



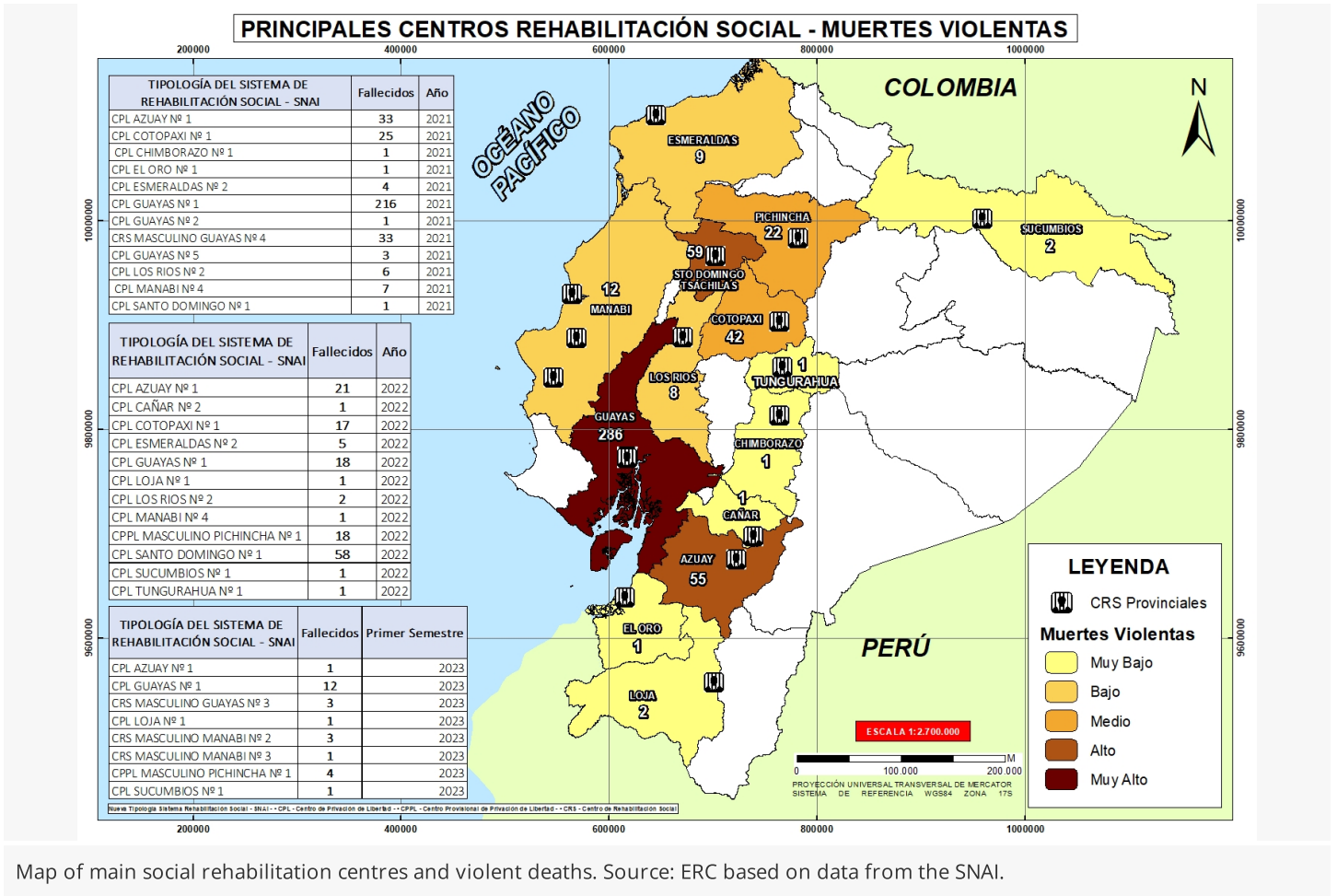
Pre-hospital Care Services in Cuenca Source: ERC, Azuay Provincial Board

Appeal: MDREC025	Country: Ecuador	Hazard: Other	Type of DREF: Response
Crisis Category: Yellow	Event Onset: Slow	DREF Allocation: CHF 218,956	
Glide Number: -	People Affected: 0 people	People Targeted: 4,500 people	
Operation Start Date: 2024-01-23	Operation Timeframe: 4 months	Operation End Date: 31-05-2024	DREF Published: 23-01-2024

Targeted Areas:

Azuay, Cotopaxi, Chimborazo, El Oro, Esmeraldas, Guayas, Loja, Manabi, Morona Santiago, Napo, Pastaza, Pichincha, Tungurahua, Sucumbios, Santo Domingo de Los Tsachilas

Description of the Event



Date of event / Date when the trigger was met

2024-01-08

What happened, where and when?

