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Operations Update

Guatemala: Volcanic Eruption

 International Federation
of Red Cross and Red Crescent Societies

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| Emergency Appeal n° MDRGT013 | Glide n° VO-2018-000066-GTM |
| Operations Update n° 1 | |
| Operation start date: 6 June 2018 Date of issue: 3 July 2018 | Timeframe covered by this update: 6 June 2018 to 21 June 2018 |
| Category allocated to the of the disaster or crisis: Orange | |
| Appeal budget: 2,036,968 Swiss francs (CHF) DREF allocated: CHF 256,877 Donor response | Expected timeframe: 12 months Expected end date: 11 June 2019 |
| Total number of people affected: 1,714,387 people | Number of people to be assisted: 1,000 families (6,000 people) |
| Host National Society presence: The Guatemalan Red Cross (GRC) has one national headquarters, 21 branches throughout the country and 1,684 active volunteers (56 per cent men and 44 per cent women). | |
| Red Cross Red Crescent Movement partners actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC), Spanish Red Cross, Italian Red Cross and Norwegian Red Cross. | |
| Other partner organizations actively involved in the operation: National Coordinator for Disaster Reduction of Guatemala (CONRED for its acronym in Spanish), Oxfam, Good Neighbours, Plan International, Action Against Hunger (ACH for its acronym in Spanish), Mercy Corps, Food for the Hungry, International Cooperation (COOPI for its acronym in Italian), Techo, Child Fund, Care, Save the Children, World Vision, Spanish Agency for International Development Cooperation (AECID), Arbeiterwohlfahrt International (AWO for the acronym in German), and the United Nations (UN) system: United Nations Children's Fund (UNICEF), United Nations Population Fund (UNFPA), United Nations Development Fund (UNDP), World Food Programme (WFP), United Nations High Commissioner for Refugees (UNHCR), Office of the United Nations High Commissioner for Human Rights (OHCHR), UN, Women, UN Volunteers, United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), United Nations Department of Safety and Security (UNDSS), United Nations Educational, Scientific and Cultural Organization (UNESCO), International Organization for Migration (IOM), Food and Agriculture Organization (FAO) | |

A. Situation analysis

Description of the disaster

On 3 June 2018, Guatemala's 3,763-meter (12,346-foot) Fuego Volcano erupted, killing 112 people. The volcano emitted an 8-kilometer (5-mile) stream of hot lava and a dense plume of black smoke and ash that blanketed Guatemala's capital, Guatemala City, and other regions. According to Guatemalan authorities, 12,823 people have been evacuated from the affected area (please see the [map of affected areas](#)), 3,633 people are in collective centres, 197 people are missing, and 55 people are injured¹. The fatalities are concentrated in three towns: El Rodeo, Alotenango and San Miguel los Lotes. Guatemala's president was considering declaring a state of emergency in the departments of Chimaltenango, Escuintla and Sacatepequez. Furthermore, Guatemala City's La



Photo: A GRC volunteer provides support to children in the affected area. Source: GRC.

¹ Source: CONRED Situation Report from 20 June 2018 20:00 hr.

Aurora international airport closed its only runway due to the presence of volcanic ash and the danger it poses to the safety of passengers and aircraft. The volcano is 25 miles (40 km) south-west of Guatemala City, and it is close to the tourist destination of Antigua².

Summary of the current response

Overview of Host National Society

FUEGO VOLCANO GUATEMALA

22 June, 2018



The Fuego Volcano, the most active volcano in Guatemala, erupted on 3 June generating a column of ash, lava, and pyroclastic flows up to 10km from the crater. The eruption affected over 1.7 million people in Sacatepéquez, Escuintla, and Chimaltenango departments, where national authorities declared the highest level of alert.

