

DREF Operation MDRGT006	GLIDE no. EQ-2014-000096-GTM
Date issued: 17 July 2015	Date of disaster: 7 July 2014
Operation manager (responsible for this EPoA): Pabel Angeles, IFRC Disaster Management Coordinator for Central America	Point of Contact: Daniel Javiel – General Director of the Guatemalan Red Cross.
Operation start date: 18 July 2014	Expected timeframe: 4 months (18 Jul to 18 Nov 14)
Overall operation budget: 211,833 Swiss francs (CHF) Actual expenditure: CHF 207,964 (98%) Amount return to DREF pot: CHF 3,869	
Number of people affected: 73,551 people	Number of families 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, Shelter Emergency Officer – Pan American Disaster Unit (PADRU) and a member of the Regional Intervention Team (RIT) – livelihoods general RIT - to Guatemala to support Guatemalan Red Cross (GRC) operations.	
Other partner organizations actively involved in the operation: <ul style="list-style-type: none"> • 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 for the contact details and here for final financial report >](#)

A. Situation analysis

Description of the disaster

On 7 July 2014, a 6.4-magnitude earthquake on the Richter scale rocked western Guatemala at 17:24 local time. Its epicenter was located 15 kilometers northwest of San Marcos near the Mexican border, and the earthquake was felt in 12 departments in the western part of Guatemala as well as in Mexico and El Salvador.

According to consolidated damage assessment information provided by the National Disaster Reduction Commission (CONRED), 2,177 dwellings suffered slight damage, 4,761 dwellings suffered moderate damage and 2,895 were severely damaged; there were 274 people injured and 1 death. Approximately 9,830 people remained homeless and 84,679 people were affected. The information was gathered by local authorities and assessment teams, and the figures did not vary in regard to damage and structural assessments of homes in the various communities.



Distribution of home repair vouchers
Source: GRC

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 emergency was, to restore infrastructure and essential public services and to avoid greater consequences, as well as to permit any action to avoid or mitigate any negative effects and ensure the lives, integrity and safety of the affected population and safeguard their assets to be conducted.

Consolidated damage by department

No.	Departments	HOUSING			PEOPLE	
		Damage			Damage	
		Slight	Moderate	Severe	Injured	Deaths
1	Huehuetenango	195	273	126	8	0
2	Quetzaltenango	132	177	32	2	0
3	Retalhuleu	2	0	0	0	0
4	San Marcos	1,657	4,047	2,446	264	1
5	Sololá	183	255	284	0	0
6	Suchitepéquez	5	5	5	0	0
7	Totonicapán	3	4	2	0	0
TOTAL		2,177	4,761	2,895	274	1

Source: CONRED

Summary of the response

Overview of Host National Society

The Guatemalan Red Cross delegation provided immediate response, which was primarily intended to safeguard human lives, 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.

For the operation, the Guatemalan Red Cross mobilized a team of doctors and expert technicians, along with equipment, materials and vehicles, conducting the following actions:

- 50 families evacuated
- 55 pre-hospital care actions,
- 3 medical sessions (298 patients assisted)
- 56 families assisted with humanitarian aid
- 2 psycho-social care sessions (100 families assisted)
- 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 Programme (CTP) to support actions for temporary shelters and repair dwellings to meet the needs of 635 affected families in the department of San Marcos.

In addition, the operation delivered 155 food kits to affected families in targeted communities, as well as blankets and tarpaulins. A total of 204 families (1,015 people), which was composed of 179 families in Sibinal and 25 families in Tejutla, were assisted through the receipt of food kits during a complementary phase and food kits. As a follow up to the response provided, 65 families (325 people) were provided with repair kits.



Visit to suppliers for CTP – Repair Kit Vouchers.
Source: GRC



The president and support volunteers from the Serchil Delegation deliver food to communities in Sibinal, San Marcos. Source: GRC

DG ECHO has contributed CHF 104,176 to the replenishment of the allocation made for this DREF 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, DG 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. IFRC, on behalf of the Guatemalan Red Cross, would like to extend thanks to all partners for their continued support.

Overview of Red Cross Red Crescent Movement in country

The IFRC has an office for Guatemala and El Salvador supporting coordination within the Movement in the country. PADRU and the IFRC's national representation were in close communication with the Guatemalan Red Cross. The regional disaster management coordinator was deployed to the country to support on-site assessment and coordination actions and provide support to the National Society's efforts; a shelter emergency officer provided on-site support by supplying technical advice to the National Society in order to strengthen its advice process to the community. A Livelihoods Regional Intervention Team (RIT) member from the Colombian Red Cross Society was deployed to Guatemala for a month to provide technical assistance and support to the National Society on the implementation of the operation.