Since 2021, Ecuador has seen a systematic increase in criminal violence generated by Organized Criminal Groups (OCGs) over territorial disputes linked to transnational drug trafficking. The rise in violence has led Ecuador to lead the list of South American countries with the highest number of violent deaths per 100,000 inhabitants, rising in a single year from 25 to 42 violent deaths per 100,000 inhabitants, closing one of the most violent years in its history (1)

The increase in violence associated with drug trafficking during 2023 was compounded by a series of simultaneous riots in the different Centre for Social Rehabilitation (CSR) in the country, resulting in 79 deaths in the cities of Cuenca, Guayaquil, and Latacunga. The events in what was later called a Prison Crisis by the National Government led to increased control operations within the prison system by the National Service of Integral Attention to Adults Deprived of Liberty and Adolescent Offenders (SNAI).

On January 7, 2024, the Armed Forces and the National Police carried out an operation in the regional CSR of Guayaquil to transfer the leader of one of the main organized crime groups (GDO) to a maximum security prison. After the operation, the state attorney general informed the authorities of his disappearance. As a result, the Public Security and State Council (COSEPE) convened an urgent meeting to discuss issues related to the country's internal security.

On January 8, at approximately 08:00, riots were reported in different CSRs of the country located in the provinces of Guayas, Cotopaxi, Azuay, Cañar, Loja, Napo, Chimborazo, El Oro, Tungurahua and Pichincha. According to the National government data, during this day, correctional officers and administrative personnel were reported to have been retained inside the facilities; therefore, specialized teams of the National Police and the Armed Forces carried out operations with the purpose of recovering control in the different detention centers. On the same day, the President of Ecuador issued an Executive Decree No. 110 (2) declaring a State of Exception (SoE) due to internal severe commotion for 60 days throughout the national territory, restricting the rights of freedom of transit, freedom of



assembly, inviolability of domicile and inviolability of correspondence; as well as providing for the mobilization and intervention of the National Police and the Armed Forces throughout the country.

Between the night of January 8 and the afternoon January 9, public authorities recorded several violent situations in the provinces of Pichincha, Esmeraldas, Azuay, El Oro, Chimborazo, Loja, Guayas and Los Ríos, the main ones being explosion of car bombs, detonation of explosive devices, incinerated vehicles, kidnappings and retention of police officers and public and private servants, attempts to take over public and private spaces (barracks, shopping centers, universities, media outlets, hospitals), among others.

These incidents, broadcast live and disseminated on social networks, caused alert and fear in the civilian population as they had not experienced before a succession of situations of such intensity and visibility, in addition to the series of scenes of violence and the uncertainty regarding family security, transportation, food supply, fuel, and other essential supplies caused the population to enter into a state of collective stress.

On January 9, the President of Ecuador issued Executive Decree No. 111 (3) mentioning the existence of an internal armed conflict, identifying 22 GDOs as terrorist organizations and belligerent non-state actors, and ordering the Armed Forces to execute military operations to neutralize them.

In the area of migration, on January 9, the Peruvian Government declared a State of Emergency in the border with Ecuador in the regions of Tumbes, Piura, Cajamarca, Amazonas, and Loreto, increasing border controls by the Peruvian National Police, in addition to the suspension of international passenger transportation between Tumbes (Peru) and Huaquillas Ecuador (4).

On January 11, through Ministerial Agreement 007, the Ministry of the Interior ordered the requirement of a Criminal Record Certificate for foreigners seeking to enter through the land borders with Colombia and Peru (5). These measures make it more challenging to migrate by land, especially for the Venezuelan and Colombian populations, but also for other nationalities, as it may generate an increase in the use of irregular crossings or trails by migrants, increasing the risks of being victims of various forms of violence and violation of rights, such as robberies, extortion, human trafficking, disappearance, recruitment of adolescents and young people to the Organized Crime Groups. The National Government linked the lifespan of this measure to the State of Exception.