SITUATION



People affected
1.7 million



Deceased
112



Injured
55



Evacuated
12,823



In shelters
3,559

Source: CONRED / General report June 22, 2018, 07:00 hrs

GUATEMALA RED CROSS ACTIONS



1,698

VOLUNTEERS OF THE NATIONAL SOCIETY
ALERT AND READY TO BE MOBILIZED

20

BRANCHES

- ▶ **Psychosocial support** for the survivors
- ▶ **Ambulances** deployed to transport people to hospitals
- ▶ **Medical and prehospital care** in shelters and in the impact zones
- ▶ **Collection centers** were opened at national level
- ▶ **Voluntary blood donation**
- ▶ **Restoring family links** service activated
- ▶ Support to the **rescue and evacuation** efforts

EMERGENCY APPEAL

CHF **2,036,967**

TO SUPPORT

6,000 PEOPLE

The GRC deployed a support team from its headquarters to Escuintla to carry out a needs assessment and provide support and guidance to Restoring Family Links (RFL), psychological support (PSS) actions and the provision of medical care in the collective centres.

Furthermore, using its ambulances, the GRC is providing support to the transfers of burn patients. In addition, the GRC has opened 15 collection centres to receive food and non-food items, including blankets, cleaning kits and cots.

The Guatemalan Red Cross develops national-level actions as established in the National Response Plan, which also determines the operational structure, lines of action and procedures that facilitate disaster response; the National Society has 100 staff members, 21 branches and more than 1,684 volunteers nationwide. The GRC has implemented a cash transfer programme (CTP) in its last two Disaster Relief Emergency Fund (DREF) operations, one of which was completed in the last week of December 2017 and well received by the target community.

Overview of Red Cross Red Crescent Movement in country

There are Partner National Societies (PNSs) present in the country such as the Spanish Red Cross and Norwegian Red Cross, IFRC and the ICRC, with which the GRC president, general director and staff maintain permanent institutional cooperation and coordination for both the programming of activities and accountability and resource management, among other relevant areas.

² RSOE Emergency and Disaster Information Service, Budapest, Hungary Situation Update No. 1

The IFRC provides support on Movement coordination through the regional office for the Americas (ARO)'s Disaster and Crisis Department, which maintains close communication with the Guatemalan Red Cross. With support from the IFRC and as per the institutional response plan, the GRC's volunteers and staff will implement the relief actions for the affected population living near the volcano.

At the regional level, sister National Societies including the Honduran, Salvadorian, Nicaraguan and Mexican Red Cross National Societies are offering peer support, in addition to in-kind and monetary donations from local and international companies to the GRC. The Mexican Red Cross, in coordination with the GRC, has deployed 130 tons of humanitarian assistance from Mexico that include 8,000 food parcels, 35,000 protection masks, 3,000 blankets, 2,000 hygiene kits, 600 sleeping bags, 800 mattresses and 200 family tents. The Spanish Red Cross deployed an emergency manager, a water sanitation and hygiene promotion (WASH) delegate and a PSS delegate, and the Italian Red Cross deployed a National Society development delegate to assist the GRC. Furthermore, the Spanish Red Cross has assisted with the construction of showers and sanitary facilities in the GRC-managed collective centres, and the Spanish Red Cross's WASH technician is supporting the GRC's participation in the WASH sectorial boards, where a water monitoring commission has been established. In addition, the IFRC deployed a Regional Intervention Team (RIT) member with technical capacities in livelihoods for one month.

The ICRC is supporting the GRC's implementation of Restoring Family Link (RFL) actions and the management of cadavers, in coordination with Guatemalan national authorities.

Overview of non-Red Cross Red Crescent actors in country

The Humanitarian Country Team (composed of UNOCHA, non-governmental organizations [NGOs] and international non-governmental organizations [INGOs]) has activated its sector coordination system to carry out a preliminary identification of potential needs. CONRED continues to perform search and rescue for missing people and provide care and attention in the collection centres. Additionally, CONRED is carrying out a damage assessment and needs analysis in coordination with the Guatemalan Red Cross; CONRED's operations centre is organized into response sectors and functions, in which the GRC is part of the Inter-Institutional Liaison System and the Humanitarian Aid and Assistance Coordination Centre (CAHA for its acronym in Spanish). The inter-agency coordination mechanism for field actions has been activated. In addition to the Red Cross Red Crescent Movement, the following organizations are part of the coordination mechanism: UNICEF, UNFPA, UNDP, WFP, UNHCR, OHCHR, IOM, FAO, Oxfam, Good Neighbours, Plan International, ACH, Mercy Corps, CONRED, UNOCHA, Food for the Hungry, COOPI, Techo, Child Fund, Care, UN Women, Save the Children, UNDSS, UNESCO, World Vision, UN Volunteers, AECID and AWO International. A decision around the activation of emergency clusters is under discussion.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

Please see the Emergency Plan of Action for this section.