The National Red Cross Societies present in the country include the Spanish Red Cross, the Netherlands Red Cross and Norwegian Red Cross, and it has bilateral support from the German Red Cross and Italian Red Cross. In addition, there is an office of the International Committee of the Red Cross (ICRC), with which permanent institutional cooperation and coordination was maintained.

Overview of non-RCRC actors in country

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

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

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

The World Food Programme shipped 184 metric tons of food (rice, corn, beans and oil) to 16 municipalities in the department of San Marcos, which have been distributed in coordination with the emergency operation centre (EOC) and the departmental governor.

The Municipality of Sibinal in San Marcos donated sheeting to affected families and a tree to produce wood so as to have another way to rehabilitate their dwellings.

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.

The humanitarian organizations, Cooperazione Internazionale (COOPI) and CARE, supported damage assessments in the affected areas.

The World Food Programme shipped 183.85 metric tons of food in food assistance to shelters, benefitting a total of 19,105 people.

The United Nations Children's Fund (UNICEF) provided support to the Ministry of Health (MoH) through pre-positioned supplies in affected areas so as to ensure water and sanitation and hygiene, as well as by assessing the situation of children in shelters and by providing recreational materials.

The United Nations Population Fund (UNFPA) pre-positioned 1,500 hygiene kits at CONRED to be distributed to women in shelters during emergencies

The Pan American Health Organization/ World Health Programme (PAHO/WHO) maintained communications with the MoH and with liaisons at the EOCs, who supported the reproduction of materials used in health-related activities, such as hand washing, food handling, water disinfection methods and prevention of respiratory, diarrheal and vector-borne diseases.

Needs analysis and scenario planning

The National Societies' Damage Assessment and Needs Analysis teams established the following needs based on their on-site assessments, COEs and Delegations:

Infrastructure and Housing

According to official government information, 9,833 dwelling were affected, of which 2,177 suffered slight damage, 4,761 suffered moderate damage and 2,895 were severely damaged. The identified needs were mainly related to housing reconstruction and rehabilitation and revolved around those that needed to repair structural damage.

A total of 630 affected families living in communities identified and classified according to the level of impact received a kit to repair their homes to prevent their housing from suffering further deterioration in the short term and irreparable damage to the structure, which could endanger its inhabitants.

Structures affected by the earthquake included the Guatemalan Red Cross branch premises in San Marcos, which are currently under repair. The water supply network and infrastructure were also affected. This branch received construction materials to continue with repairs.

Shelter

CONRED set up 24 shelters to assist the affected population, 15 in San Marcos and 9 in Huehuetenango. Families have now returned to their repaired or rebuilt homes and were living with their families during the reconstruction process in some cases.

The families who lost everything were housed in shelters from the very beginning of the emergency, and according to official versions, they received assistance from the government; however, a large number of them were only partially affected. The Ministry of Health provided assistance and psychosocial support to the sheltered population.

As part of its Response Plan, the GRC provided health care to people in shelters in Aldea Feria, Fraternidad, and Nueva Italia through health and psychosocial support workshops, and provided health kits, blankets and jerry cans.

Below: Distribution of Humanitarian Aid in the Village of Villa Nueva, San Pedro, and San Marcos: Source GRC



Livelihoods

Commercial and productive activities have been restored in the affected areas. Families who suffered severe damage to their homes or who lost them entirely have been affected financially, since the money they were putting toward their livelihoods had to be reinvested in the restoration of their homes, which is a priority in light of the rainy season.

Health

Respiratory diseases continued during the operation's final months despite the fact that efforts to remove debris from destroyed homes was over. The persistence of respiratory illnesses was mainly due to seasonal weather factors that occur during the transition from the rainy season to cooler months. Skin diseases also appeared, which have been treated by the medical brigade like the respiratory diseases.

Stress levels among teachers, community leaders, seniors, children, adolescents and women who saw their daily lives disrupted because of the earthquake required comprehensive family care and psychosocial support that allowed affected families to express their fears, the pain caused by loss and the uncertainty of not knowing what the future would bring, and the support made it possible to give them hope and solace and to help them regain their self-esteem.

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

Water and Sanitation

Families who lost their housing and who were sheltered in churches and halls are currently living with relatives. Some of them have begun rebuilding their homes and have used the cleaning materials and jerry cans that were delivered. They are expected to continue with their lives, putting into practice the knowledge acquired through the educational workshops.

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

Beneficiary selection:

The beneficiaries of this operation belong to three main groups: the first are those families whose houses have been destroyed, forcing them to seek shelter in temporary accommodations; the second group consists of families whose homes have suffered moderate damage to their structures, columns, walls, ceilings, doors, windows and other components, which can be repaired to improve their capacity 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 include the following:

- Families whose homes have suffered moderate damage or have been destroyed by the earthquake.
- Low socioeconomic level
- People with emotional damage
- 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 seismic risk. More than 70 aftershocks between 4 and 5 on the Richter scale have been recorded since the earthquake. According to data from the National Institute of Seismology, Volcanology, Meteorology and Hydrology, further aftershocks could not be ruled out and neither could another strong earthquake, so the team was on permanent alert. The greatest risk of damage was seen in dwellings, which were not repaired after the 2012 and 2014 earthquakes.

