



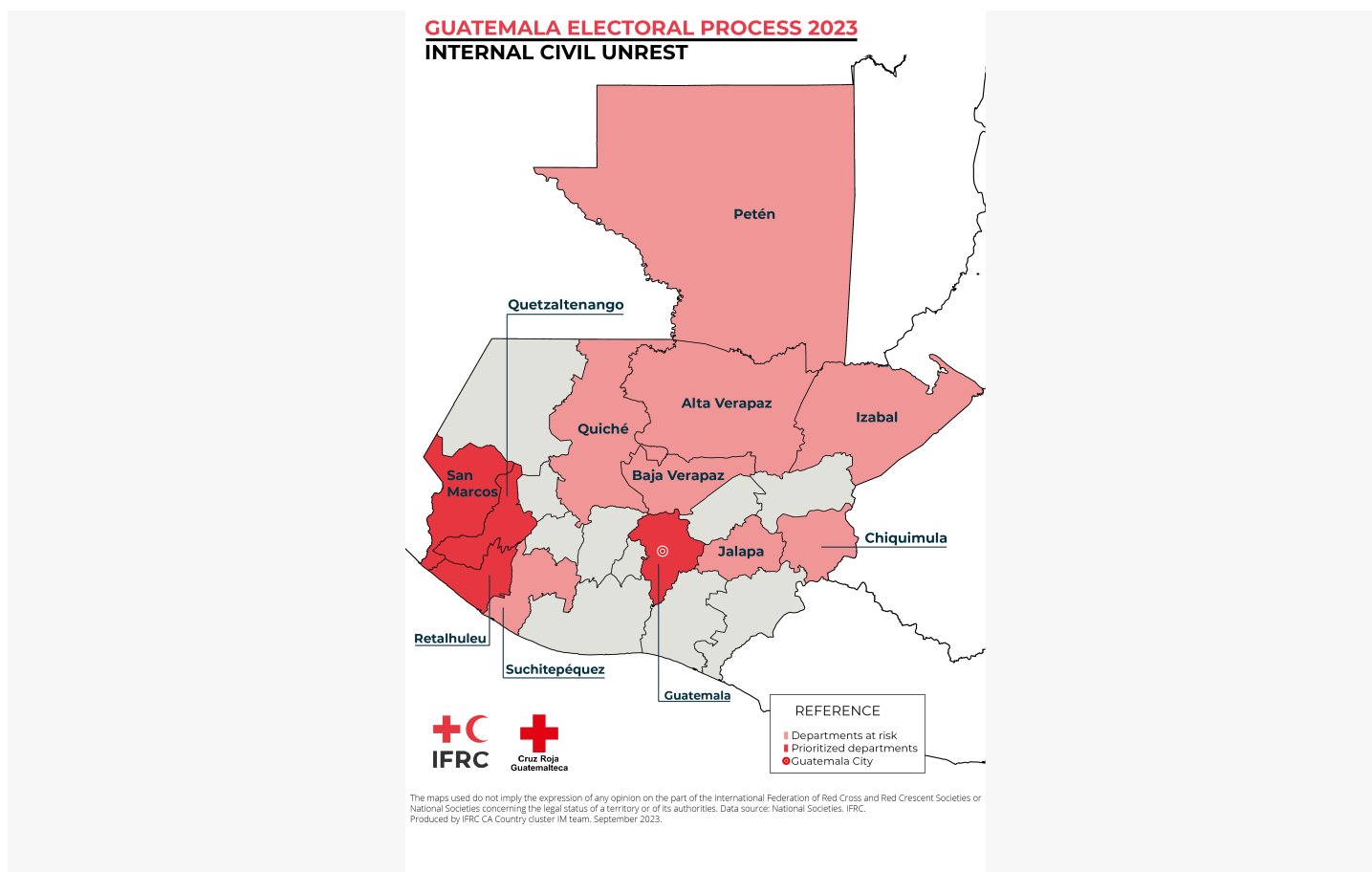
Volunteers from the Guatemalan Red Cross at Plaza de la Constitución, Zone 1, in Guatemala City. November 2023. Source: GRC.

Appeal: MDRGT021	Total DREF Allocation: CHF 370,924	Crisis Category: Yellow	Hazard: Civil Unrest
Glide Number: -	People Affected: 62,500 people	People Targeted: 3,400 people	
Event Onset: Slow	Operation Start Date: 02-10-2023	Operational End Date: 29-02-2024	Total Operating Timeframe: 4 months

Targeted Areas: **Guatemala, Quetzaltenango, Retalhuleu, San Marcos**

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.