Targeting

The Guatemalan government is coordinating the collective centres, in which approximately 3,613 people are being housed. The GRC will target 1,000 families (6,000 people) in the departments of Escuintla, Alotenango, Sacatepéquez, Yepocapa and Chimaltenango through the following sectors:

| Sector | Target Beneficiaries |
|-------------------------------|-------------------------------|
| Livelihoods | 500 families (3,000 people) |
| Health | 1,000 families (6,000 people) |
| Disaster risk reduction (DRR) | 500 families (3,000 people) |

In its emergency responses, the GRC ensures that its programmes are aligned with the Red Cross's commitment to gender and diversity through the targeting of female-headed households, pregnant or lactating women, men and boys made vulnerable by disasters, households with persons special needs, elderly people, those suffering from chronic illnesses, children-headed households and families with children under five years old; the GRC also targets families that have not received any or sufficient assistance from the government or other organizations, those belonging to the socially vulnerable households and those who lack relevant resources to cope with the basic humanitarian needs on their own in its relief efforts; these groups will be considered according to the level of impact in the current operation.

Operation Risk Assessment

It has not been ruled out that the current rainy season might last for a few more weeks, causing other emergencies in the region and further affecting families that have already suffered from the onslaught of climate related events. Moreover, the road infrastructure conditions in the country, especially in the affected region, make it difficult for the Guatemalan Red Cross, the population and the institutions linked to the emergency to mobilize their personnel and equipment.

B. Operational strategy

Overall Operational objective:

The overall objective of this operation is to ensure appropriate humanitarian assistance at least to 6,000 people (1,000 families) affected by the volcanic eruption in a timely, effective, and efficient manner, and that they are provided with the necessary support to recover with increased disaster resilience; furthermore, this operation will ensure that all affected women, men, children, persons with disabilities and minority groups are reached.

Based on the current information, the operational strategy is to contribute to the response during the emergency and recovery phases by focusing on the following intervention areas:

1. Supporting the GRC's livelihoods response during the emergency and recovery phases through the performance of continuous and detailed assessments and analyses to inform the operation's design and ongoing implementation. During the emergency phase, the GRC will ensure that the affected population has the necessary resources to guarantee its food security. Additionally, the GRC will strengthen its staff and volunteers in the execution of Livelihoods assessments and the implementation of actions that protect and restore the affected communities' livelihoods, especially the communities that do not have access to productive assets; through these actions, the GRC will help the affected communities become more resilient. **Target: 500 families (3,000 people)**
2. Conducting volcano hazard awareness messaging and implementation of health and PSS components for the Guatemalan population and the development of a communication strategy for the different targets groups. **Target: 1,000 families (6,000 people)**
3. Disaster Risk Reduction during the emergency phase is a key element of the recovery phase, considering the Fuego Volcano's ongoing risk of eruption. Based in the needs and the impact on the affected schools, the GRC will implement the Red Cross Reference Centre for Resilience's safe school methodology. The IFRC will support the GRC's continued efforts to strengthen the government's domestic legal frameworks for disaster risk reduction, preparedness and response, which will be particularly important during the recovery phase. Additionally, since the formation and training of a community-based organization (e.g. Community-Based Action Team (CBAT), Community Disaster Response Team (CDRT) have been established as pivotal components of all Disaster Management programmes and the main drivers of DRR activities within communities, the GRC will help the affected communities build response teams. **Target: 500 families (3,000 people)**
4. National Society Capacity Development (NSD): Ensure that the GRC has the capacity to manage adequately challenges. It is important to continue to support ongoing NSD efforts by strengthening the GRC's structures and systems to ensure it has effective and improved service delivery capacity; the continued emphasis on NSD will improve the GRC's' long-term capacity to respond and prepare for emergencies and provide sustained support to vulnerable populations.

The GRC launched an emergency appeal at the national level, which the National Society is funding bilaterally through the national and international contributions it has received. Since the IFRC's emergency plan of action is part of the GRC's comprehensive EPoA, not all the intervention's lines of action are reflected in this document. Please see the operation's [Dashboard](#) for the other lines of intervention.