B. Operational plan and strategy

Overall objective

Support the reestablishment of 635 families affected by the earthquake, providing humanitarian assistance in the department of San Marcos to 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 contemplate evacuations, pre-hospital care, damage assessments, health campaign and psychosocial support care.

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

Population Benefitted and Targeted 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 authorities begin the reconstruction process. The latter received support through a 30-day food kit.

In total, 70 sheltered families were assisted with humanitarian aid in order to improve their housing conditions. All 635 affected families received medical care and psychosocial support.

As an extension of this assistance, 204 15-day food kits and 65 home repair kits were provided to affected families in the communities of Sibinal, Tejutla and Los Perez in San Marcos. The following population was identified as being need of assistance:

DEPARTMENT	MUNICIPALITY	FAMILIES
SAN MARCOS	Tejutla	25
	Sibinal	179
TOTAL		204

DEPARTMENT	MUNICIPALITY	FAMILIES
SAN MARCOS	Los Perez	40
	Tejutla	25
TOTAL		65

The Disaster Relief Emergency Fund (DREF) operation provided the following humanitarian aid in materials and vouchers to the affected population:

PHASE ONE

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-litre jerry cans

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-litre jerry cans

PHASE TWO

Families whose dwelling suffered moderate damage (179 Families)

- 1 food kit

Families with destroyed or collapsed dwellings (65 families)

- 1 15-day food kit
- 1 voucher for building materials to repair or rebuild

Operational support services

Through its Institutional Response Plan (which is in the process of being updated) and its 2013-2016 Strategic Development Plan, the Guatemalan Red Cross is organized as per the framework of its institutional purpose. The following programme 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

Operational support services

Human resources (HR)

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 (NITs), 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 a first intervention
- Support during evacuation processes
- Identification of primary needs

A livelihoods general RIT from the Colombian Red Cross Society 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 and later conducted efforts in the field. There has also been support from branch volunteers to conduct various operational actions, for whom the following equipment was provided:

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 and established procedures that are well known by the director general, Partner National Societies (PNSs) 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 emergency situations, disasters or crises.

Guatemala's market allowed the IFRC to choose among different suppliers. IFRC's Zone Logistics Unit in Panama supported the delivery of hygiene kits, jerry cans, blankets, kitchen kits and plastic tarps, which were mobilized from the IFRC's pre-positioned stock in Guatemala. In addition, a Mega V and Open Data Kit (ODK) kit 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 the 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 Guatemalan Red Cross's radio communications system.

Communications

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

Information published in the media:

<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-grados/>
<http://www.ifrc.org/es/noticias/noticias/americas/guatemala/cruz-roja-guatemalteca-continua-brindando-asistencia-a-poblacion-afectada-por-sismo-66398/>
<http://www.ifrc.org/en/news-and-media/news-stories/americas/guatemala/guatemalan-red-cross-continues-providing-assistance-to-those-affected-by-the-earthquake/>
http://eeas.europa.eu/delegations/guatemala/documents/press_corner/2014/20140819_02_es.pdf
<http://www.cruzroja.gt/noticias/mas-de-280-personas-atendidas-en-jornadas-medicas-en-san-marcos/>
<http://www.cruzroja.gt/noticias/jornadas-medica-en-san-marcos/>

The Communications and Press Department produced a video of the operation describing the various response actions as well as the implementation of vouchers to acquire building materials through the Cash Transfer Programme. Available here: <https://www.youtube.com/watch?v=pX7uTqTpdIE&feature=youtu.be>

Security

All Guatemalan Red Cross personnel involved in operations wear the uniform and promote the Fundamental Principles and Humanitarian Values. The National Society security procedures are established during the operation's implementation. In order to facilitate actions in the field and ensure the teams' safety, the San Marcos and Serchil branches coordinated with the key actors and authorities that were responsible for security in the area. The EOC provided information regarding all types of incidents occurring in the area of intervention in which no incidents occurred that jeopardized either the volunteers or the operation's development. Other aspects taken into account were maintaining the visibility of the logo and acting in accordance with the 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 established the General Directorate as the body responsible for the institutional management of the monitoring of the operation's implementation. For the operational aspect of the Disaster Risk Management Programmatic Area, it conducted planning, monitoring, evaluation and reporting actions, ensuring the submission of first-month and end-of-mission reports. In addition, it had support from the IFRC during the mission's development.

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 was conducted at the end of the operation in order to improve humanitarian interventions for affected populations. These results are described later in this report.