Description of the Event



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

Date when the trigger was met

19-09-2023

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 went to the second round (1).

On 12 July, at the request of the head of the Special Prosecutor's Office Against Impunity (FECI, by its acronym in Spanish) of the Public Prosecutor's Office (MP, by its acronym in Spanish) and backed by a court order, the legal status of one of the two political parties competing in the second round of elections was suspended. This jeopardized 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 to guarantee the holding of the second round.

On 20 August, the second round of the elections was held, electing the president for the next four years, with the victory of the political party whose legal personality had previously been suspended.

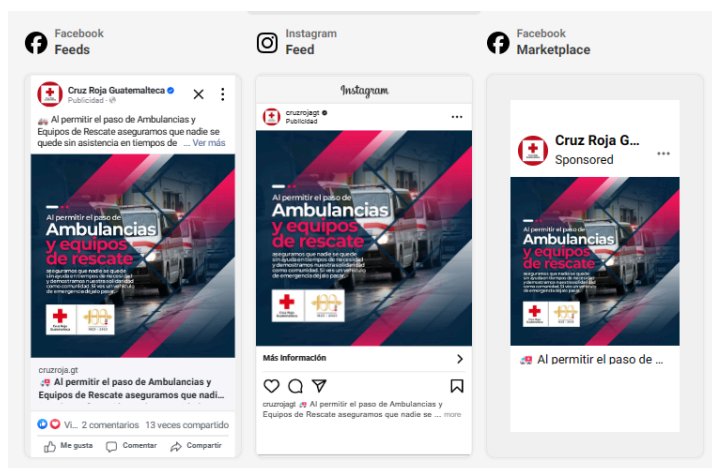
On 28 August, the Registry of Citizens of the Supreme Electoral Tribunal (TSE, by its acronym in Spanish) provisionally suspended the registration of the legal personality of the winning political party, in compliance with a court order (2).

In addition, the actions promoted by the MP, through the FECI, led the international community, the civil society and the population in general to perceive that the electoral process was being judicialized, even considering it a technical coup d'état (3). Consequently, uncertainty and socio-political instability increased throughout the country, triggering numerous demonstrations that intensified in strategic points of the capital and the main cities.

The Guatemalan Red Cross had been closely monitoring and providing pre-hospital care, including Mental Health and Psychosocial Support (MHPSS), during the electoral period according to its institutional contingency plan for the 2023 general elections. However, due to the increasing 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 MP, the Red Cross identified the need for proactive measures to ensure that the National Society had the necessary resources to enable a timely and adequate response.

The Guatemalan Red Cross, after analyzing data and specialist assessments, anticipated an increase in protests after 31 October, the date of the conclusion of the electoral process. This escalation was expected due to discontent over the inauguration and pending electoral issues. With the risk exceeding its capacity to respond, the National Society requested an IFRC-DREF that included preparedness and response actions, based on the evolving situation and its commitment to address emerging needs promptly and effectively in the current context.

On 14 December 2023, Guatemala Constitutional Court issued a final injunction preventing the MP from obstructing the inauguration of the elected presidential binomial. The highest court of the country urged the Congress to guarantee the inauguration of “all officials elected in the electoral process of 2023” (4). In view of this court order, demonstrations and blockades were considerably reduced and did not resume after the inauguration on 14 January 2024. In this regard, trigger 2 of the IFRC-DREF was not activated.



Example of messages shared on social networks of the Guatemalan Red Cross: Source: GRC.



Guatemalan Red Cross volunteers at one of the aid stations set up in Guatemala City. Source: GRC.

Scope and Scale

The unrest related to the electoral process in Guatemala reached a significant scale and had a multifaceted impact on various dimensions of Guatemalan society and politics. From a geographic perspective, these disturbances were not limited to specific areas, but spread throughout the country, including urban and rural areas.

In terms of duration, the unrest lasted for a considerable period of time, from the initial stages of the electoral process until several weeks after the holding of the second round of elections on 20 August. This prolonged duration generated sustained tension in Guatemalan society and affected the daily life of the population.

Citizen participation in demonstrations and protests was notable, with thousands of people expressing their demands and concerns in the streets. These demonstrations involved a wide range of groups and sectors of the population, from university collectives to indigenous populations, community leaders and civil society organizations.

The riots had significant effects on various aspects of Guatemalan society, especially security and physical integrity. The violence and confrontations during the riots left numerous people injured, generating a climate of fear and tension. In addition, the climate of political uncertainty and exposure to traumatic situations negatively affected the mental health of the population, with cases of stress, anxiety and other mental health problems. Episodes of violence and riots also highlighted the fragility of public security, causing physical and material damage.

