

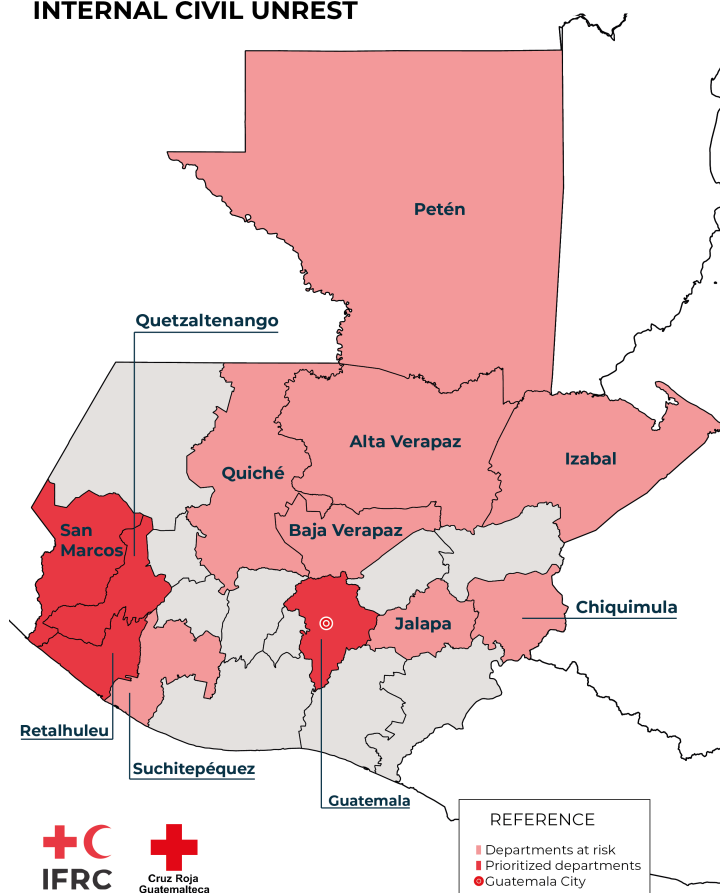


Citizens protest in Guatemala City central plaza on Saturday, 2 September. Source: Esteban Biba.

Appeal: <b>MDRGT021</b>	Country: <b>Guatemala</b>	Hazard: <b>Civil Unrest</b>	Type of DREF Response
Crisis Category: <b>Yellow</b>	Event Onset: <b>Slow</b>	DREF Allocation: <b>CHF 370,924</b>	
Glide Number:	People Affected: <b>62,500 people</b>	People Targeted: <b>3,400 people</b>	
Operation Start Date: <b>2023-10-02</b>	Operation Timeframe: <b>4 months</b>	Operation End Date: <b>2024-02-29</b>	DREF Published: <b>2023-10-02</b>
Targeted Areas:	<b>Guatemala, Quetzaltenango, Retalhuleu, San Marcos</b>		

# Description of the Event

## GUATEMALA ELECTORAL PROCESS 2023 INTERNAL CIVIL UNREST



The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Data source: National Societies. IFRC. Produced by IFRC CA Country cluster IM team. September 2023.

Map 1. Affected areas and areas prioritized with the DREF operation in Guatemala. Source: IFRC.

## What happened, where and when?

Since March 2023, Guatemala has been immersed in a deep state of political and social turmoil due to the general election process that began on 25 June with its first round. This stage included the election of municipal corporations, deputies and the presidential candidates that advanced to the second round (1).

On 12 July, at the request of the head of the Special Prosecutor's Office Against Impunity (FECI, for its acronym in Spanish) of the public prosecutor's office and backed by a court order, the legal personality of one of the two political parties competing in the second round of elections was suspended. This threatened the holding of the second round and provoked a growing wave of indignation both nationally and internationally. However, a subsequent court decision reversed this measure in order to guarantee the holding of the second round.

On 20 August, the second round of elections took place in which the president for the next four years was elected, with the victory of the political party whose legal status had previously been suspended.

On 28 August, the Registry of Citizens of the Supreme Electoral Tribunal (TSE, for its acronym in Spanish) provisionally suspended the registration of the legal personality of the winning political party, following a court order (2).

Additionally, actions promoted by the public prosecutor's office, through the FECI, have led the international



community, civil society and the population in general to perceive that the electoral process is being judicialized, even considering it a technical coup d'état (3). Consequently, uncertainty and socio-political instability has increased across the country triggering numerous demonstrations that have been escalating at strategic points in the capital and main cities.

The Guatemalan Red Cross has been closely monitoring and providing pre-hospital care, including Mental Health and Psychosocial Support (MHPSS) services, during the electoral period as per its institutional contingency plan for the 2023 general elections. However, due to the rising number of demonstrations across the country, including a call by the president-elect for a general protest on 18 September and a national strike on 19 September with blockades and protests against the Public Prosecutor's Office, the Red Cross has identified the need for proactive measures to ensure that the National Society has the resources to enable a timely and adequate response.

Based on a context analysis conducted by the Guatemalan Red Cross, incorporating data from its Emergency Operations Center and specialist assessments, there are growing concerns about a surge in protests after 31 October. This date marks the conclusion of the electoral process and the protection granted to the winning political party by the Supreme Electoral Tribunal expires, preventing its dissolution. As such, this escalation is anticipated due to potential discontent related to the inauguration process and unresolved electoral matters.