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

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 was according to 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 IFRC formats. In accordance with DREF procedures, the operation will not cover permanent structural costs

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.		100%
Activities	Implementation on time		% of progress
	Yes	No	
Conduct a rapid emergency assessment by branches	X		100%
Detailed assessment of impact in communities	X		100%
Hiring of operational staff and support for the operation in the field	X		100%
Support and monitoring visits by the IFRC coordinators and health.	X		100%
Acquisition of Mega V kit and ODK	x		100%
Rapid induction to Mega V and ODK Workshop	x		100%
Beneficiary satisfaction survey	x		100%
Local video documentary on the Cash Transfer Programme activities in Guatemala		x	100%
Produced one written and one video beneficiary story testimonial in the affected communities		x	100%
Lessons learned workshop	x		100%

Achievements

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 together 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 with support from the general RIT.

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 general RIT from the Colombian Red Cross Society 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 provided support to both the operation and the technical

team, who during the first days went to the field on a monitoring visit. PADRU's shelter emergency officer was deployed to support the National Society in its implementation of repair vouchers and later in a mission on the lessons learned from this type of implementation. This mission was conducted jointly with the person responsible for shelter from the European Commission's Humanitarian Aid and Civil Protection department (ECHO) regional office.

Rapid induction to Mega V and ODK workshop

A Mega V and ODK training workshop was held in San Marcos and taught by 4 National Society facilitators to 12 people from Red Cross branches in San Marcos (5), Tejutla (3), Serchil (1) and the 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 was held in the last month of the operation. The National Society prepared the survey on ODK, which in turn was implemented by volunteers on their mobile devices. A total of 167 beneficiaries from 8 affected municipalities were surveyed. The results were as follows:

- 87 per cent of beneficiaries said that the humanitarian aid arrived on time
- 99 per cent of beneficiaries said r that the delivery of jerry cans, food kits and tarps was useful for coping with the emergency.
- 93 per cent of beneficiaries said r that humanitarian aid corresponded to their needs
- 98 per cent of beneficiaries said r that the delivery of blankets and hygiene and kitchen kits was useful for coping with the emergency.
- 88 per cent of beneficiaries said that materials to repair housing were useful; 10 per cent said that their use was fair and 1 per cent said they were of little use.
- 90 per cent of beneficiaries rated the aid distribution as good
- 91 per cent of beneficiaries rated the GRC's friendliness during the operation as good.
- 95 per cent of beneficiaries rated the humanitarian intervention as good

Surveyed beneficiaries

No.	Municipality	Total Surveyed	Men	Women
1	Esquipulas Palo Gordo	11	5	6
2	San Marcos	40	19	21
3	San Pablo	19	10	9
4	San Pedro	14	6	8
5	San Rafael Pie de la Cuesta	20	9	11
6	Serchil	18	8	10
7	Sibinal	31	14	17
8	Tejutla	14	9	5
Total		167	80	87

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 video can be seen at the GRC's YouTube channel at:
<https://www.youtube.com/watch?v=pX7uTqTpdIE&feature=youtu.be>

Lessons learned workshop

This activity was conducted in the operation's final month, where strengths and weaknesses were addressed through the participation and analysis of 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 to respond to future emergencies. The workshop was facilitated by the IFRC's Reference Center for Institutional Disaster Preparedness

(CREPD) and attended by 40 people from national branch management, volunteers and IFRC. The results are provided at the end of this report.

The lessons learned workshop is an approach to identify issues that need strengthening, along with other tools such as the Organizational Capacity Assessment and Certification (OCAC), Well Prepared National Societies and simulation exercises. Under the concept of National Society Response Mechanisms, the IFRC will be able to proceed to develop a work plan that aims to resolve situations in an adequate manner.



Lessons Learned Workshop in San Marcos – Source: GRC

Challenges:

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

HEALTH AND CARE

Needs analysis: Aftershocks caused emotional and psychological damage to the most affected population and even greater impact on families who lost their homes.

The following were identified for the operation:

- 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 to ensure care to vulnerable groups.

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.		
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 population benefitted.	X		100%
Local training in psychosocial support.	X		100%

Acquisition of materials to provide psycho-social 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%
Psycho-social support campaign in the community.	X		100%
Materials for health care campaigns in 6 municipalities.	X		100%
Health care campaigns.	X		100%

Achievements

Evaluation and prioritization of population benefitted

The identification of targeted families began with a planning process with the San Marcos and Serchil branches to select the communities and municipalities. Once the locations were chosen, assessment visits began to homes and shelters to establish the exact information on beneficiary families; once they were prioritized, the families were provided with beneficiary cards with a barcode to keep track 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 21 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	11
	Serchil	10
Total		21

Procurement of materials to provide psycho-social support in emergencies and disasters

The psycho-social support materials for use during emergencies and disasters were obtained through local purchase. The list of materials procured was part of the IFRC's psychosocial Support Checklist, which included recreational materials for working in schools and with adults.