According to information provided by the Public Prosecutor's Office, the Human Rights Ombudsman's Office and the Electoral Observation Mission in Guatemala (MOE-GT, By its acronym in Spanish), a total of 125 incidents of electoral violence and 195 conflicts were registered between 1 January and 31 August 2023. These incidents followed a cyclical pattern, with a spike in March during the official start of the campaign period and a peak in June with the first round of voting (5).

In addition, there were impacts on social and economic stability, as the unrest led to the temporary closure of businesses and disruption



of public services. This directly affected the economic stability of individuals and their families, increasing tension and social unrest.

On the political front, the riots eroded confidence in government institutions and the democratic process. The perceived lack of transparency and legitimacy in the elections fueled distrust and political polarization. One of the most prominent incidents occurred on 12 September, when the Special Prosecutor's Office Against Impunity (FECI, for its acronym in Spanish) of the Public Prosecutor's Office, conducted two raids authorized by a judge, generating controversy due to the violation of the Electoral and Political Parties Law (LEPP, for its acronym in Spanish).

Source Information

Source Name	Source Link
1. Plaza Publica - Why they call the MP's intervention in the elections a "technical coup d'état"?	https://www.plazapublica.com.gt/content/por-que-le-llaman-golpe-de-estado-tecnico-la-intervencion-del-mp-en-las-elecciones
2. El País - Guatemala's Constitutional Court issues final injunction.	https://elpais.com/america/2023-12-15/espaldarazo-a-bernardo-arevalo-el-constitucional-de-guatemala-ordena-su-investigacion-presidencial.html
3. MOE/GT - Eighth report. Electoral Observation Mission of Guatemala.	https://moe.gt/octavo-informe-mision-de-observacion-electoral-de-guatemala/
4. The New York Times - Elections in Guatemala could be crucial.	https://www.nytimes.com/es/2023/08/20/espanol/guatemala-elecciones.html
5. El País - The electoral tribunal suspends the party that won the elections in Guatemala.	https://elpais.com/internacional/2023-08-29/el-tribunal-electoral-suspende-al-movimiento-semilla-el-partido-que-gano-las-elecciones-en-guatemala.html

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	No
Please provide a brief description of those additional activities	-

IFRC Network Actions Related To The Current Event

Secretariat	The IFRC Central America Cluster Delegation provided guidance and support throughout the operation, from planning to closure. This enabled real-time monitoring and rapid resolution of difficulties that arose during the operation, considering the context in which it was carried out.
Participating National Societies	Although participating National Societies such as the Spanish, Italian, American and German Red Cross were present, the Guatemalan Red Cross did not carry out joint actions within the framework of this IFRC-DREF.



ICRC Actions Related To The Current Event

The ICRC has a delegation present in Guatemala and has provided 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 IFRC-DREF, the ICRC provided technical and financial support to improve access security, operational communication and the contingency plan related to the 2023 general elections, which was implemented by the Guatemalan Red Cross. At that time, in collaboration with the National Society, the ICRC also closely monitored the evolution of the socio-political situation to closely coordinate joint efforts.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>The Ministry of Interior was 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. The Security Plan 05-2023 began on 5 January 2023 and concluded on 31 December 2023, which sought to create strategic alliances of inter-institutional coordination to plan security actions, risk analysis of areas of criminal incidence, creation of early warnings to prevent criminal acts and activation of prevention processes.</p> <p>Likewise, the Ministry of Defense deployed its air and land forces to provide security to 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, worked in the coordination and development of administrative and technical actions for the culmination of the 2023 electoral process, which was scheduled for 31 October.</p>
UN or other actors	<p>Human Rights Watch and the Washington Office on Latin America (WOLA) stressed that Guatemalan authorities should respect the election results and, to this end, urged the international community, including Latin American governments, to demand that the Guatemalan government and other authorities guarantee democratic values and respect the will of Guatemalans expressed at the ballot box.</p> <p>For its part, in the extraordinary session held on 1 September 2023 by the Organization of American States (OAS), the Permanent Council issued an eight-point declaration in which they expressed their concern for the actions that affected the electoral process in Guatemala. One of those points was to call on the judicial, legislative and executive authorities to respect and guarantee the civil and political rights of the Guatemalan people.</p> <p>In addition, the declaration included a specific point that, during the new visit of the OAS Secretary, a new meeting should be held with the Guatemalan authorities, specifically with the Public Prosecutor's Office (MP), for whom the importance of the separation of powers was essential for democracy and that the use of the judicial system as a tool to intimidate and change the electoral results was not acceptable.</p> <p>Despite the constant threats towards the violation of the citizen vote and democracy by the MP, the OAS Secretary General had not yet called for the application of the Democratic Charter as occurred on 31 May 2016 with Venezuela.</p> <p>Likewise, the European Parliament approved on 21 September 2023 a non-binding resolution urging all political actors in Guatemala to respect the integrity and results of the electoral process in that country.</p>



Are there major coordination mechanism in place?