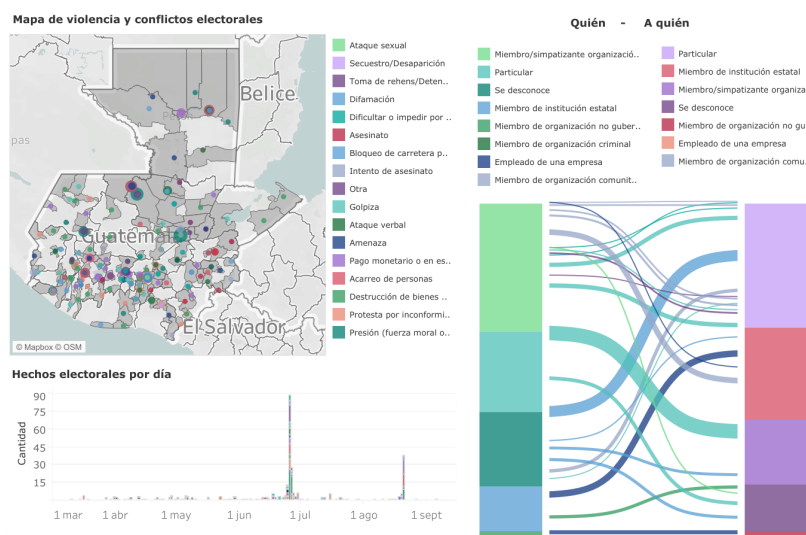
Given past experiences and the expected scale of nationwide mobilization, the National Society has determined that the potential number of people at risk surpasses their capacity to respond adequately. Therefore, the Guatemalan Red Cross has decided to launch this operation for preparedness and response actions based on the evolving situation and its commitment to addressing emerging needs promptly and effectively in the current context.

Sources:

(1) <https://www.nytimes.com/es/2023/08/20/espanol/guatemala-elecciones.html>

(2) <https://elpais.com/internacional/2023-08-29/el-tribunal-electoral-suspende-al-movimiento-semilla-el-partido-que-gano-las-elecciones-en-guatemala.html>

(3) <https://www.plazapublica.com.gt/content/por-que-le-llaman-golpe-de-estado-tecnico-la-intervencion-del-mp-en-las-elecciones>



Map 2. Violence and electoral conflicts in Guatemala between March and September 2023. Source: Diálogos - MOE/GT.

## Scope and Scale

The disturbances associated with the electoral process in Guatemala have reached a significant scale and have had a multifaceted scope that encompasses different dimensions of Guatemalan society and politics. From a geographic perspective, these disturbances have not been limited to specific areas, but have spread throughout the country,



reaching both urban and rural areas.

In terms of duration, the unrest has lasted for an extended period of time, spanning from the initial stages of the electoral process to weeks after the holding of the second round of elections on 20 August. This long duration has generated sustained tension in Guatemalan society and has impacted the daily life of the population.

The magnitude of citizen participation in demonstrations and protests has been remarkable. Thousands of people have taken to the streets to express their demands and concerns, reflecting a high degree of civic involvement in political tensions. These demonstrations have included a wide range of groups and sectors of the population, from university collectives, indigenous populations, to community leaders and civil society organizations.

In terms of consequences, the unrest has had significant effects on various aspects of Guatemalan society, mainly on security and physical integrity. The violence and confrontations during the riots have left many people injured. This has generated an atmosphere of fear and tension. In addition, the climate of political uncertainty and exposure to traumatic situations have had a negative effect on the mental health of the population. Cases of stress, anxiety and other mental health problems have been reported due to the political turmoil. It has also highlighted the fragility of public security, with episodes of violence and riots leading to physical harm to people and damage to property.

According to information provided by the Public Ministry, the Human Rights Ombudsman's Office and the Electoral Observation Mission in Guatemala (MOE-GT), between 1 January and 31 August 2023, a total of 125 incidents of electoral violence and 195 conflicts were registered. The incidents followed a cyclical pattern, which began in January with some isolated incidents, intensified in March with the official start of the campaign period, and reached its peak in June, with the first round of voting. In August, some significant incidents were recorded, but in general terms the process developed in an atmosphere without major complications (1).

Among the most recorded acts of violence were threats, verbal attacks and beatings. Additionally, 17 cases of murder and 10 cases of attempted murder have been registered. On the other hand, more than 50% of the conflict events involved pressure to vote or not to vote for a certain candidate, slate or political party, and protests due to disagreement with the electoral process or results. The transportation of people by political parties also played an important role. These events of electoral violence and conflicts are reflected in Map 2.

Likewise, there have been impacts on social and economic stability, as the disturbances have led to the temporary closure of businesses and the interruption of public services. This directly affects the economic stability of individuals and their families, which in turn increases tension and social unrest.

On the political front, the unrest has eroded confidence in government institutions and in the democratic process itself. The perceived lack of transparency and legitimacy in elections has fueled distrust and political polarization. One of the most recent cases occurred on 12 September, when the Special Prosecutor's Office against Impunity (FECI) of the Public Prosecutor's Office carried out two raids authorized by a judge, one at the Citizen Registry of the Supreme Electoral Tribunal (TSE) and the other at the Center of Operations of the Electoral Process (COPE). During these raids, the prosecutors opened ballot boxes, which generated controversy due to the violation of the Electoral and Political Parties Law (LEPP).

In view of this situation, the presidential candidate-elect announced the interruption of the governmental transition process, citing the actions taken by the Public Prosecutor's Office in the audit of the electoral boxes, based on a citizen complaint that triggered an ongoing investigation against the party to which the candidate-elect belongs.

Although to date there are no official figures of people affected in the during demonstrations in the framework of the electoral process, the Guatemalan Red Cross conducted an analysis of people at risk, where it estimated the number of people affected based on calculations by the Human Rights Ombudsman's Office (PDH, for its acronym in Spanish) in the 2017 protests, where the National Society also activated a DREF operation.