On the night of 12 and early morning of January 13, new disturbances took place in the Turi detention centers, where National Police and Armed Forces personnel clashed with persons deprived of their liberty (6).

On January 14, SNAI stated that inmates held 158 guards and 20 administrative staffers in at least seven prisons have been freed (7).



Ecuadorian Red Cross Ambulance with institutional branding, Santo Domingo de los Tsáchilas



Situation Room Activation in Imbabura Branch

Scope and Scale

According to information from the Ministry of Interior, during the first two days of implementation of the SoE, 8 controlled explosive devices, 15 Molotov cocktails, 9 firearms, 38 cartridges, 6 motorcycles and 6 vehicles have been impounded. According to the National Government, 11 people have died due to violence in the streets, eight of them in Guayas and three in Esmeraldas. The main events have



occurred as follows:

- In Guayaquil, considered the epicenter of violence and the country's second-largest city, robberies, looting, and shootings have been reported in commercial areas.
- Lootings have been recorded in the historic center of Quito, Ambato, and a shopping mall in Machala.
- Shootings have been reported in several prisons in Santo Domingo, Esmeraldas, Guayaquil, Cuenca, and Machala, threatening the security and integrity of the surrounding communities.
- Car bombs have been reported at various points in the cities of Quito, Guayaquil, Esmeraldas, and Ibarra, among others.

In general, the effects recorded on property and infrastructure at the national level are as follows:

- 7 pedestrian bridges
- 12 Community Police Units (UPC)
- 12 car bombs
- 9 vehicles incinerated
- 23 explosions in different parts of the country.
- 1 media

The evolution of the events has resulted on the following consequences:

In the health component, the Ministry of Health has suspended outpatient services in health centers and hospitals nationwide, as well as planned surgeries, with only emergency services available. Among the different consequences resulting from a rapid increase of violence beyond immediate care for the injured would be the suspension of extramural activities and the closure of level first and second-level structures, meaning a lack of access to essential health services, including assistance to non-conflict emergencies, especially for populations at greatest risk.

In the educational field, the Ministry of Education suspended attendance in educational institutions at the national level in response to the increase in the number of attacks. Communications by institutions responsible for the protection of children and adolescents and gender-based violence followed the measures taken by the Government calling to activate referral mechanisms and reporting channels in situations of domestic violence and gender-based violence within homes. According to the Annual Report of Educational Statistics in Ecuador, 4.3 million students are enrolled in Ecuador's national education system at preschool, school, primary education, high school, and education levels in municipal, private, private, and public institutions.

In the economic sphere, thousands of families who depended on commerce and informal work were forced to close their businesses. On the other hand, the Ministry of Labor ordered public and private entities to adopt the modality of teleworking for two days. These measures, together with mobility restrictions, have momentarily generated a context already experienced during the quarantine during COVID-19. According to this experience, the rates of domestic and gender-based violence are expected to increase.

In addition, the President of the Republic ratified on January 11 a bill called Organic Law to address the current context of violence and the social and economic crisis to the National Assembly, asking for an increase in VAT from 12% to 15%, which indigenous organizations and workers' unions have opposed (6). It is important to note, that in the past, many of the social protests (sometimes violent) had been triggered by economic issues, rises in prices among others.

Finally, the national Government announced the construction of two detention centers in the provinces of Pastaza and Santa Elena. In Pastaza, this has led to a strong rejection by the local population and indigenous communities in the area, a rejection to which the Confederation of Indigenous Nationalities (CONAIE), the main social organization within the social demonstrations of 2019 and 2022, has joined.

Based on the analysis carried out by the Ecuadorian Red Cross according to the information collected by its Emergency Operations Room and its participation in the different Governments Emergency Operations Centers at the national and provincial levels, there are growing concerns about an increase in the manifestations of violence at national level and in particular in the provinces of Guayas, Pichincha, Azuay, Esmeraldas, Manabí, Loja, Napo, Chimborazo, Tungurahua, Cotopaxi and El Oro where the highest number of violent manifestations were reported since the declaration of the SoE.

Accordingly, the National Society identifies the need to establish preparedness measures for volunteers and technical teams at the national level and in the 24 Provincial Boards to face a scenario of violence and conflict unprecedented in Ecuador's recent history. The National Society has decided to launch this operation for the implementation of preparedness and response measures based on the evolution of the situation and its commitment to address the emerging humanitarian needs in the current context in a timely manner.