A GRC volunteer interviews a woman in an affected community. Source: GRC

C. Detailed Operational Plan



Livelihoods

People reached: 0

Outcome 1: Livelihoods are restored among targeted population (the 500 most vulnerable families during the emergency phase and the recovery phase)

| Indicators: | Target | Actual |
|--|--------|--------|
| 100% of targeted population meet their immediate needs, including basic food needs | 500 | 0 |

Output 1.1: Households are provided with unconditional cash grants to address their basic needs during the emergency phase

| Indicators: | Target | Actual |
|--|--------|--------|
| 500 households reached through CTP for basic needs | 500 | 0 |

Progress toward outcomes

- **Multi-purpose cash transfer programme to cover essential needs for 500 families for a month**

Based on the analysis the GRC conducted during this reporting period and considering that the affected population's needs have been adequately covered by nationwide donations, the GRC will carry out a Cash Transfer Programme (CTP) for 95 families in the community of Santa Marta in the department of Escuintla on 23 June 2018 to cover their basic needs and lost income. Some of the affected communities can only be reached by foot or air, which has hampered the GRC's damage assessments.

- **Development of a feasibility study**

The livelihoods RIT is visiting affected communities such as El Rodeo and Santa Marta from 19 June to 20 June 2018 to develop the feasibility study.

- **Design of question and answer (Q&A) system for the execution of the CTP**

The livelihoods RIT is working with the GRC's livelihoods focal point to develop this activity based on the regional and national context.

- **CTP workshop for GRC volunteers**

This workshop will take place in early July 2018.

- **Develop campaigns for the cash transfer programme and other livelihood activities**

The livelihoods RIT is working with the GRC's livelihoods focal point to develop this activity based on the affected area's context.

Output 1.2: 500 households have received assistance to cover their mid-term and long-term livelihoods needs during the recovery phase

| Indicators: | Target | Actual |
|--|--------|--------|
| 500 households reached through CTP for basic needs | 500 | 0 |
| 500 families' livelihoods are restored to pre-disaster level | 500 | 0 |
| 250 community members trained in vocational skills and methods for increasing income | 250 | 0 |
| 25 GRC volunteers are trained in Livelihoods programme | 25 | 0 |
| 1 RIT is deployed | 1 | 1 |

Progress towards outcomes

- **Livelihoods and market assessment**

The livelihoods RIT visited Santa Marta and El Rodeo on 19 June 2018 to conduct a market assessment; while in these communities, she interviewed community members to ascertain where the closest market was located, whether it was functional and if they could obtain necessary goods, among other questions. The RIT will carry out a market assessment in the other affected communities in the department of Escuintla until the end of the current reporting period.

- **Beneficiary selection and registration using Open Data Kit (ODK)**

The GRC, with the support from the Mexican Red Cross, has registered the following communities via ODK:

| Community | # of community members registered |
|--------------|-----------------------------------|
| Santa Rosa | 203 |
| La Reina | 98 |
| Santa Marta | 92 |
| Rodeo Centro | 48 |
| Total | 441 |

The livelihoods RIT is assisting the GRC with the selection of beneficiaries.

The following activities will take place after the close of the current reporting period: **Skill building and livelihoods protection workshops for beneficiaries; Replacement or acquisition of productive assets to restore livelihoods for 500 families (possibly through cash transfers); Monitoring and evaluation of the impact of the activity to restore sustainable livelihoods by the GRC and the IFRC; Workshop on livelihoods and basic needs for GRC volunteers and staff**

- **Coordination with stakeholders on the livelihoods programme**

On 19 June 2018, the GRC's livelihoods focal point met with FAO and Guatemala's Ministry of Agriculture, Livestock and Food Supply (MAGA for its acronym in Spanish) to discuss livelihoods and food security. The GRC participates in the weekly cluster mechanism for livelihoods meetings at the national level.

- **Regional surge personal deployment (RIT member for at least 3 months)**

A RIT specialized in livelihoods from the Ecuadorian Red Cross arrived in Guatemala on 15 June 2018; she will spend one month in Guatemala. She is currently in the department of Escuintla, where she is conducting a feasibility study and selecting the beneficiaries for the emergency phase CTP distribution.