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

At the local level, specific coordination was established with local actors for specific interventions. At the national level, a key actor in this coordination process was the Supreme Electoral Tribunal (TSE). 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.

No other coordination spaces were activated, since humanitarian organizations and UN agencies were applying their own protocols and communication and coordination strategies, previously agreed with the country authorities.

Needs (Gaps) Identified



Health

The social demonstrations related to the elections in Guatemala generated specific and immediate needs in the areas of pre-hospital care and mental health of the population. Several important gaps were identified: the need to provide psychosocial and medical support services, as pre-hospital care needed to include emotional support for victims of stress, anxiety or trauma; the procurement of pre-hospital care supplies, such as bandages, painkillers and trauma kits, due to shortages caused by the use of prepositioned resources since the beginning of the electoral process; the procurement of supplies for Mental Health and Psychosocial Support in Emergencies (MHPSS), including psychosocial support kits, to ensure the availability of necessary material in the face of an escalation of violence; the hiring of specialized mental health and psychosocial support personnel to lead MHPSS actions and provide quality care; and specific training in pre-hospital care adapted to the emergency for staff and volunteers, ensuring an effective and safe response in situations of social conflict.



Protection, Gender And Inclusion

To ensure the comprehensive protection of all people during the electoral process in the country, the Guatemalan Red Cross identified several gaps. These included the lack of training and updating in Protection, Gender and Inclusion (PGI) for staff and volunteers, which limited their capacity to provide differentiated support according to the needs of each person; the absence of specific safeguarding mechanisms that took into account the diverse needs of all people present at the events, including age, gender, disability and health status; the need for a specific tool to protect children who might go missing during the disturbances, including a monitoring system to ensure their well-being and continued protection; the lack of informational materials on PGI issues designed to provide information and key messages on protection and other issues identified through Community Engagement and Accountability (CEA) mechanisms; and insufficient volunteers specialized in PGI-related actions, which made it difficult to ensure compliance with minimum Protection, Gender and Inclusion standards in all activities.



Community Engagement And Accountability

The Guatemalan Red Cross identified several crucial gaps in the implementation of the CEA approach in the IFRC-DREF: the need to assess both internal and external perceptions of the work of the Guatemalan Red Cross to identify rumors and develop specific audiovisual materials; the lack of collaborative socialization mechanisms with strategic actors, which hindered the creation of partnerships and the dissemination of accurate information; the absence of established processes for feedback, including the documentation and follow-up of comments, suggestions and complaints, essential to ensure the quality and relevance of humanitarian actions; and the urgent need to generate monitoring and documentation processes to ensure the quality of interventions provided to affected people. These needs underscored the importance of strengthening the CEA approach to improve the effectiveness and relevance of the Guatemalan Red Cross's humanitarian actions.



Operational Strategy

Overall objective of the operation

Through this IFRC-DREF Action Plan, the Guatemalan Red Cross aimed to carry out preparedness actions to ensure that the National Society has the necessary resources to address emerging needs promptly and effectively in the context of social unrest in the midst of the general election process in the country. If the violence escalated, the National Society aimed to launch a response phase to assist a minimum of 3,400 people, mainly in the form of pre-hospital care and MHPSS assistance.

In the end, the response phase was not activated, only preparedness actions, reaching 248 National Society volunteers and staff trained and/or updated on topics related to prehospital care and MHPSS. In addition, 196 volunteers and staff were involved in actions related to Protection, Gender and Inclusion (PGI), and 1,498,659 people were reached through the communication campaign to disseminate information and key messages about the importance of respecting the neutrality and impartiality of the Guatemalan Red Cross.