Source Information

Source Name	Source Link
1. Ministerial Agreement No. 007	https://www.fielweb.com/App_Themes/InformacionInteres/ac007inte.pdf
2. El Universo:	https://www.eluniverso.com/noticias/economia/aumento-del-iva-en-ecuador-desde-cuando-estaria-vigente-el-incremento-del-15-nota/
3. The New York Times:	https://www.nytimes.com/es/2024/01/09/espanol/violencia-guayaquil-ecuador.html
4. Executive Decree No. 110	https://www.eldiario.ec/wp-content/uploads/2024/01/Decreto_Ejecutivo_No._110_20240008162821_20240008162829.pdf
5. El Universo:	https://bit.ly/493F8iq
6. Info Bae:	https://www.infobae.com/peru/2024/01/10/violencia-en-ecuador-suspenden-servicios-de-transporte-en-frontera-con-tumbes-por-crisis-en-pais-vecino/
7. La Razón Perú:	https://larazon.pe/ff-aa-y-pnp-en-pie-de-lucha-por-aumento-de-sueldos-y-pensiones/
8. Aljazeera:	https://www.aljazeera.com/news/2024/1/14/ecuador-prison-staff-held-hostage-by-inmates-all-freed?utm_source=substack&utm_medium=email

Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	No
Did it affect the same population group?	-
Did the National Society respond?	-
Did the National Society request funding form DREF for that event(s)	-
If yes, please specify which operation	-

If you have answered yes to all questions above, justify why the use of DREF for a recurrent event, or how this event should not be considered recurrent:

-

Lessons learned:

One of the operations taken as a reference in terms of institutional learning is MDREC020 launched in 2022 due to social mobilizations. Through this DREF Operation, the Ecuadorian Red Cross (ERC) provided humanitarian aid to the affected population in the provinces of Imbabura, Guayas, Pichincha, Cotopaxi, Bolivar, Tungurahua, Chimborazo, Sucumbios, Pastaza and Azuay. Some of the lessons learned considered from this specific intervention as well as recent operations implemented by the National Society, include:

- The particularity of the current operational context requires verifying and reinforcing compliance with operational security and safe access requirements to protect humanitarian personnel during humanitarian activities. Within the framework of this operation, the National Society envisages the updating of protocols where necessary, identification of personnel, and provision of personal protective equipment required for volunteers and staff in contexts of violence.



- Have an adequate analysis of the operational context: While Ecuador has a history of social mobilizations, indigenous uprisings, and coups d'état, no two situations are the same. A false perception of security based on past events should be avoided. The challenge for future operations is to analyze the likelihood of an event causing an impact and always verify operational risk.

- As experienced in previous operations, the security context may affect the availability of suppliers with sufficient stocks to cover the National Society's requirements. Therefore, it was found important to diversify suppliers and to have a mapping of the current market prior to procurement.

In addition to the lessons learned identified from the National Society's experience responding to social mobilizations, the National Society's technical team's analysis includes the following recommendations:

- Volatile scenarios, such as armed violence or in the context of internal security crises, require an update of security measures in all Provinces.

- Experiences of civil unrest and other situations of violence in other countries have shown the importance of working on the prevention of the rupture of family ties. Likewise, it is necessary to reinforce measures to guarantee confidentiality in the care of people in strategic, dignified, and safe points that allow, when necessary, to perform emotional discharges.

- It is necessary to strengthen the knowledge and equipment of personnel and volunteers to manage cases requiring mental health care in stressful situations, both virtually and in person, considering the population directly linked to socio-political situations and the different scenarios of intra-family or gender violence.