Health

People reached: 3,108

Outcome 1: The immediate risks to the health of affected populations are reduced

| Indicators: | Target | Actual |
|---|--------|--------------------|
| 6,000 people the population reached through the health sector | 6,000 | 3,108 ³ |

Output 1.1: At least 1,000 people receive timely medical care and first aid services

| Indicators: | Target | Actual |
|--|--------|------------------|
| 1,000 people reached through medical care and first aid services | 1,000 | 563 ⁴ |

Progress towards outcomes

- **Deployment of medical personnel from GRC to affected areas**

The GRC deploys 10 doctors with specialities in pediatrics, gynecology and general medicine, among others, 16 GRC volunteers trained in first aid and 1 to 2 paramedics daily to schools and the collective centres to provide pre-

³ Sum of pre-hospital care (39 people), medical attention (524), medical transports (36), hygiene promotion (1,182) and PSS (1,327). Please note that some of the beneficiaries may have been double counted.

⁴ Sum of pre-hospital care (39 people) and medical attention (524).

hospital care and first aid. The GRC also transported severely burned patients or patients with serious respiratory problems to the main hospital in Escuintla or Roosevelt Hospital or General San Juan de Dios Hospital in Guatemala City; in addition, the GRC transported 14 critically ill patients to the La Aurora Airport so that they could be airlifted to the United States to receive medical treatment. As of 20 June 2018, in coordination with Guatemala's Ministry of Health, the GRC has provided medical attention to 524 people, pre-hospital care to 39 people, collected 232 units of blood and transported 36 people to medical centres or the airport.

- **Provision of medical supplies and equipment and fuel for ambulance services**

During the reporting period, the GRC provided fuel for its ambulance service and medicine, nebulizers, sutures, bandages, and intravenous solutions to affected people.

- **Provision of first aid services in the collective centres and the affected area**

In the initial days of the emergency, the GRC provided pre-hospital care to 39 people in the collective centres. The National Society provided first aid and medical care in the collective centres and affected area during the reporting period. Please see the ***Deployment of medical personnel from GRC to affected areas*** activity above for more information.

- **Community health promotion (including prevention of vector-borne diseases)**

During the reporting period, the GRC health technicians and volunteers conducted community-based actions in the collective centres on the prevention of Human Immunodeficiency Virus (HIV), the promotion of hygiene and sexual and reproductive health, and vector control measures through the distribution of educational materials and the realization of educational sessions. During the reporting period, the GRC reached 1,182 people through its hygiene promotion actions.

- **Provide personal protective equipment to volunteers**

During the reporting period, the GRC provided its field volunteers with masks, which were purchased with bilateral funding from the Mexican Red Cross, safety goggles, boots, hats with the Red Cross emblem, helmets and gloves to prevent injury.

Output 1.2: 6,000 people receive psychosocial support services according to affected population's needs

| Indicators: | Target | Actual |
|---|--------|--------|
| 6,000 people reached through PSS activities | 6,000 | 1,327 |
| 25 GRC volunteers trained in PSS | 25 | 0 |

Progress towards outcomes

- **Development of a psychosocial support strategy for the operational set up**

A PSS delegate from the Spanish Red Cross and the GRC's PSS focal point are collecting data and conducting a needs analysis to develop this strategy.

- **Conduct training for volunteers in psychosocial support in emergencies**

The PSS delegate from the Spanish Red and GRC's PSS focal point will hold a workshop on PSS in emergencies for 30 GRC volunteers on 22 June 2018 at the *Escuela Normal Intercultural* in the department of Escuintla.

- **Produce information, education and communication (IEC) materials and disseminate information on psychosocial support, stress management, coping and the prevention of violence through radio, social networks and other mass media channels**

The GRC is developing PSS materials, and it has communication materials, which it will print and distribute to people in the collective centres.

- **Establish safe spaces for psychosocial support activities**

The PSS delegate and GRC PSS team is assessing whether there are safe spaces in the collective centres for women and children or if other organizations are already covering this need. For example, Save the Children is covering this need in the collective centres in Alotenango for adolescents and young children.

- **Provision of psychosocial support services to affected people**

During the reporting period, the GRC, along with the PSS delegate from the Spanish Red Cross, provided PSS support to groups of women in the Iglesia Horeb, Jose Martí, Consur and Experimental collective centres, and it provided PSS support to groups of children in all the collective centres in the department of Escuintla. Additionally, the GRC offered psychological first aid to morgue personnel and people who had to identify the body of family members. Moreover, GRC's PSS team carried out stress management exercises for men, women and children in the collective centres. During the reporting period, the GRC reached 1,327 affected people through its PSS actions.