Source:

(1) <https://moe.gt/octavo-informe-mision-de-observacion-electoral-de-guatemala/>



# Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	<b>No</b>
Did it affect the same population groups?	<b>No</b>
Did the National Society respond?	<b>No</b>
Did the National Society request funding from DREF for that event(s)?	<b>No</b>
If yes, please specify which operations	-

## Lessons learned

In 2017, the Guatemalan Red Cross launched DREF Operation MDRGT010 in order to conduct preparedness actions in response to increased civil unrest in the country. The knowledge gained from this DREF, as well as lessons learned from recent operations implemented by the National Society, have been considered during the development of this new DREF Application, including:

- It has become evident that effective and transparent communication is essential to mitigate misinformation and panic in situations of political unrest. Therefore, clear and updated communication channels will be established to inform the population and the media in an accurate and timely manner.
- It has been learned that adequate preparation, training and/or updates of staff and volunteers are crucial to ensure an effective and safe response in the midst of social unrest. This includes training in pre-hospital care techniques, including all aspects of Mental Health and Psychosocial Support (MHPSS), adapted to emergency situations and strengthening rapid response skills.
- The importance of establishing effective coordination mechanisms between local authorities, relief agencies, NGOs and other key actors has also been recognized. Collaboration and coordination among these groups are essential to ensure a comprehensive and efficient response in times of crisis. These lessons will guide the Guatemalan Red Cross in planning, decision making and implementation of effective measures to protect the safety and well-being of the population.

# Current National Society Actions

<p><b>Activation Of Contingency Plans</b></p>	<p>As of June 2023, the Guatemalan Red Cross activated the Contingency Plan for the 2023 General Elections. The main objective of this plan is to address potential violence and conflict during the electoral process. At the same time, it establishes the general guidelines for the creation of local contingency plans, training in safer access measures, implementation of operational communication strategies, training in first aid and pre-hospital care, promotion of visibility and identification of staff and volunteers, provision of personal protective equipment and provision of the necessary supplies to provide medical and pre-hospital assistance to the branches, in order to ensure an effective and safe response in the context of the general elections.</p> <p>This plan has been socialized with all personnel and volunteers at the national level.</p>
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<p><b>Health</b></p>	<p>Since the beginning of the electoral process, the national authorities have requested the collaboration of the Guatemalan Red Cross in the provision of first aid services and pre-hospital care. This collaboration is supported by the Contingency Plan for General Elections 2023 of the National Society, the National Response Plan and the cooperation agreement with the Ministry of Public Health and Social Assistance.</p> <p>The main requests for attention from the population focused on first aid for minor injuries such as cuts, bruises, sprains and minor burns, respiratory care for respiratory conditions such as exposure to tear gas or irritants, hydration, psychological support, traffic accidents, accidental falls, trauma, cases of hypertension and hypotension, and coordination with hospitals.</p>
<p><b>Protection, Gender And Inclusion</b></p>	<p>The Guatemalan Red Cross has a PGI referent, under the direction of the Health Directorate. Through this referent, several preparation actions are carried out in the context of the electoral process in the country. These actions include the realization of safeguarding guidelines addressed to all members of the National Society, the organization of refresher workshops on the PGI approach in emergencies and the dissemination of key PGI messages in the electoral context through the media and institutional social networks.</p> <p>For this DREF, the development of a safeguard analysis focused on children has been initiated, following the procedure established by the IFRC, with the objective of guaranteeing the safety and protection of all people, including children.</p>
<p><b>Other</b></p>	<p>Due to the high sensitivity to the conflict that prevails in the Guatemalan territory and the current electoral process, especially in Guatemala City and most urban centers of the country, the Guatemalan Red Cross has taken measures to promote operational security in all delegations of the National Society, including context and risk analysis, identification and institutional visibility, provision of personal protective equipment, improvement of internal and external coordination and unrestricted implementation of protection and security measures.</p> <p>To this end, the Guatemalan Red Cross has adopted a complementary approach to security management that includes elements of Safer Access promoted by the ICRC and operational security management promoted by the IFRC.</p> <p>At the moment, the Ministry of Health has requested direct support from the National Society to support first aid care in different parts of the country during the demonstrations. Furthermore, local authorities and other organizations in the territories have not yet implemented specific actions related to the demonstrations.</p>
<p><b>National Society Readiness</b></p>	<p>The Guatemalan Red Cross developed a Contingency Plan aimed at providing Humanitarian Assistance during the 2023 General Elections process, involving its 21 Delegations nationwide. As part of this effort, the Communication Department has created key messages related to the Fundamental Principles and has developed Operational Communication material. This material focuses on promoting operational safety and responsibility towards the welfare of the institution's volunteers and staff.</p>



	<p>The National Society has begun to provide training to both operational staff and Red Cross leaders on the implementation of the Code of Conduct and the essential elements to ensure safer access to areas of intervention. The main objective of this initiative is to maintain the highest ethical and security standards in the performance of humanitarian actions during the electoral process.</p>
<p><b>National Society EOC</b></p>	<p>The Guatemalan Red Cross carries out a continuous situational assessment through media monitoring, in order to stay informed about the evolution of the political and social situation in the country. In addition, the propagation of rumors in social networks is monitored, which allows making preparatory decisions both at Headquarters and in the branches of the National Society.</p> <p>During the two election days that took place on 25 June and 20 August, the Emergency Operations Center assumed responsibility for coordinating, monitoring and recording humanitarian actions at the national level. This center provided support to the 21 branches and prepared the relevant reports to ensure an effective response to any contingency.</p>
<p><b>Coordination</b></p>	<p>The Guatemalan Red Cross, in compliance with its auxiliary role, has coordinated its humanitarian actions for the 2023 electoral process in close collaboration with the Supreme Electoral Tribunal. At the local level, coordination has been established with the authorities of each jurisdiction of the Delegations, as well as with the health centers and hospitals of the Ministry of Public Health and Social Assistance. Internally, fluid communication has been maintained with the Boards of Directors of the Delegations to ensure an integrated and comprehensive response.</p> <p>For specific activations, contact is established with the local authorities in each area of coverage of the National Society's 21 Delegations, according to the requirements and needs of the moment.</p> <p>Coordination with the International Red Cross Movement is carried out through the regular body established jointly with the IFRC offices, as well as the National Red Cross Societies of Spain, the United States, Germany and the ICRC, which have a presence in Guatemala.</p> <p>To date, the National Society has not made any concrete coordination with other humanitarian organizations, but has participated in meetings of the Humanitarian Country Team, where it has begun to conduct a context analysis.</p>