Current National Society Actions

Start date of National Society actions

2024-01-09

Health	<p>Pre-hospital Care (PHC)</p> <ul style="list-style-type: none">- The resources of the Ecuadorian Red Cross Ambulance and Pre-hospital Medicine System are active and are made up of paramedics, ambulance attendants, and vehicle operators. This team, in coordination with the referrals managers of the Integrated Security Service ECU 911 or the telecommunications centers of the Provincial Boards, attends emergency calls: traffic accidents, poisoning/intoxication, trauma/injuries/falls, medical emergencies, gynecological obstetrics, search and rescue, and secondary transport.- Up to January 10, 104 specialists in Basic First Aid and Pre-hospital Care are active daily, supported by 29 ambulances with materials, biomedical equipment, supplies, and devices, which allow the affected persons to be approached, assessed, stabilized, and transferred to medical assistance centers.- The referral is carried out from the operational rooms of the SIS ECU 911 in coordination with the representatives of the institutions of the national pre-hospital care system. For this purpose, monitoring is carried out through video surveillance systems to identify the safety of the scene and the personnel of the response teams.- Up to January 14, the ERC has provided 160 PHC services in 8 Provinces. <p>Mental health and psychosocial support (MHPSS)</p> <ul style="list-style-type: none">- The MHPSS team available to meet mental health and psychosocial support needs has been identified. In this regard, 55 volunteers are on standby for face-to-face care and 28 volunteers for remote care.- Key messages for self-care, how to talk to children about internal security crises, and psychosocial support for children and the general population were sent to the territorial network.- Up to January 14, the ERC has provided 160 MHPSS in Guayas.
Protection, Gender And Inclusion	<ul style="list-style-type: none">- In coordination with MHPSS teams, key messages have been identified and disseminated from a perspective focused on children and adolescents.



Migration And Displacement	<p>Restoring Family Links (RFL)</p> <ul style="list-style-type: none"> - Regarding the scenario, guidelines, and services to be applied in this context were issued to the Provincial Boards. - The RFL team in the territorial network was alerted for activation if required.
Coordination	<ul style="list-style-type: none"> - Direct contact has been maintained with the Provincial Coordinating Offices of the operational programs to identify capabilities and define personnel that can be activated when required. <p>The Provincial Boards and National Headquarters maintain constant communication and presence in inter-institutional coordination spaces at different levels: Ministry of Public Health, Health Secretariats of the Decentralized Autonomous Governments, and Unified Command Posts, among others.</p> <ul style="list-style-type: none"> - On January 10, the ERC held a meeting with the two international components of the Movement components to report on the emergency and scenarios developed.
National Society Readiness	<ul style="list-style-type: none"> - ERC is drafting scenarios and an institutional action plan for internal security crisis response. - The ERC held several meetings with local authorities and technical teams from the 24 Provincial Boards to issue general guidelines and provide information on the context and scenarios identified. - The ERC conducted several meetings with the National Headquarters technical team to report on the emergency and activation of operational lines.
National Society EOC	<ul style="list-style-type: none"> - Installation of the national crisis room led by the National Presidency and the General Secretariat. As well as at the local level in the provinces of Azuay, Imbabura, Pichincha, and Guayas. - The Information Management and Analysis of Adverse Events area monitors the current situation through official sources in order to gather information and prepare Executive Summaries in accordance with the evolution of events.
Other	<p>Crisis communication</p> <ul style="list-style-type: none"> - The ERC Communication department organizes the Publication of key messages through social networks about the auxiliary role of the Red Cross, respect for the emblem, and Fundamental Principles. - Contact was maintained with the communication focal points of the Provincial Boards

IFRC Network Actions Related To The Current Event

Secretariat	<p>The IFRC Country Cluster Delegation (CCD) for Andean Countries based in Lima covers Bolivia, Ecuador, and Peru. The CCD maintains a close relationship and coordination with the National Society. Additionally, permanent communication is maintained with the different levels of the IFRC, who have made their economic and technical support available to the National Society for planning, execution, and reporting, if required.</p>
Participating National Societies	<p>Permanent communication is maintained with several National Societies (Norway, Spain) who have made their technical and economic support available to the National Society, if required.</p> <p>Within the framework of the implementation of the Pilot Programmatic Partnership (PPP) with funds from the European Commission, actions are currently being developed to respond to the humanitarian needs of the migrant population in the northern and southern border cities through Humanitarian Service Points (HSP). In the event of identifying an increase in outflows or inflows of population, the Ecuadorian Red Cross has enough institutional resources for an initial response through this program.</p> <p>Likewise, the Ecuadorian Red Cross plans to strengthen the Emergency Operations Rooms of the monitoring room network within the PPP. During the first months of operation, the National Society will evaluate with Movement Partners to accelerate the</p>



implementation of these funds within the framework of the current operation looking for complementarity with the IFRC-DREF funds.

ICRC Actions Related To The Current Event

Ongoing communication is maintained with the ICRC, which has made its financial and technical support available to the National Society as required, particularly in security management within the safer access framework.