- **Establish referrals pathways for specialized support as needed**

The GRC is coordinating the referrals of more serious psychological cases or more specialize attention with public health centres and the Ministry of Health.



Protection, Gender and Inclusion

People reached: 0

Outcome 1: The National Society adopts specific measures that contribute to humanitarian assistance with a differentiated approach according to the beneficiaries' vulnerabilities, gender and/or a situation, promoting protection and inclusion

| Indicators: | Target | Actual |
|--|--------|--------|
| 3,000 people (disaggregated by sex and age) receive information with a differential focus on the protection of their lives. | 3,000 | 0 |
| 30 people receive training (disaggregated by sex and age) in sexual and gender-based violence (SGBV) in the collective centres | 30 | 0 |

Output 1.1: Emergency response operations prevent and respond to sexual and gender-based violence (SGBV) and all forms of violence against women and children

| Indicators: | Target | Actual |
|---|--------|--------|
| 30 volunteers (disaggregated by sex) receive training in Minimum Standards of Gender and Diversity and basic training in gender | 30 | 0 |
| 3,000 of individuals (disaggregated by sex and age) receive training in SGBV prevention | 3,000 | 0 |
| 500 beneficiaries (disaggregated by sex and age) receive SGBV service information through outreach and awareness raising | 500 | 0 |
| 500 beneficiaries (disaggregated by sex and age) have access to Safe Spaces | 500 | 0 |
| 500 beneficiaries (disaggregated by sex and age) receive PSS | 500 | 0 |
| 100 reference systems on sexual protection and gender-based violence brochures to beneficiaries during counselling sessions are produced and distributed to beneficiaries during counselling sessions | 100 | 0 |

Progress towards outcomes

- **Inclusion of messages on how to prevent and respond to SGBV and violence against women and children in all outreach activities during the Emergency Appeal timeframe**

The GRC is still developing this activity. The National Society plans on putting key messages on t-shirts that promote peaceful coexistence to distribute to the people in the collective centres. The GRC also expects to create posters that provide information on reporting cases of sexual violence in the collective centres, and it plans on producing informational materials about sexual violence while considering national legislation on this issue.

- **Set up child-friendly spaces for children in the service assistance areas (financed by local contributions)**

The GRC is still planning this activity. It will instruct the teams in the collective centres on the importance of establishing safe spaces within the collective centres for children that provide protection, security and specialized attention.

- **Reproduction of communication materials and information kits about SGBV for distribution to the beneficiary population and during all community activities**

The GRC is still planning this activity. The GRC expects to reproduce communication materials that contain information about the types of violence according to Guatemalan law and relevant local institutions' contact number.

- **Development of a system to ensure that staff and volunteers sign the Code of Conduct and participate in an informational session**

During the reporting period, the National Society reinforced its staff's and volunteers' required compliance with the GRC's Code of Conduct during the PSS workshop for volunteers in Escuintla.

- **Gender-based violence workshop for GRC shelter management volunteers**

The GRC and a protection delegate from the Canadian Red Cross Society will conduct a SGBV workshop for 40 GRC volunteers at the *Escuela Normal Intercultural* on Friday evening (22 June 2018). In the interest of time and the promotion of a more comprehensive and inclusive approach, the SGBV workshop will be held simultaneously as the PSS workshop⁵. The GRC expects to replicate these workshops with other GRC volunteers.

- **Use protection, gender and inclusion (PGI) minimum standards as a guide to support sectorial teams, including measures to address vulnerabilities specific to gender, disability and diversity factors**

The GRC is planning a one-day SGBV workshop to be held later to train volunteers so that the National Society can deploy trained personnel in this area in future emergencies.

- **Hold basic training with male and female beneficiaries on SGBV prevention**

This GRC is planning this activity. The National Society will draft a proposal for the realization of workshops with males and females in the collective centres on the prevention of SGBV and new forms of inter-personal relationships and appropriate forms of behaviour.