Operation strategy rationale

Based on the information gathered by the Conflict Prevention Table of the Supreme Electoral Tribunal of Guatemala, 12 departments were identified as having a high risk of social unrest during the electoral process. These departments included Alta Verapaz, Baja Verapaz, Chiquimula, Guatemala, Izabal, Jalapa, Petén, Quetzaltenango, Quiché, Retalhuleu, San Marcos and Suchitepéquez. Initially, the Guatemalan Red Cross prioritized the departments of Guatemala, Retalhuleu, Quetzaltenango and San Marcos, due to their history of unrest and their high concentration of National Society branches.

The decision to prioritize these departments was based on statistical data and past experience indicating a higher probability of social unrest in these areas. In addition, these regions were home to a significant portion of Guatemalan Red Cross branches, which facilitated the provision of assistance to those affected by unrest.

Should the number of affected people increase, the National Society was prepared to review its intervention and expand its scope and scale of assistance as needed.

This intervention strategy was designed considering the following triggers:

Trigger No. 1 - Preparedness Phase.

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

HEALTH:

Prepositioning of first aid materials for the ambulances of the 20 delegations located in the 12 prioritized departments.

Prepositioning of first aid kits for the 20 delegations located in the 12 prioritized departments.

Prepositioning of MHPSS kits.

Maintenance of ambulances.

Capacity building of volunteers through workshops on pre-hospital care and MHPSS (Psychosocial First Aid).

PROTECTION, GENDER AND INCLUSION (PGI):

Recruitment of a PGI technician.

Prepositioning of PGI materials.

Capacity building of volunteers through workshops on Protection, Gender and Inclusion.

COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA):

Recruitment of CEA technician.

Prepositioning of CEA materials.

Capacity building of volunteers through workshops on Community Engagement and Accountability.

Establishment of mechanisms to identify and follow up on rumors that may arise.

NATIONAL SOCIETY STRENGTHENING:

Hiring of an administrator.



Prepositioning of visibility elements for the operation.
Prepositioning of visibility elements for volunteers.
Prepositioning of safety and personal protection equipment for volunteers.

Trigger No. 2 - Response Phase

This trigger would be based on a context analysis conducted by a team of key people within the National Society. This analysis would determine whether the number of people affected exceeded the normal response capacity of the National Society and therefore required the initiation of the response phase. As such, an emergency response would be carried out 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, complementary to the actions of other organizations and government entities. These actions would be carried out in each of the following components, as indicated below:

HEALTH:

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

PROTECTION, GENDER AND INCLUSION (PGI):

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

COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA):

Mobilization of staff and volunteers to conduct CEA and communications activities.

NATIONAL PARTNERSHIP STRENGTHENING:

Insurance for mobilized volunteers.
Purchase of additional visibility elements for volunteers.
Purchase of additional safety and personal protection equipment for volunteers.
Lessons learned workshop.

Since the Guatemalan Red Cross was conducting another IFRC-DREF in response to Dengue at the time, the National Society conducted an initial assessment of its capacities. This assessment focused primarily on the areas of health, disaster risk management and volunteerism, with the objective of ensuring that they had the necessary trained staff to implement the IFRC-DREF with high quality and within the established timeframe. During this assessment process, the need to hire three additional technicians was identified: an administrative technician, a CEA technician and a PGI technician. These technicians were dedicated exclusively to the implementation of the operation and to provide support to the existing focal points in these areas, who are part of the National Society staff.

Targeting Strategy

Who was targeted by this operation?

The Guatemalan Red Cross determined that it would activate the response phase only when Trigger 2 was activated. The objective was to provide humanitarian assistance to a minimum of 3,400 people, including children, the elderly, individuals with pre-existing medical conditions, people with disabilities or other specific needs. This assistance would be provided through the implementation of pre-hospital care and Mental Health and Psychosocial Support (MHPSS) services.

This number had been calculated taking into account the National Society previous experiences in caring for people during demonstrations related to electoral processes, as well as 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 target population in case of activation of the response phase included:

- Individuals injured in social demonstrations taking place in the departments covered by Guatemalan Red Cross delegations.
- Individuals who have suffered intoxication due to exposure to tear gas and other non-lethal agents used by 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 authorities or humanitarian actors.

Total Targeted Population

Women	1,451	Rural	60%
Girls (under 18)	300	Urban	40%
Men	1,449	People with disabilities (estimated)	1%
Boys (under 18)	200		
Total targeted population	3,400		

Risk and Security Considerations

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

Risk	Mitigation action
Rumors and/or mistrust on the part of the population	<p>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.</p> <p>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.</p>
Floods, landslides and other rain-related events	<p>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.</p>
Security incidents	<p>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.</p>

Please indicate any security and safety concerns for this operation

During the operation, consideration was given to road incidents that could have endangered 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 National Society personnel involved in the operation were required to wear the uniform and promote the Fundamental Principles



and Humanitarian Values. During the implementation of the operation, a security plan was elaborated according to the territorial context of intervention, considering the social situation at the time, the recurrence of hydro-meteorological events and the increase of violence in those departments. In addition, the contingency plan for the 2023 electoral process was shared with all staff and volunteers.