## IFRC Network Actions Related To The Current Event

<p><b>Secretariat</b></p>	<p>The IFRC Country Cluster Delegation (CCD) for Central America has an office in Guatemala and, through the CCD's Programs and Operations Coordinator, the IFRC provides guidance and support to emergency response actions carried out by the National Society. In addition, the IFRC Americas Regional Office in Panama provides support through a specialized team that assists the different components linked to the emergency including health, logistics, water, sanitation and hygiene, disaster risk reduction, PGI, CEA, among others.</p>
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**Participating National Societies**

The Guatemalan Red Cross has the bilateral cooperation of several Participating National Societies such as the Spanish, Italian, American and German Red Cross. Simultaneously, the National Society implements multilateral cooperation funds. However, no specific joint work is planned for this operation.

## ICRC Actions Related To The Current Event

The ICRC maintains a delegation present in Guatemala and provides technical assistance and financial support to the Guatemalan Red Cross for the implementation of programs and projects, in line with the mandates of both organizations and in accordance with the established cooperation plan. In the context of the present operation, the ICRC has provided technical and financial support to improve access security, operational communication and the contingency plan related to the 2023 general elections, which are being implemented by the Guatemalan Red Cross. At this time, in collaboration with the National Society, the ICRC is closely monitoring the evolving socio-political situation and coordinating its efforts closely.

## Other Actors Actions Related To The Current Event

<b>Government has requested international assistance</b>	No
<b>National authorities</b>	<p>With the objective of guaranteeing order and public security during the 2023 electoral process, the Ministry of the Interior has been in charge of announcing the security objectives for the general elections to the authorities of the Public Prosecutor's Office (MP), the Supreme Electoral Tribunal (TSE) and the Ministry of National Defense.</p> <p>The 05-2023 Security Plan began on 5 January 2023 and will conclude on 31 December, with which they have sought to create strategic alliances of inter-institutional coordination to plan security actions, risk analysis of areas of criminal incidence, creation of early warning to prevent criminal acts and activate prevention processes.</p> <p>Likewise, the Ministry of Defense has deployed its air and land forces to provide security to the citizens during the 2023 electoral process.</p> <p>On the other hand, the Supreme Electoral Tribunal (TSE), based on the Decree of convocation and the defined electoral calendar, the members of the Temporary Electoral Bodies and the authorities of the electoral process, work in the coordination and development of the administrative and technical actions for the culmination of the 2023 electoral process, which is scheduled for 31 October.</p> <p>Source: (1) <a href="https://prensa.gob.gt/comunicado/gobernacion-entrega-plan-de-seguridad-al-tse-para-proceso-electoral-2023">https://prensa.gob.gt/comunicado/gobernacion-entrega-plan-de-seguridad-al-tse-para-proceso-electoral-2023</a></p>
	<p>Human Rights Watch and the Washington Office on Latin America (WOLA) have stressed that Guatemalan authorities should respect the results of the elections, and to this end urged the international community, including Latin American governments, to urge the Guatemalan government and other au-</p>



thorities to guarantee democratic values and respect the will of Guatemalans expressed at the ballot box (1).

For its part, in the extraordinary session held on 1 September 2023 by the Organization of American States (OAS), the Permanent Council issued a declaration of eight points in which they expressed their concern for the actions that affected the electoral process in Guatemala. One of those points was to call for the judicial, legislative and executive authorities to respect and guarantee the civil and political rights of the Guatemalan people.

In addition, the declaration included a specific point that, during the new visit of the OAS Secretary, a new meeting should be arranged with the Guatemalan authorities, specifically with the Public Prosecutor's Office (MP) to whom the importance of the separation of powers is essential for democracy and that the use of the legal system as a tool to intimidate and change the electoral results is not acceptable.

### UN or other actors

In spite of the constant threats towards the violation of the citizen's vote and democracy by the MP, the OAS Secretary General has not yet called for the application of the Democratic Charter as it happened on 31 May 2016 with Venezuela (2).

Likewise, the European Parliament approved on 21 September 2023 a non-binding resolution in which it urged all political actors in Guatemala to respect the integrity and results of the electoral process in that country (3).

Source:

(1)<https://www.hrw.org/es/news/2023/07/07/guatemala-se-deben-respetar-los-resultados-electorales>

(2)<https://prensacomunitaria.org/2023/09/que-significa-invocar-la-carta-democratica-de-la-oea/>

(3)<https://lahora.gt/nacionales/engelberth-blanco/2023/09/21/parlamento-europeo-concluye-que-resultados-electorales-son-incuestionables/>

### Are there major coordination mechanisms in place?

The Guatemalan Red Cross, in fulfilling its auxiliary role, maintains close cooperation with a wide variety of actors, both within the Movement and with external actors. This collaboration is carried out through the National Society delegations, always respecting the Fundamental Principles that guide its humanitarian work.