Migration

People reached: 114 people

Outcome 1: Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit and destination)

| Indicators: | Target | Actual |
|---|--------|--------|
| 200 families have contact restored with their missing family members through RFL services | 200 | 114 |

Output 1.1: Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster

| Indicators: | Target | Actual |
|--|--------|--------|
| At least 200 families receive RFL services | 200 | 114 |

Progress towards outcomes

- **Deployment of a team of GRC volunteers for restoring family links (the ICRC will provide financial support for this activity)**

Five staff members, including a coordinator and migration technicians, and 9 volunteers deploy daily to 9 collective centres (3 in the department of Escuintla and 6 in Alotenango, Sacatepéquez). The GRC is also supporting families on the identification of cadavers, and the GRC maintains a database of missing persons, which it updates via ODK daily. The GRC conducts interviews with the family members of missing persons to obtain the missing person's

⁵ The group of 40 volunteers will be split into two groups of 20. After 1.5 hours, the PSS group will rotate to the SBVG workshop and vice versa.

name, identifying characteristics, a photo if available, age, sex, identification number, telephone number, his or her community, and names of other family members. During this reporting period, the GRC handled 114 RFL cases.



Disaster Risk Reduction

People reached: 0

Outcome 1: Communities in high-risk areas are prepared for and able to respond to disasters

| Indicators: | Target | Actual |
|---|--------|--------|
| 500 households receive information for family disasters plans | 500 | 0 |
| 3 schools have preparedness plans | 3 | 0 |

Output 1.1: Communities take active steps to strengthen their preparedness for timely and effective response to disasters

| Indicators | Target | Actual |
|---|--------|--------|
| 500 families in 3 communities receive family plans | 500 | 0 |
| 25 volunteers are trained in "Escuela Protegida" | 25 | 0 |
| 3 roll outs at the community level for school children, teachers and community members from the schools | 3 | 0 |

Progress towards outcomes

This sector's activities will commence in July 2018.

Strategies for Implementation

Strengthen National Society

S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform

Output S1.1.4: The GRC has effective and motivated volunteers who are protected

| Indicators: | Target | Actual |
|---------------------------------------|--------|--------|
| 1,684 volunteers are insured | 1,684 | 300 |
| 20 debriefings sessions are conducted | 20 | 3 |

Progress towards outcomes

- **Provision of insurance for volunteers**

Currently, 300 GRC volunteers are insured through the operation.

- **Provide detailed briefings on volunteers' roles and the risks they face in emergencies**

The GRC provides briefings to its volunteers at its headquarters before they are deployed, in which they are apprised of their roles and responsibilities in the field, potential risks and the current situation.

- **Provide psychosocial support to volunteers (included in the health budget)**

Forty GRC volunteers that are working in the collective centres will receive training in self-care through the PSS workshop on 22 June 2018, and there are discussions underway to position a psychologist in the morgue to provide specialized PSS support to the GRC volunteers that are working there. Additionally, the GRC is developing a schedule for its volunteers that will require them to rest after a certain number of work hours to prevent them from becoming overstressed. Finally, the volunteers working in the morgue are given priority for the debriefings, and the

10 GRC volunteers that are given this assignment are rotating daily to reduce the possibility of them developing post-traumatic stress disorder (PTSD) or other stress-related illnesses.

- **Provide visibility (uniforms) to volunteers**

Most of the deployed volunteers had their own uniforms before they were sent to the field; however, those did not were provided with uniforms and visibility materials. The GRC is providing all deployed personnel with a vest or safety bib with the Red Cross emblem. The personnel managing the cadavers are given special disposable uniforms.

Output S1.1.6: The GRC has the necessary corporate infrastructure and systems in place

| Indicators: | Target | Actual |
|--|---------------|---------------|
| NIT training for 25 volunteers is conducted | 25 | 0 |
| Operations coordinator and financial officer are hired | 2 | 1 |
| Escuintla branch has an EOC | 1 EOC | 0 |

Progress towards outcomes

- **Strengthen the GRC's Emergency Operations Centre (EOC)**

This activity will begin in February 2019.

- **Restore the GRC's EOC at the Escuintla branch**

With funds from the Italian Red Cross, the GRC repaired the Escuintla branch's roof. After the close of the current reporting period, the GRC will begin making repairs to the branch's interior in order to install an EOC.