As part of the cooperation agreement, the ICRC will continue to provide technical and financial support to the implementation of ERC's Security Policy, as well as to initiatives to increase the respect of medical mission (health care in danger) and advising in crisis communication, IHL and applicable legal framework. Likewise, the operation of RFL points along the migratory route (border, transit, and destination cities) will continue.

The ICRC continues to monitor the humanitarian consequences of the evolving situation and, in the framework of its bilateral and confidential dialogue, to share its concerns with Ecuadorean authorities, particularly for persons deprived of their liberty.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>The National Presidency of the Republic of Ecuador carried out the following actions:</p> <ul style="list-style-type: none">- State of Emergency Executive Decree no. 110.- Executive Decree of mentioning of internal armed conflict No. 111. <p>The Ministry of Labor has established teleworking for public institutions and invites private institutions to join in this provision.</p> <p>The Ministry of Education establishes, as a security measure, a nationwide non-attendance class until January 19.</p> <p>The Ministry of Health ordered the suspension of outdoor activities. In type A and B health centers, regular attention was maintained in type C facilities, as well as the second and third levels of care. Activities will resume on January 12, except for outdoor activities.</p> <p>The Ministry of the Interior, through Ministerial Agreement 007, established the requirement of a criminal record certificate for foreigners seeking to enter through the land borders with Colombia and Peru.</p>
UN or other actors	<p>The United Nations Agency issued a statement urging Ecuador to resolve the conflict within the framework of the law, in full compliance with and respect for human rights.</p> <p>The international community showed its support to the national Government. The Head of State highlighted yesterday he met with the Ambassador of the United States of America (USA), Michael Fitzpatrick, a country that will send an assistance package this week. Assistance will also be received from Argentina, Israel, Peru, Canada, and Russia.</p>

Are there major coordination mechanism in place?

The ERC participates in the national and local coordination spaces within the Decentralized National Risk Management System in the provinces where Emergency Operations Centers or Unified Command Posts have been established. However, it is important to point out that ERC does not lead or co-lead any of these spaces.



Needs (Gaps) Identified



Pre-hospital Care (PHC)

The first link in the emergency care chain is the Emergency Medical Services. The emergency regulatory centers coordinate the dispatch of ambulances to attend to people affected by an injury or symptomatology after a telephone call has been made.

In the context of emergencies linked with armed conflicts and other situations of violence, emergency care service corresponds to patients with multisystem trauma (injuries affecting more than one system, for example, pulmonary, circulatory, neurological, gastrointestinal, musculoskeletal, and integumentary). Injuries can be produced by penetrating type traumas produced by bladed weapons (knives, daggers) or firearms, affecting vital organs, being necessary and adequate management from the scene to the hospital emergency room.

The closure of hospitals and health centers due to threats of explosive devices or the blocking of access routes may force the displacement of patients to other health centers that are more distant or have less capacity for resolution, being the ambulance a resource that allows maintaining stable for more extended periods as long as the appropriate materials, biomedical equipment, supplies, and devices are available to keep primary and advanced life support. The ambulance becomes a provisional emergency room considering the saturation of medical assistance centers, the lack of resolution capacity in small localities, and the dynamics of attacks with explosive material that force the partial closure of emergency rooms. Therefore, the ERC has identified the provision of ambulance services in preparation for a possible increase in violence as one of the immediate needs in this operation.

Mental Health and Psychosocial Support (MHPSS)

The internal security crisis affects the psychosocial dimension of individuals, families, and the community, which is why the population is affected at the psychological level for various reasons such as fear due to explosions and detonations, anxiety and anguish due to violent deaths, assaults and kidnappings; panic due to the multiple violent events in different provinces of the country, stress and sleep problems due to the news that the traditional media and social networks present; abuse of psychoactive substances and self-medication as an inadequate form of coping. Likewise, social effects such as domestic violence endangering minors, women, older adults, and people with disabilities; economic problems due to the closure of businesses and looting of commercial premises; reduced mobility due to the SoE, among others.

Humanitarian personnel, as members of the community, may also be affected; however, they also have other psychosocial effects due to high workload, anxiety, and difficulties in relationships among collaborators, among others.