Psycho-social 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 detected were treated by psychologists during the medical sessions. Psychosocial support sessions were also provided in 18 schools in these communities, which included dynamics and techniques that helped with emotional and post-traumatic stress release.

Beneficiaries of Psycho-social support

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
	Esquipulas Palo Gordo	Cantón Toaman	76
		Aldea la Fraternidad	14
TOTAL			635

Psychosocial support sessions for Red Cross volunteers and technical staff

As part of the implementation of psychosocial support activities conducted on-site, a debriefing workshop was held for 21 volunteers from the Serchil, San Marcos, Quetzaltenango, Tejutla and Concepcion Chiquirichapa branches involved in response actions. This activity provided an 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 and psycho-social support during emergencies and disasters were broadcast over the radio aiming 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 value, each radio spot was translated into San Marcos's native language, "El MAN", for communities who only speak this Mayan language.

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 6 municipalities

Medicines were procured to conduct 6 medical sessions to provide general care to patients, including antibiotics, antihistamines, analgesics and expectorants, among others.

Health care campaigns

The campaign mainly targeted the 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. A total of 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 deploying 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			
	Ixquihuil	1		
	San Pedro		Villa Nueva	
	San Rafael		Feria	
	San Pablo	Santo Domingo II		
	Sibinal	Sibinal	1	280
	Serchil	Serchil	1	
Tacana	Tacana	1	1,255	
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.

WATER, SANITATION AND HYGIENE PROMOTION

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

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

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 been delivered jerry cans and hygiene kits		100%
	Output 1.3. 70 sheltered families have been delivered jerry cans and hygiene kits.		100%
Activities	Implementation on time		% of progress
	Yes	No	
Assessments and prioritization of population to be reached	X		100%
Creation and induction for Red Cross volunteer teams in charge of health and hygiene lectures	X		100%
Reproduction of written and audiovisual materials (water, sanitation and hygiene promotion).	X		100%
Lectures promoting hygiene and proper handling of water for families in shelters or self-made shelters.	X		203%
Acquisition of hygiene kit items	X		100%
Acquisition of 10-litre jerry cans	X		100%
Distribution of hygiene kits and jerry cans	X		100%

Achievements

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 to 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 dynamics for safe water promotion.

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

Educational packages were reproduced to promote hygiene habits and safe water using Participatory Hygiene and Sanitation Transformation (PHAST) posters, which were designed to be used during emergencies. A total of 16 vinyl 18-poster packages with PVC stands were reproduced to facilitate community training.

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

The main target group for the lectures on hygiene promotion and proper handling of water were the families who saw their water supply affected, which were part of the 70 sheltered families and the 155 families whose homes collapsed. 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 session promoting safe water, that used 10-litre jerry cans.
2. A session 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
		Ixquiuhila	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 jerry cans (10 litres)

In total, 450 10-litre jerry cans and 225 standard hygiene kits from pre-positioned IFRC stock 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 jerry cans

Humanitarian aid items were transported from the Guatemalan Red Cross's central warehouse together with other supplies. The 10-litre jerry cans and hygiene kits were distributed at the end of each hygiene promotion session after their content and use had been explained.

Delivery of hygiene kits and jerry cans to 155 families with collapsed housing

Department	Municipality	Communities	Families	10-Lt Jerry cans	Hygiene Kits
San Marcos	San Marcos	Federación	34	68	34
		Ixquihuala	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

Delivery of hygiene kits and jerry cans to 70 sheltered families

Department	Municipality	Communities	Families	10-Lt Jerry cans	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

Shelter and settlements (and household items)/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 walls and roofs. Aftershocks worsened the damage to homes, which had suffered slight to moderate damage after the earthquake; this was also true for housing and infrastructure that was 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 were of poor quality.
- Most of the population in affected areas did not follow national building standards.
- Since this is a low-income population, most people did not use proper materials in beams and columns.
- In some cases the traditional adobe and wood system was used.

Families living in shelters were there since 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 their homes was affected

Below: Distribution of food kits. Source: GRC

Population to be assisted: A total of 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 on-site assessments conducted by the Guatemalan Red Cross, priority will be given to the most affected and vulnerable families, 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 in particular. Families in shelters in San Rafael and Esquipulas Palo Gordo received humanitarian aid to improve the conditions of their stay. Damaged and affected dwellings in San Rafael and Esquipulas Palo Gordo were significantly impacted because of landslides and fragmentation from the earthquake, hindering reconstruction and a posing a danger to the builders.

In addition, 65 families in the municipality of San Marcos were assisted through repair vouchers, and 204 more families received food kits for the 65 families prioritized (who received repair kits) in the communities of Tejutla and Los Pérez in San Marcos, as well as 179 families in Sibinal. These affected families are living in poor rural areas and have had their incomes affected.