- **Provide operational equipment to the GRC (telecommunications equipment such as radios and mobile phones; computers)**

The GRC did not purchase any operational equipment during the reporting period; however, it will be begin purchasing equipment to provide to GRC branches at the end of June 2018.

- **Procurement of 2 4x4 pick up vehicles**

This activity is planned for July 2018.

- **Conduct general NIT training**

This activity is planned for March 2019.

- **Hiring of human resources for the operation (operations coordinator and finance officer for 12 months)**

The GRC hired a financial officer, and he began working on 20 June 2018. The GRC published the posting for the operations coordinator, and the hiring of this position is pending.

- **Provide training to increase the GRC's information management capacity**

This activity is planned for March 2019.

- **Community engagement and accountability: Development of an information system for the target population to obtain feedback on the programme**

This activity is planned for October 2018.

Outcome S2.1: Effective and coordinated international disaster response is ensured

| Indicators: | Target | Actual |
|--|---------------|---------------|
| 100% people of the target population is reached by the disaster response operation | 6,000 | |

| Output S2.1.1: Effective response preparedness and National Society surge capacity mechanism is maintained | | |
|---|---------------|---------------|
| Indicators | Target | Actual |
| # of IFRC monitoring visits | 12 | 2 |
| One lesson learned workshop is held | 1 | 0 |
| Progress towards outcomes | | |
| <ul style="list-style-type: none"> Provision of quality control and monitoring of the operation by the IFRC's ARO <p>ARO's disaster management coordinator for Central America and the Caribbean has been in Guatemala since 5 June 2018; during this time, he conducted two monitoring visits to the field and participated in coordination meetings with the GRC and other stakeholders. ARO's regional director also visited the GRC's field operations in early June 2018.</p> | | |
| <ul style="list-style-type: none"> Lessons learned workshop <p>This activity is planned for the operation's final month.</p> | | |
| Outcome S3.1: The IFRC secretariat, together with National Societies, uses its unique position to influence decisions at local, national and international levels that affect the most vulnerable. | | |
| Output S3.1.5: National Societies are supported to undertake successful policy and legislative advocacy at the national level | | |
| Indicators: | Target | Actual |
| Workshop conducted for 25 GRC volunteers | 25 | 0 |
| Progress towards outcomes | | |
| <ul style="list-style-type: none"> Disaster law case study and lesson learned workshop <p>The GRC and the IFRC will conduct this activity in February 2019.</p> | | |
| Outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability | | |
| Output S4.1.4: Staff security is prioritized in all IFRC activities | | |
| Indicators: | Target | Actual |
| 1 security plan is produced | 1 | 0 |
| 100 GRC staff and volunteers take Stay Safe online course | 100 | 0 |
| Progress towards outcomes | | |
| <ul style="list-style-type: none"> Carry out safety and security assessments (risks and threats) <p>Since Escuintla is Guatemala's second most dangerous department. The GRC's director of volunteering conducts regular assessments of the security situation in the field. He is in regular contact with the police, and he evaluates the risk level for all GRC installations in the field such as the morgue at the <i>Escuela Normal Intercultural</i>. During the reporting period, there were three security incidents in the field.</p> | | |
| <ul style="list-style-type: none"> Prepare a specific security plan for the operation <p>The IFRC's disaster manager for Central America and the Caribbean, its ARO regional security coordinator and the GRC's director of volunteering are developing a security plan for the operation.</p> | | |
| <ul style="list-style-type: none"> Prepare and carry out civil-military relations plan and liaison <p>This activity is planned for December 2018.</p> | | |
| <ul style="list-style-type: none"> Ensure minimum security and actual security requirements are met throughout the operational timeframe <p>For security purposes, GRC volunteers follow a strict work schedule, which limits their deployments to the affected area to between the hours of 6 AM to 6 PM. Additionally, the GRC briefs its volunteers on its Code of Conduct and</p> | | |

Safe Access before they are deployed, and it immediately removes volunteers from the field that pose a threat to themselves or their fellow GRC volunteers. Likewise, the GRC briefs its volunteers on the prevention of sexual violence before deployments, and it employs a zero-tolerance policy for GRC volunteers that are implicated in acts of sexual violence.

Contact Information

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

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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 Humanitarian 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.

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



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace**.