The EOC was kept informed of any type of incident occurring around the intervention, both internally and externally. In addition, the National Society ensured that, at a minimum, all staff and volunteers involved had signed the Code of Conduct and completed the Stay Safe course.

Has the child safeguarding risk analysis assessment been completed?

Yes

Implementation



Budget: CHF 250,075

Targeted Persons: 3,400

Assisted Persons: 248

Indicators

Title	Target	Actual
T1. # of volunteers and personnel trained and/or updated on topics related to pre-hospital care and MHPSS.	200	248
T2. # of people who have received pre-hospital care or MHPSS services.	3,400	0

Narrative description of achievements

As part of the actions to address the activation of Trigger 1, the National Society had planned to purchase first aid supplies to equip ambulances and first aid kits in the branches. However, due to delays from the suppliers and purchasing procedures that did not meet operational deadlines, it was only possible to purchase breathing cannulas and pediatric finger pulse oximeters.

In addition, 11 ambulances were maintained, both at headquarters and in some branches, which needed this type of attention, including repairs in some cases, to ensure their availability for transfer services during pre-hospital care. Fuel vouchers were also purchased to guarantee the immediate availability of this resource.

Another important action was the acquisition of 385 mental health and psychosocial support kits, which included backpacks, mandala books, wax crayons, tissues, anti-stress balls and a guide for use of the kit. A total of 320 kits were distributed to the participants in the Mental Health and Psychosocial Support (MHPSS) in emergencies workshops and to the branches involved in the operation. The rest are part of the supplies prepositioned at the National Society.

In parallel, training and updating processes were carried out for staff and volunteers. Workshops on topics related to MHPSS in emergencies were held in several branches, including Quetzaltenango, Tejutla, Coatepeque, Tecún Umán, Retalhuleu, Mazatenango, Quiché, Sacapulas, Cobán, Purulhá, Puerto Barrios, Santo Tomás de Castilla, Petén, El Estor and Headquarters, with the participation of 248 persons. In addition, an interdepartmental workshop on basic life support was held, attended by representatives of the branches of Tejutla, San Marcos, Quetzaltenango, Sacapulas, Retalhuleu and Tecún Umán, with a total of 48 participants. Participation exceeded the initial goal due to the increased interest of more volunteers in participating. A strategic decision was made to increase the number of people trained in the event of the activation of Trigger 2.

All these actions were directly supported by the two MHPSS technicians hired specifically for the IFRC-DREF. These hires contributed to strengthen the technical coordination and methodological quality of the processes.



Lessons Learnt

- Training and refresher training in Mental Health and Psychosocial Support (MHPSS) in emergencies is critical to equip staff and volunteers with the skills necessary to provide effective support to people affected by civil unrest. This training and retraining not only helps mitigate the psychological impact of traumatic events, but also strengthens the National Society's overall response capacity.
- Strategic prepositioning of first aid supplies and proper maintenance of ambulances are essential to ensure an efficient response to the demand for prehospital care during civil unrest situations. By prioritizing these actions, the National Society is better prepared to face emergencies, providing quality care quickly and effectively, which contributes significantly to the protection and preservation of lives.

Challenges

- The complete acquisition of first-aid supplies and first-aid kits for the prioritized delegations to ensure that the National Society is better prepared to respond to emergencies.
- Expanding and diversifying training and refresher programs on pre-hospital care for staff and volunteers through practical workshops and emergency drills to continually improve the technical competencies and response skills of the team in this crucial area.



Protection, Gender And Inclusion

Budget: CHF 24,712

Targeted Persons: 150

Assisted Persons: 196

Indicators

Title	Target	Actual
T1. # of staff and volunteers involved in actions related to PGI.	150	196
T1. # of safeguards for children developed specifically for the operation.	1	1

Narrative description of achievements

In response to the activation of Trigger 1, the National Society conducted training and refresher workshops on the minimum standards of Protection, Gender and Inclusion, focusing on a context of civil unrest during the general elections in Guatemala. These workshops allowed for reflection on the importance of applying the PGI approach in a consistent manner to ensure that all affected people are reached, especially the most vulnerable groups who are often invisible in emergency situations. In addition, the workshop discussed child protection mechanisms based on the safeguarding tool for children lost in protests or social mobilizations that was developed at the beginning of the operation. They were held in conjunction with the Mental Health and Psychosocial Support (MHPSS) in Emergencies and Basic Life Support workshops, with 196 participants attending. Participation exceeded the number initially planned due to the great interest shown by a greater number of volunteers, which motivated the opening of more spaces, as it was considered crucial to involve more people in this type of strategic processes.