Outcome 1: Families affected by the earthquake in San Marcos have benefited from humanitarian assistance in order to improve their stay.	Outputs		% achieved
	Output 1.1. A Cash Transfer Programme is implemented to provide materials to build temporary accommodations and repairs for 565 families.		
Output 1.2. 155 families with destroyed or collapsed homes have humanitarian assistance in order to improve their stay			116%
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			100%
Output 1.6. Families with destroyed or collapsed homes have benefitted from food aid in order to improve their stay.			232%
Activities	Implementation on time		% of progress
	Yes	No	
Evaluation and identification of benefitting 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 Programme—vouchers for materials to build temporary accommodations	X		100%
Cash Transfer Programme—vouchers for repair materials	X		116%
Verification of benefitted families /transportation and fuel	X		100%
Information materials and recommendations for the community	X		100%
Cash transfer course for the National Society	X		100%
Acquisition of tarpaulins from the IFRC office	X		100%
Acquisition of blankets	X		100%
Acquisition of kitchen kits	X		100%
Distribution of humanitarian aid	X		100%
Acquisition of food kits for one month	X		100%
Distribution of food kits	X		232%

Achievements

Evaluation and identification of benefitting 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.

Feasibility study and costs to implement vouchers to deliver food and rehabilitation materials

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

The study found that it was also feasible to distribute vouchers and food to families according to the damage suffered and need through a Mega V ticket.

Cash Transfer Programme 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. Materials such as cement, sheeting, wood, blocks, iron, rods, and other supplies were procured to build their temporary accommodations, in addition to the tarpaulins provided. Prioritization of materials for beneficiary families who lost their homes was carried out by Red Cross staff (see details in the Distribution section).

CTP distribution for temporary accommodations

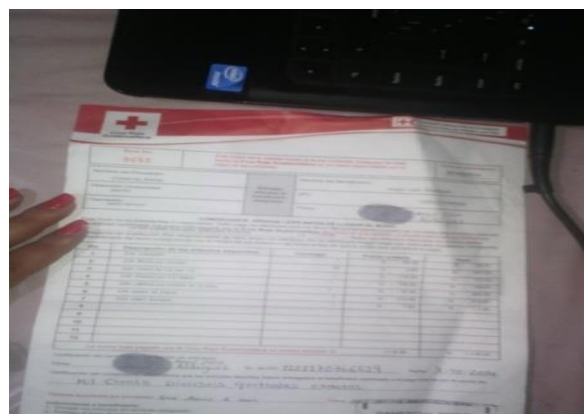
Department	Municipality	Communities	Families	CTP Vouchers
San Marcos	San Marcos	Federación	34	34
		Ixquihuilá	14	14
		El Recreo	22	22
		Ixtagel	2	2
		San José Las Islas	24	24
		Piedra Parada	16	16
		Serchil	5	5
	San Pablo	Santo Domingo II	10	10

	San Pedro	Villa Nueva	8	8
	San Rafael	Feria	6	6
	Esquipulas Palo Gordo	Aldea la Fraternidad	14	14
TOTAL			155	155

Cash Transfer Programme vouchers for repair 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; later, 65 more vouchers were added using available funds, assisting 475 families. Materials such as cement, sheeting, wood, calamine, wire, blocks, iron and other supplies were procured to repair their homes. As before, the prioritization of materials for beneficiary families whose homes were affected was carried out by Red Cross staff.

Department	Municipality	Communities	Families	CTP Vouchers	
San Marcos	San Marcos	Federación	59	59	
		Ixquihuala	17	17	
		El Recreo	53	53	
		Ixtagel	5	5	
		San Jose Las Islas	41	41	
		Piedra Parada	10	10	
		Serchil	17	17	
		Tejutal	25	25	
		Los Perez	40	40	
	San Pablo	Santo Domingo II	24	24	
	San Pedro	Villa Nueva	5	5	
	Sibinal	Sibinal	Canton 15 De Setiembre	42	42
			Aldea Checamba	9	9
			Aldea San Andres Cheoj	22	22
			Santa Rita	16	16
			Sibinal	14	14
	Canton Toaman	76	76		
TOTAL			475	475	



Implementation of Repair Vouchers (CTP). Source: GRC

Building materials were also acquired to repair damages to the San Marco branch premises.

Verification of families benefitted

On-site visits were conducted during the final month of the operation, as was the beneficiary satisfaction survey.

Information materials and recommendations to the community

Information was provided on using the vouchers properly. In addition, construction technicians in affected municipalities provided technical support to build temporary accommodations and for home repairs. Moreover, the emergency shelter officer provided support during his mission.

Cash transfer training for the National Society

A cash transfer training session was provided to 13 Red Cross volunteers from the GRC's headquarters and the San Marcos, Serchil and Tejutla branches and to 3 CONRED members. Training was provided by the Livelihoods RIT General.