At the local level, specific coordination has been established with local actors for specific interventions. At the national level, a key actor in this coordination process has been the Supreme Electoral Tribunal. The authorities of the National Society held a meeting with the Magistrate President of this body, in order to promote effective collaboration in the context of the elections.

So far, no other coordination spaces have been activated, since humanitarian organizations and United Nations agencies are applying their own protocols and communication and coordination strategies, previously agreed with the country's authorities.



# Needs (Gaps) Identified



## Community Engagement And Accountability

The Guatemalan Red Cross recognizes the importance of actively involving the community in all stages of its humanitarian operations. In this operation, the following crucial needs are identified that require the implementation of the CEA approach:

It is essential to assess both the internal and external perception of the work of the Guatemalan Red Cross. This assessment will allow the identification of rumors and the subsequent creation of audiovisual materials aimed at addressing these rumors, with a specific focus on the priority sectors for this operation. At the same time, it is necessary to establish socialization mechanisms in collaboration with strategic actors for the effective dissemination of these materials, which will facilitate the creation of strategic alliances.

In addition, the imperative need to generate feedback processes, document and ensure the quality of the actions provided to the affected people is recognized. This is carried out with the purpose of following up on comments, suggestions and/or complaints that may arise, thus allowing the quality and relevance of the humanitarian aid provided by the National Society to be strengthened.



## Health

The social demonstrations related to the elections in Guatemala have generated detailed and immediate needs in two main health areas: pre-hospital care and mental health of the population. First, it is essential to provide pre-hospital care in a timely manner to people injured or with any particular condition during the clashes and demonstrations. Similarly, mental health is profoundly affected by violence and political instability. These needs have been evidenced mainly in children and elderly people, as well as protesters, activists, police, security forces, journalists, among others.

Among the particular needs, the following can be highlighted:

Provision of psychosocial and medical support services: pre-hospital care is not limited only to physical medical care; it also involves emotional support. Teams should be trained to provide psychosocial support to victims who may be experiencing stress, anxiety or trauma.

Procurement of prehospital care supplies: Riots can result in an increase in casualties requiring urgent medical attention. Procurement of adequate supplies ensures that staff and volunteers have access to essential materials such as bandages, painkillers, and trauma equipment to effectively treat victims. In addition, since the beginning of the electoral process, the Guatemalan Red Cross has used various prepositioned resources (medical equipment, first aid kits, supplies and medication for medical care, equipment for measuring vital signs and diagnostics, etc.) to provide immediate pre-hospital care services to the population, which has resulted in a significant shortage of prepositioned supplies, which are necessary to continue attending to the current and anticipated protests in the coming months.

Procurement of supplies for Mental Health and Psychosocial Support in Emergencies (MHPSS): Supplies for MHPSS include materials and resources to provide immediate emotional and psychological support to people affected. Since the beginning of the electoral process, the National Society has also used relative material to provide MHPSS care, including psychosocial support kits. As such, it is necessary to procure this supplies to ensure



the National Society has the necessary material to respond in the event of escalation violence and social unrest.

Hiring specialized personnel for MHPSS services: Having professionals specialized in mental health and psychosocial support to lead MHPSS actions is essential to provide quality care to people facing emotional crises.

Specific training in pre-hospital care adapted to the emergency: Adequate training and/or updating of personnel and volunteers in pre-hospital care techniques is essential to provide an effective and safe response in the midst of situations related to social unrest.

Addressing these priority needs will contribute to minimize the negative impact of adverse events on the physical and mental health of the Guatemalan population, thus promoting a safer environment during the electoral process.



## Protection, Gender And Inclusion

In order to guarantee the integral protection of all people during the electoral process in the country, it is imperative that the Guatemalan Red Cross integrates the minimum standards of Protection, Gender and Inclusion in all its operations, thus ensuring adequate and personalized attention according to the characteristics and needs of the population groups. In addition, it is essential to establish dignified conditions for Guatemalan Red Cross staff and volunteers who provide humanitarian assistance in demonstrations related to the electoral process. This is essential to preserve their physical and emotional stability, which will allow them to provide effective care to those who require it during demonstrations.

Among the priority needs to be addressed in this operation are:

Development of training and refresher workshops for staff and volunteers on elements related to PGI. These workshops will ensure that those providing humanitarian assistance have the necessary knowledge to provide differentiated support, considering the needs and particularities of each person.

Dissemination of safeguarding mechanisms among staff and volunteers, taking into consideration the diverse needs of all people present at events, such as age, gender, disability and health status. Special attention should be given to the creation of a specific tool to protect children who may stray during the riots, including a monitoring system to ensure their well-being and continued protection.

Construction and dissemination of a specific safeguarding tool for children who may go missing during protests or social mobilizations. This will establish minimum guidelines to ensure their search and support, given the high number of people present at these events.

Creation and printing of informational materials on PGI-related issues, designed to provide information and key messages regarding protection or other issues that may be identified through the implementation of CEA mechanisms.

Mobilization of volunteers specialized in PGI-related actions, with the purpose of ensuring compliance with minimum standards of Protection, Gender and Inclusion in all activities. This will help build trust among the people served and ensure the provision of high quality care at all times.

These actions are essential to maintain the safety and well-being of all people at demonstrations during the electoral process and to ensure that humanitarian assistance is delivered effectively, in full respect of the minimum standards of Protection, Gender and Inclusion.



## Any identified gaps/limitations in the assessment

# Operational Strategy

## Overall objective of the operation

Through this DREF Plan of Action, the Guatemalan Red Cross aims to conduct preparedness actions to ensure that the National Society has the resources required to address emerging needs promptly and effectively in the current context of social unrest amid the general elections process in the country. If violence escalates, the National Society aims to launch a response phase to assist a minimum of 3,400 people mainly in the form of prehospital care and MHPSS assistance.