In addition, materials were created and printed to support the training processes. To promote the effective integration of the PGI approach in other sectors of the operation, a PGI technician was hired to lead these actions and support the implementation of the approach throughout the operation.

Lessons Learnt

When training and refresher processes on PGI-related topics are implemented in a thoughtful manner, integrating activities that encourage dialogue between volunteers and staff, it facilitates a deeper understanding of the approach and also motivates its effective application in day-to-day operations.

Challenges

Ensure effective follow-up for the proper implementation of the PGI approach in all sectors of the operation, and establish regular internal evaluation spaces within the National Society.





Community Engagement And Accountability

Budget: CHF 27,212

Targeted Persons: 3,400

Assisted Persons: 23

Indicators

Title	Target	Actual
T2. # of people receiving relevant face-to-face information and key messages on evacuation routes, health recommendations, etc.	3,400	0
T2. # of people surveyed through social networks.	2,000	0

Narrative description of achievements

The actions carried out within the framework of activator 1, preparation, focused on a workshop on Community Participation and Accountability (CEA), aimed at staff and volunteers from 14 delegations. This workshop was held on November 28 and 29, 2023 with the participation of 23 people. The purpose of the workshop was to share key tools for implementing effective CEA practices in situations of civil unrest, with special emphasis on the context of the change of government scheduled for 15 January 2024. During the training, the importance of community participation and accountability was emphasized, providing specific knowledge for addressing demonstrations, blockades and other activities arising from the political crisis. Case studies were analyzed and it was highlighted how the effective application of CEA can contribute to the successful management of critical situations, promoting the active participation of the community and ensuring transparency in the actions developed. In addition, an essential part of the workshop was dedicated to emergency management in the context of civil unrest, addressing specific strategies for handling high-stress situations, ensuring the safety of volunteers and the effectiveness of service delivery. Training was also provided in the use of digital tools designed for real-time monitoring and evaluation of activities. As a result of the workshop, a document was produced containing the theoretical framework used and the material presented, with the aim of serving as a reference for future training on civil disturbances.

In addition, the National Society carried out a communication campaign to disseminate information and key messages related to the importance of respecting the neutrality and impartiality of the Guatemalan Red Cross, as well as the protection of its facilities and vehicles, thus ensuring its ability to provide humanitarian assistance in an effective and safe manner. This campaign was implemented mainly on Meta digital platforms (Facebook, Instagram, etc.), reaching a total of 1,498,659 people.

Actions in this sector were led by a CEA technician hired specifically for the IFRC-DREF.

Lessons Learnt

- Transparency and effective communication about the neutral and impartial role of the Guatemalan Red Cross is critical to ensure the safety of staff and volunteers in situations of civil unrest. By clearly informing all parties involved about the humanitarian mandate of the Red Cross, the risk of being perceived as a partisan actor in the conflict is reduced, which can help prevent targeted attacks against staff, volunteers and the organization's assets.
- Ongoing training and refresher training on Community Engagement and Accountability (CEA) issues are critical for staff and volunteers to be prepared to appropriately address rumors, comments, complaints, etc., that may arise in civil unrest environments.

Challenges

- Not having key information and messages in local languages to communicate with affected communities during social unrest.
- Rapidly organize face-to-face training processes with staff and volunteers from different geographical areas due to the uncertainty generated by blockades and demonstrations on main routes.



Secretariat Services

Budget: CHF 5,838



Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
# of monitoring visits made during operation.	1	0

Narrative description of achievements

Since only trigger 1 was activated, only financial and courier service expenses were incurred.



Budget: CHF 63,088

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
T1. # of volunteers who have adequate visibility to carry out the operation.	200	93
T2. # of mobilized volunteers who have medical and accident insurance.	200	0
T2. # of volunteers who have received orientation and training in self-care.	200	0
T2. # of lessons learned workshops developed.	1	1

Narrative description of achievements

As part of the actions implemented after the activation of Trigger 1, the National Society acquired visibility and personal protection supplies, such as vests, sweaters, shirts, boots, uniforms for first responders, and filters for gases, vapors, and particles to be distributed among the active volunteers during the operation. Since only Trigger 1 was activated, volunteer participation was limited, and the supplies were distributed only to 93 volunteers who participated in the first phase. The rest of the supplies were prepositioned by the National Society for use in future operations, following a distribution plan to ensure their proper use.