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

Kitchen kit items

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

Distribution of humanitarian aid

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

Distribution of humanitarian aid to families with collapsed homes

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

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

Department	Municipality	Communities	Families	Tarpaulins	
San Marcos	San Marcos	Federación	59	118	
		Ixquihuilá	17	34	
		El Recreo	53	106	
		Ixtagel	5	10	
		San Jose Las Islas	41	82	
		Piedra Parada	10	20	
		Serchil	17	34	
	San Pablo	Santo Domingo II	24	48	
	San Pedro	Villa Nueva	5	10	
	Sibinal	Canton 15 De Setiembre	42	84	
		Aldea Checamba	9	18	
		Aldea San Andres Cheoj	22	44	
		Santa Rita	16	32	
		Sibinal	14	28	
		Canton Toaman	76	152	
	TOTAL			410	820



Implementation of Mega V to distribute humanitarian aid. Source: GRC

Acquisition of 30-day food kits

Through a purchasing process carried out by the Procurement Department, 155 food kits were procured to assist beneficiaries for one month; they were aimed at families with collapsed housing. A total of 204 15-day food kits were acquired with available funds. A description of the food kits is below:

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

Description of the 15-day Food Kit

Quantity	Food kit items
40 lbs.	Corn flour
2 lbs.	Incaparina (fortified drink)
8 lbs.	sugar
12 lbs.	beans
4 lbs.	rice
1 gallons	Vegetable oil

Distribution of food kits

In total, 155 families with collapsed homes were assisted through 1-month food kits and 204 15-day food kits were procured with available funds, which were distributed in 13 communities in the municipalities of San Marcos, San Pablo, San Pedro, San Rafael and Esquipulas Palo Gordo.

Distribution of food kits

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
		Tejutla*	25	25
		Sibinal*	179	179
	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			359	359

Challenges

- Availability of building materials to meet the immediate needs of the population.
- Damage to housing from previous earthquakes
- Slow government-managed reconstruction process

Lessons learned

The following lessons learned were established through the Lessons Learned Workshop conducted within the context of the DREF operation:

1. Coordination;

- Having a disaster preparedness and response framework is essential and that the National Society has Strategic Plans, Response Plans and maintains a culture of contingency plans for seasonal events.
- Planning for response is of fundamental importance to the National Society, and these processes are participatory and instruments are decentralized, such as response plans and contingency plans.
- Clarity in terms of the auxiliary role of the Guatemalan Red Cross in national legislation and establishing relationships with governments and civil society ensures access to the most vulnerable and helps meet needs during response and recovery phases in disasters and crises.

2. Administration and finance;

- Having a manual with procedures that respond to the needs of the operation facilitates humanitarian action.
- Education and training at various administrative levels is essential for the areas that support the operation to become actively integrated.

3. Communications/Information Management:

- It is essential to continue expanding strategic efforts in communications, including the use of social media and new communication technologies, with an emphasis on public relations and the continuous monitoring of the GRC's institutional image and the impact of humanitarian action.
- A proper information management system guarantees that information flows from the field and goes through a process that transforms data into useful information, which in turn is necessary for strategic and operational decision-making.

4. Operational Management:

- Volunteers are essential for development within the Movement's structures and in their respective communities. It is important that they are given opportunities to innovate and develop their leadership skills.
- Increasing volunteerism, promoting rights and duties along with capacity-building and diversification ensures that National Society's efforts are integrated.
- Including cross-cutting issues, such as gender, safer access, Sphere and protection principles in disaster preparedness and response promotes adequate operational development.

The following recommendations were made and also based on the lessons learned:

- Information management and Communications in emergencies and disasters:

- Strengthening the information management system to ensure decision-making from the EOC, interacting with: situation rooms, command posts and operations centres at other territorial levels by applying a coordinated decision-making process according to jurisdiction, optimizing communications between Movement actors, local organizations and government and private entities. This may require a work plan that includes training, procedures and integration of the various actors involved.

- Planning and Response Mechanism:

- Strengthening through: training, procedures, coordination mechanisms and exchange of information in cases of disaster between the National Societies' organizational units, Movement actors and government entities to improve the management of activities.
- Conducting simulation exercises that involve the entire response structure as well as some key branches. This will allow more in depth identification of aspects to be strengthened in organization, planning, implementation and monitoring; activities such as these should establish a baseline for the National Society, which will lead to a Work Plan to strengthen the system.