## Operation strategy rationale

Based on information compiled by the Table for the Prevention of Conflict of the Supreme Electoral Tribunal of Guatemala, 12 departments have been identified as those with the highest number of municipalities prone to social unrest during an electoral process including: Alta Verapaz, Baja Verapaz, Chiquimula, Guatemala, Izabal, Jalapa, Petén, Quetzaltenango, Quiché, Retalhuleu, San Marcos and Suchitepéquez. Of this, the Guatemalan Red Cross will initially prioritize the departments of Guatemala, Retalhuleu, Quetzaltenango, and San Marcos as statistical data and past experiences indicate a higher likelihood of social unrest in these areas. Additionally, a significant portion of the National Society delegations is concentrated in these departments, whose mandate requires them to provide assistance to people affected by disturbances that may arise in these territories during the electoral process. Should there be an escalation in the number of affected individuals, the National Society will review the planned intervention and, if necessary, extend the scope and scale of assistance.

This intervention will be informed by triggers, as follow:

### Trigger No. 1 - Preparedness phase

This trigger is informed by the call for national protests done on 19 September. As such, preparedness actions will be conducted to strengthen the National Society' capacity to protect the life, health, and dignity of exposed people in high-risk areas in the twelve prioritized departments. These actions will be carried out in the following components:

#### HEALTH:

- Pre-positioning of first aid materials for ambulances of the 20 branches located in the 12 prioritized departments.
- Pre-positioning of first aid kits for the 20 branches located in the 12 prioritized departments.
- Pre-positioning of MHPSS kits.
- Ambulances maintenance.
- Strengthening of volunteer's capacities though workshops on Pre-hospital care and MHPSS (Psychosocial First Aid)

#### PROTECTION, GENDER AND INCLUSION:

- Hiring of a PGI technician
- Pre-positioning of PGI materials
- Strengthening of volunteer's capacities though workshops on Protection, Gender and Inclusion.

#### COMMUNITY, ENGAGEMENT AND ACCOUNTABILITY:

- Hiring of a CEA technician
- Pre-positioning of CEA materials
- Strengthening of volunteer's capacities though workshops on Community Engagement and Accountability.
- Establish mechanisms to identify and follow up on rumors that may arise.



#### NATIONAL SOCIETY STRENGTHENING:

- Hiring of an Administrator.
- Pre-positioning of visibility items for the operation.
- Pre-positioning of visibility items for volunteers.
- Pre-positioning of Security and Personal Protection Equipment for volunteers.

#### Trigger No. 2 - Response phase

This trigger will be informed by a context analysis to be conducted by a team of key people within the National Society. This analysis will determine if the number of people affected exceeds the National Society's normal response capacity and thus requires the launch of the response phase. As such, emergency response will be conducted in the prioritized departments with a focus on saving lives and protecting the human dignity of at least 3,400 people through assistance in Health, Protection, Gender and Inclusion and Community Engagement and Accountability in a complementary manner to the actions of other organizations and governmental entities. These actions will be carried out in each of the following components, as indicated below:

#### HEALTH:

- Mobilization of staff and volunteers to provide pre-hospital care and MHPSS (Psychosocial First Aid) to affected populations.
- Purchase of additional MHPSS kits.

#### PROTECTION, GENDER AND INCLUSION:

- Mobilization of staff and volunteers to provide Protection, Gender and Inclusion services to affected populations.

#### COMMUNITY, ENGAGEMENT AND ACCOUNTABILITY:

- Mobilization of staff and volunteers to carry out CEA and communications activities.

#### NATIONAL SOCIETY STRENGTHENING:

- Insurance for mobilized volunteers.
- Purchase of additional visibility items for volunteers.
- Purchase of additional Security and Personal Protection Equipment for volunteers.
- Lessons learned workshop.

Considering that the Guatemalan Red Cross is currently implementing another DREF Operation in response to Dengue, the National Society conducted an initial assessment of its capacities, focusing mainly on the health, disaster risk management and volunteer directorates to ensure that the necessary trained personnel are available to execute this DREF with high quality and within the established timeframe. During this assessment, the need to hire three additional technicians was identified: an administrative, a CEA technician and a PGI technician. These profiles will be fully dedicated to the implementation of this operation and will provide support to the focal points in these areas, whom are already staff of the National Society.

## Targeting Strategy

### Who will be targeted through this operation?

The Guatemalan Red Cross will initiate the response phase exclusively when trigger 2 is activated. The objective is to provide humanitarian assistance to a minimum of 3,400 individuals, encompassing children, the elderly, individuals with pre-existing medical conditions, persons with disabilities, or those with other specific needs. This assistance will be provided through the implementation of pre-hospital care and Mental Health and Psychosocial Support (MHPSS) services.

This number has been calculated taking into account the National Society's previous experiences in caring for people during demonstrations related to electoral processes, as well as the information provided by the Electoral Observation Mission of Guatemala on incidents of electoral violence and conflicts.



## Explain the selection criteria for the targeted population

The selection criteria for the targeted population in case a response phase is triggered includes:

- Individuals injured in social demonstrations taking place in the departments covered by the Guatemalan Red Cross delegations.
- Individuals who have suffered intoxication due to exposure to tear gas and other non-lethal agents used by the authorities.
- Individuals or families in vulnerable situations, including the elderly, children, people with disabilities, single mothers, individuals with chronic illnesses, among others.
- Population that is not receiving assistance from the authorities or from humanitarian actors.