In addition to providing the supplies, the theme of Safer Access was reinforced through the socialization of security guidelines related to social demonstrations, to identify actions before, during and after such events.

In addition, other supplies were purchased, such as backpacks for volunteers, tarpaulins to identify areas in the aid stations, informative stickers with key messages on the role of the Guatemalan Red Cross, psychosocial support, population in mobility, among others. Office materials and information storage devices were purchased, and volunteers' travel expenses, lodging and telephone recharges were covered.

As part of the accountability mechanisms, a lessons learned workshop was held to share the results achieved, the challenges faced, the lessons learned, and the recommendations based on evidence in order to contribute strategically to future operations. Initially, the workshop was planned to be activated when both triggers were active; however, when only number 1 was activated, the importance of carrying it out in that context was analyzed, taking into account the learning obtained.



All these actions were supported by an administrative technician hired directly for the IFRC-DREF, who facilitated the development of the processes and served as a liaison with the different areas and focal points of the branches to generate the necessary inputs for the needs required by the operation. An information management technician was also hired to provide support in monitoring and generating visualizations of the various demonstrations and blockades that took place in different parts of the country. Initially, this hiring was not planned. However, due to remaining funds in other budget items and the need for a professional dedicated to generating evidence within the IFRC-DREF framework, the hiring was deemed relevant and strategic..

Lessons Learnt

- The visibility of Guatemalan Red Cross personnel and volunteers is essential for their safety and effectiveness. Having distinctive and visible clothing, such as vests and uniforms, not only facilitated their identification in the midst of blockades and demonstrations, but also generated trust among the affected population and other actors present in the territories.
- Generating conditions of dignity for volunteers is essential to enhance their skills and experience in the service of those who need it most. Providing adequate supplies to meet their needs not only guaranteed their physical well-being, but also contributed to their ability to face challenging situations and provide effective support in the midst of civil unrest.

Challenges

Ensure timely delivery of visibility and personal protection supplies to volunteers and staff due to procurement procedures established by the National Society and IFRC. Despite having the necessary resources, administrative procedures and delivery times were often insufficient to meet urgent needs during the operation. This made it difficult for all volunteers and staff to quickly access supplies.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRGT021 - Guatemala - Civil Unrest

Operating Timeframe: 02 oct 2023 to 29 feb 2024

Selected Parameters			
Reporting Timeframe	2023/10-2024/4	Operation	MDRGT021
Budget Timeframe	2023/10-2024/2	Budget	APPROVED

Prepared on 21/May/2024

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	370.924
DREF Response Pillar	370.924
Expenditure	-109.384
Closing Balance	261.540

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash			0
PO04 - Health	250.075	38.699	211.375
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion	24.712	8.458	16.253
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability	27.212	2.580	24.632
PO11 - Environmental Sustainability			0
Planned Operations Total	301.998	49.737	252.261
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	5.838		5.838
EA03 - National Society Strengthening	63.088	59.647	3.441
Enabling Approaches Total	68.926	59.647	9.279
Grand Total	370.924	109.384	261.540

[Click here for the complete financial report](#)

Please explain variances (if any)

A total of 370,924 CHF was allocated from the DREF Fund for the implementation of this DREF Operation. The Guatemalan Red Cross spent a total of 109,384 CHF. The remaining balance of 261,540 CHF will be returned to the Disaster Response Emergency Fund (DREF).

In addition, 65 mental health and psychosocial support kits remained prepositioned in the National Society' warehouse as they were not used. These kits will be used in the framework of another DREF operation through a detailed distribution plan and upon authorization from the IFRC DREF regional focal point.

Contact Information

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

National Society contact: Teresa Marroquín, Disaster Risk Management Director, teresa.marroquin@cuzroja.gt

IFRC Appeal Manager: Nelson Aly Rodríguez, Head of Country Cluster Delegation, nelson.alyrodriguez@ifrc.org

IFRC Project Manager: Mariela Gómez, Disaster Management Coordinator, mariela.gomez@ifrc.org

IFRC focal point for the emergency: Mariela Gómez, Disaster Management Coordinator, mariela.gomez@ifrc.org

Media Contact: Andrés Lemus, Communication focal point, andres.lemus@cuzroja.gt

[Click here for reference](#)