-Volunteer Management System:

- Promoting the implementation of an internships plan at Emergency Operations Centres facilities the capacity building of volunteers and officials (governmental, administrative, technical - operational entities).
- Promoting internships management at the IFRC on the use of Movement tools such as the Plan of Action, DREF, Disaster Management Information System (DMIS, Mega V, logistics and financial management, among others).
- Through the Comprehensive Training Institute, which promotes new response technologies, such as the Open Data Kit, and Mega V among others, as well as continuing to promote the use of the Federation's learning platform

Infrastructure and Equipment:

- Building the capacity of volunteers and permanent staff in logistic management, procurement, transport, warehousing, distribution, monitoring and accountability.
- Updating administrative processes for procuring goods and services that are speedy and decentralized without infringing on accountability systems.

Participants in Lessons Learned Workshop

No.	Department within NS or IFRC	No. of persons
1	General Management	1
2	IFRC	2
3	Volunteer Management	1
4	Disaster Risk Management	4
5	Accounting Department	2
6	Health Directorate	5
7	General Administration	3
8	Quetzaltenango Branch	2
9	San Marcos Branch	5
10	Serchil Branch	5
11	Tejutla Branch	5
12	Monitoring	1
13	Communications	1
14	Facilitators	2
15	Co-facilitators	1
TOTAL		40

Contact information

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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.

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.

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Disaster Response Financial Report

MDRGT006 - Guatemala - Earthquake

Timeframe: 18 Jul 14 to 18 Nov 14

Appeal Launch Date: 18 Jul 14

Annual Report

Selected Parameters

Reporting Timeframe	2014/7-2015/6	Programme	MDRGT006
Budget Timeframe	2014/7-11	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
A. Budget		211,833				211,833	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		211,833				211,833	
C4. Other Income		211,833				211,833	
C. Total Income = SUM(C1..C4)		211,833				211,833	
D. Total Funding = B + C		211,833				211,833	

* 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. Opening Balance							
C. Income		211,833				211,833	
E. Expenditure		-207,964				-207,964	
F. Closing Balance = (B + C + E)		3,869				3,869	

Disaster Response Financial Report

MDRGT006 - Guatemala - Earthquake

Timeframe: 18 Jul 14 to 18 Nov 14

Appeal Launch Date: 18 Jul 14

Annual Report

Selected Parameters

Reporting Timeframe	2014/7-2015/6	Programme	MDRGT006
Budget Timeframe	2014/7-11	Budget	Approved
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

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	
BUDGET (C)			211,833			211,833		
Relief items, Construction, Supplies								
Shelter - Relief	13,738		13,999			13,999	-261	
Shelter - Transitional	65,609		80,672			80,672	-15,063	
Construction Materials	1,340		1,034			1,034	306	
Clothing & Textiles	3,358		3,336			3,336	22	
Food	13,845		24,764			24,764	-10,919	
Water, Sanitation & Hygiene	5,340		5,301			5,301	39	
Teaching Materials	21,838		13,317			13,317	8,520	
Utensils & Tools	6,140		6,636			6,636	-496	
Total Relief items, Construction, Sup	131,208		149,059			149,059	-17,851	
Logistics, Transport & Storage								
Distribution & Monitoring	4,913						4,913	
Transport & Vehicles Costs	15,379		6,868			6,868	8,511	
Logistics Services	2,501		2,749			2,749	-248	
Total Logistics, Transport & Storage	22,793		9,617			9,617	13,176	
Personnel								
International Staff	4,466		4,028			4,028	438	
National Society Staff	7,950		8,989			8,989	-1,039	
Volunteers	11,023		11,774			11,774	-751	
Other Staff Benefits	1,787		2,562			2,562	-775	
Total Personnel	25,225		27,353			27,353	-2,128	
Workshops & Training								
Workshops & Training	5,449		10,203			10,203	-4,755	
Total Workshops & Training	5,449		10,203			10,203	-4,755	
General Expenditure								
Travel	5,360		6,450			6,450	-1,091	
Information & Public Relations	1,251		914			914	337	
Office Costs	5,002		5,423			5,423	-421	
Communications	1,903		1,654			1,654	248	
Financial Charges	715		-15,402			-15,402	16,117	
Total General Expenditure	14,229		-961			-961	15,190	
Indirect Costs								
Programme & Services Support Recove	12,929		12,693			12,693	236	
Total Indirect Costs	12,929		12,693			12,693	236	
TOTAL EXPENDITURE (D)	211,833		207,964			207,964	3,869	
VARIANCE (C - D)			3,869			3,869		

Disaster Response Financial Report

MDRGT006 - Guatemala - Earthquake

Timeframe: 18 Jul 14 to 18 Nov 14

Appeal Launch Date: 18 Jul 14

Annual Report

Selected Parameters

Reporting Timeframe	2014/7-2015/6	Programme	MDRGT006
Budget Timeframe	2014/7-11	Budget	Approved
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster response	211,833		211,833	211,833	207,964	3,869	
Subtotal BL2	211,833		211,833	211,833	207,964	3,869	
GRAND TOTAL	211,833		211,833	211,833	207,964	3,869	