## Total Targeted Population

Women:	1,451	Rural %	Urban %
Girls (under 18):	300	60.00 %	40.00 %
Men:	1,449	People with disabilities (estimated %)	
Boys (under 18):	200	1.00 %	
Total targeted population:	3,400		

## Risk and security considerations

### Please indicate about potential operational risk for this operations and mitigation actions

Risk	Mitigation action
Floods, landslides and other rain-related events	As part of the specific safety plan for the operation, the National Society will implement mechanisms for monitoring weather conditions and forecasts, as well as impact-based analysis. This will be carried out with the purpose of keeping personnel and volunteers informed at all times, allowing appropriate actions to be taken according to the particular circumstances of each situation.
Security incidents	The National Society will implement a specific security plan designed for this operation. The main objective of this plan is to ensure that volunteers can provide their humanitarian services in an environment that minimizes risk conditions. The main mitigation actions include close coordination with local authorities and the local population. In addition, measures such as the proper use of emblems and the definition of restricted hours of operation will be implemented to increase the safety and security of all involved.
Rumors and/or mistrust on the part of the population	The National Society will disseminate key messages, particularly through social media, to the general public. This with the aim of emphasizing the Fundamental



Principles of the Red Cross, with special emphasis on the principles of Impartiality and Neutrality.

In addition, the National Society will be alert and use the CEA mechanisms to identify any scenario where rumors are created with the potential to generate conflict among the population. In response, proactive measures will be taken to provide impartial and neutral information from the Movement's perspective, with the purpose of contributing to calm and peaceful resolution of sensitive situations.

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


One of the elements to consider during the operation are road incidents that may endanger the mobility of personnel, as well as assaults, robberies, thefts or aggressions directed at Guatemalan Red Cross personnel by specific groups of the population.

All GRC personnel involved in operations is required to wear the uniform and promote the Fundamental Principles and Humanitarian Values. During the implementation of the operation, a security plan will be drawn up according to the territorial context of intervention, considering the current social situation, the recurrence of hydro-meteorological events and the upsurge of violence in those departments. The contingency plan for the 2023 electoral process will also be shared with all personnel and volunteers.

The EOC will be kept informed of any type of incident occurring around intervention, both internally and externally. In addition, the National Society will ensure that at a minimum, all staff and volunteers who participate have signed the Code of Conduct and completed the Stay Safe course.




# Planned Intervention

	<b>Community Engagement And Accountability</b>	<b>Budget</b>	CHF 27,212
		<b>Targeted Persons</b>	3400
<b>Indicators</b>		<b>Target</b>	
T2. # of people receiving relevant face-to-face information and key messages on evacuation routes, health recommendations, etc.		3400	
T2. # of people surveyed through social networks.		2000	
<b>Priority Actions:</b>		Phase I: Preparedness phase <ul style="list-style-type: none"> <li>• Hiring of 1x CEA technician.</li> <li>• Pre-positioning of CEA materials.</li> <li>• Strengthening of volunteer's capacities through workshops on Community Engagement and Accountability.</li> </ul> Phase II: Response: <ul style="list-style-type: none"> <li>• Mobilization of staff and volunteers to provide Protection, Gender and Inclusion services to affected populations.</li> <li>• Application of a checklist/observation list to evaluate the care provided to the people assisted.</li> <li>• Conducting perception surveys through social networks.</li> </ul>	


	<b>Secretariat Services</b>	<b>Budget</b>	CHF 5,838
		<b>Targeted Persons</b>	
<b>Indicators</b>		<b>Target</b>	
# of monitoring visits made during operation.		1	
<b>Priority Actions:</b>		Phase I: Preparedness phase <ul style="list-style-type: none"> <li>• Translation of documents</li> <li>• Financial costs.</li> <li>• Courier service.</li> </ul> Phase II: Response: <ul style="list-style-type: none"> <li>• Monitoring visit to directly follow up on the implementation of actions.</li> </ul>	

	<b>National Society Strengthening</b>	<b>Budget</b>	CHF 63,088
		<b>Targeted Persons</b>	
<b>Indicators</b>	<b>Target</b>		
T1. # of volunteers who have adequate visibility to carry out the operation.	200		
T2. # of mobilized volunteers who have medical and accident insurance.	200		
T2. # of volunteers who have received orientation and training in self-care.	200		
T2. # of lessons learned workshops developed.	1		
<b>Priority Actions:</b>	<p>Phase I: Preparedness phase</p> <ul style="list-style-type: none"> <li>• Hiring of 1x Administrator.</li> <li>• Pre-positioning of visibility items for the operation.</li> <li>• Pre-positioning of visibility items for volunteers.</li> <li>• Pre-positioning of Security and Personal Protection Equipment for volunteers.</li> </ul> <p>Phase II: Response:</p> <ul style="list-style-type: none"> <li>• Insurance for mobilized volunteers.</li> <li>• Conducting self-care workshops with volunteers.</li> <li>• Lessons learned workshop.</li> </ul>		

	<b>Health</b>	<b>Budget</b>	CHF 250,075
		<b>Targeted Persons</b>	3400
<b>Indicators</b>	<b>Target</b>		
T1. # of volunteers and personnel trained and/or updated on topics related to pre-hospital care and MHPSS.	200		
T2. # of people who have received pre-hospital care or MHPSS services.	3400		
	<p>Phase I: Preparedness phase</p> <ul style="list-style-type: none"> <li>• Pre-positioning of first aid materials for ambulances for up to 20 branches in the prioritized departments.</li> <li>• Pre-positioning of first aid kits for up to 20 branches in the prioritized departments.</li> <li>• Ambulances maintenance.</li> <li>• Pre-positioning of MHPSS kits.</li> <li>• Strengthening of volunteer's capacities through workshops on</li> </ul>		



