the organization.





# Budget Overview



## DREF OPERATION

### MDRMX005 - Mexican Red Cross Mexico: Hurricane Otis

#### Operating Budget

<b>Planned Operations</b>	<b>717,377</b>
Shelter and Basic Household Items	0
Livelihoods	175,725
Multi-purpose Cash	0
Health	139,116
Water, Sanitation & Hygiene	361,157
Protection, Gender and Inclusion	36,388
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	4,992
Environmental Sustainability	0
<b>Enabling Approaches</b>	<b>234,197</b>
Coordination and Partnerships	0
Secretariat Services	38,490
National Society Strengthening	195,706
<b>TOTAL BUDGET</b>	<b>951,574</b>

*all amounts in Swiss Francs (CHF)*



# Contact Information

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