<b>Priority Actions:</b>	<p>Pre-hospital care and MHPSS.</p> <ul style="list-style-type: none"> <li>• Hiring of 2x MHPSS technicians</li> </ul> <p>Phase II: Response:</p> <ul style="list-style-type: none"> <li>• Provision of pre-hospital and MHPSS services to affected populations.</li> <li>• Mobilization of staff and volunteers to provide pre-hospital care and MHPSS.</li> <li>• Purchase of additional MHPSS kits.</li> </ul>
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	<b>Protection, Gender And Inclusion</b>	<b>Budget</b>	CHF 24,712
		<b>Targeted Persons</b>	150
<b>Indicators</b>		<b>Target</b>	
T1. # of staff and volunteers involved in actions related to PGI.		150	
T1. # of safeguards for children developed specifically for the operation.		1	
<b>Priority Actions:</b>		<p>Phase I: Preparedness phase</p> <ul style="list-style-type: none"> <li>• Hiring of 1x PGI technician.</li> <li>• Development of training and/or refresher workshops for staff and volunteers on PGI issues.</li> <li>• Construction and dissemination of a safeguarding tool for lost children in protests or social mobilizations.</li> <li>• Pre-positioning of PGI materials</li> </ul> <p>Phase II: Response:</p> <ul style="list-style-type: none"> <li>• Mobilization of staff and volunteers to provide Protection, Gender and Inclusion services to affected populations.</li> </ul>	

## About Support Services

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

For the preparedness phase, the National Society included the procurement of supplies (visibility equipment, personal protective equipment) for 200 volunteers and staff members. Furthermore, in case the response trigger is activated, the cost of mobilization for these 200 volunteers has also been considered, particularly those with previous experience in providing pre-hospital care and Mental Health and Psychosocial Support in Emergencies.

It is worth noting that in case the situation further escalates, the National Society will revise the planned intervention and extend the scope and scale, if necessary.

Also, given the high-risk nature of this operation and considering the conditions of public health services in the country, it is planned not to use the IFRC's volunteer insurance, but to take out a comprehensive insurance policy that covers both medical care and coverage in case of death for the National Society's volunteers. This measure will



not only strengthen the safety of the operation, but will also contribute significantly to the emotional stability of the volunteers.

Additionally, the National Society will hire 5 profiles whom will be fully dedicated to the implementation of this operation, including:

2x MHPSS Technicians

1x PGI Technicians

1x CEA Technician

1x Admin

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

Guatemala has a large market, with the opportunity to purchase a wide range of supplies and services from a variety of suppliers. Therefore, all the procurement related to this operation will be done by the Guatemalan Red Cross at local level following the IFRC's standards procurement procedures and Sphere standards. The IFRC Logistics Unit in Panama will provide guidance and support for the local procurement of the necessary supplies.

The Guatemalan Red Cross has an organizational structure that allows for the implementation of procurement, storage, and transport processes as part of the logistics chain of humanitarian operations. The administration department has a specific procurement area for the acquisition of goods and services, with established financial procedures, an accounting and auditing control system supervised by the General Directorate, recognized, and used by Participating National Societies and donors in general. These processes are also audited internally and externally.

The Americas Global Humanitarian Service and Supply chain management's objective is to support the management of the supply chain within Guatemala Red Cross. The headquarter of the National Society in Guatemala City have storage capacity from where humanitarian relief items have been mobilized for distribution to affected families.

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

The Guatemalan Red Cross has a monitoring and evaluation department, with a computerized system for recording operations and people participating in the institution's humanitarian actions. Reports will be developed and presented in a timely manner throughout the operation. In addition, the IFRC will support the development of the action plan. If phase two is completed, a lessons learned workshop will be developed at the end of the operation based on the IFRC methodology.

Additionally, the National Society has an accounting department that supports the implementation of financial resources in accordance with the established conditions and the plan's budget. The management of financial resources will be in accordance with the regulations of the National Society and in line with what has been established for the use of DREF funds. For the justification of expenditures, in addition to the National Society's own procedures, the IFRC formats will be used. In accordance with DREF procedures, the operation will not cover permanent structural costs, only expenses incurred during the four-month operation.

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

The GRC has a Communication and Press Department which oversees technical operational information, public information, information for donors and institutional information. It will support in keeping the population informed on a regular basis using its own means of communication, social networks, the GRC website and the press media that facilitate the dissemination of each of the actions.

In addition, the Communication Department has a Community Engagement and accountability (CEA) team, which collects information, analyses, and proposes strategies for the continuous improvement of humanitarian actions based on the opinion of the communities that have benefited from GRC humanitarian assistance.

The National Society will carry out both internal and external communication actions, with the objective of promoting the Movement's Fundamental Principles and encouraging the proper use of and respect for the emblem, as well as activities necessary to strengthen the institutional image. Simultaneously, and in line with the Contingency Plan for



the 2023 General Elections, key messages will be developed in response to emerging needs using the CEA approach. Special emphasis will be placed on addressing rumors and demystifying them for the sake of effective and accurate communication.



# Budget Overview



## DREF OPERATION

### MDRGT021 - Guatemalan Red Cross Guatemala: Civil Unrest

#### Operating Budget

<b>Planned Operations</b>	<b>301,998</b>
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	0
Health	250,075
Water, Sanitation & Hygiene	0
Protection, Gender and Inclusion	24,712
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	27,212
Environmental Sustainability	0
<b>Enabling Approaches</b>	<b>68,926</b>
Coordination and Partnerships	0
Secretariat Services	5,838
National Society Strengthening	63,088
<b>TOTAL BUDGET</b>	<b>370,924</b>

all amounts in Swiss Francs (CHF)





# Contact Information

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

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[Click here for the reference](#)