Voluntary Blood Donation:

The recent declaration of the SoE and the mentioning of conflict by the State can generate a significant impact on the operations of the ERC, marking a decrease in the number of blood donors, which has created a shortage that threatens the ability to meet the medical needs of the population. During the last quarter of 2023, the National Society (NS) recorded a progressive decrease in the number of blood donations at the national level, which has gone from reporting 23,194 donations in October to 20,362 donations in November (a decrease of 12.3%) and 18,003 donations in December (a decrease of 11.6%).

In the current context, different provinces are facing a substantial increase in the demand for blood products, especially platelets, from hospitals affected by the violent situation. This combination of circumstances has created an urgent need to strengthen operations and ensure a constant supply of blood to save lives. For this reason, the ERC will implement mobile blood collection points nationwide, taking into account that, in recent months, there has been a progressive decrease in blood collection nationwide.

It should be noted that the ERC has a National Blood Center that is considered the main supplier of blood components in the national health system. Although in the past, an average of 1,000 pints of blood were received daily, the first days of January 2024 show a significant reduction, receiving approximately 600 donations per day. Given this reality, the ERC plans to implement a strategy to promote blood donation through a communication campaign.



Protection, Gender And Inclusion

The country's context has generated concern among the population. The governmental measures of SoE, curfew, and mention of internal armed conflict is a new scenario in which the 24 provinces of the country are affected by the fear of being victims of acts of violence carried out daily by Organized Criminal Groups (OCG) in different cities. The return to virtual classes and teleworking, mechanisms that, although they protect a large part of the population, also generate situations of domestic violence, within which the most affected people



are women, children, adolescents, and older adults, as reported at the time by the ECU 911 System after the quarantine due to COVID-19. From the PGI approach, the ERC identifies the following needs:

- To have key information that will allow them to identify better alerts of escalating domestic violence and gender-based violence (GBV).
- Obtain information on the routes or procedures to follow in situations of domestic violence and GBV, even in states of emergency and/or during curfews or restrictions on mobility.
- To have key information on how to deal with internal security crises or conflict scenarios with children in the family and/or school environment.

Considering the above, the ERC will disseminate key messages with a PGI approach with emphasis on gender-based violence, girls and boys, as well as reinforce knowledge of the PGI approach to volunteers so that they can provide adequate guidance to the community and thus apply the principle of not causing more harm.



Migration And Displacement

Restoring Family Links (RFL)

The events witnessed between January 8 and 9 and the disruption of the telephone network due to the high demand for service caused:

- Temporary unawareness of family news
- Emotional and psychological crises of families faced with not having contact with their loved ones.
- Lack of knowledge about the measures to be applied in such a context.
- Lack of information on the temporary or prolonged whereabouts of family members.
- Breakdown of family ties in migrant families in the northern and southern border provinces due to the measures taken by the State.

Additionally, the land borders with Peru and Colombia are controlled by the Armed Forces and Police of both States, which results in increased restrictions to enter or leave the country, prolonging their stay in vulnerable conditions, increasing the risk of losing family contact and facing situations of violence and human trafficking due to the increase in crossings through unauthorized entry points.



Community Engagement And Accountability

In the current context of the country, information plays a central role in the development of Ecuadorian Red Cross operations. The experience derived from the information circulated through social media during the first two days of the SoE indicates an increase in misinformation and dissemination of false messages about Red Cross activities. Therefore, it is necessary to have clear, honest, and timely communication and feedback mechanisms that allow the National Society to act accordingly and implement more effective actions, avoiding limiting the work of volunteers and humanitarian staff on the ground and continuing to aid those in need.

Listening to the population and hearing their opinions and suggestions will be vital to adjusting the operation on time, as well as detecting in time possible rumors that may affect the image of the Ecuadorian Red Cross, to design, disseminate, and reinforce in the community some key messages that clarify the auxiliary role of the ERC. Other issues that emerge as the emergency progresses should also be collected through community listening and feedback exercises, such as drop boxes or social listening, which will gather information from the assisted population and the mainstream media. In this way, data will be collected to reinforce the image of the ERC and its Fundamental Principles and Supporting Role, as well as to incorporate measures to ensure that the voices of the communities are being heard, as well as the operational security of technical teams and volunteers in the current context.

Any identified gaps/limitations in the assessment

So far, it has not been necessary to carry out damage and needs assessments in the field; however, technical teams are constantly analyzing the evolution of the context in order to update the emergency level or change scenarios.

Operational Strategy

Overall objective of the operation

Through this IFRC-DREF Operation, the Ecuadorian Red Cross initially aims to prepare the teams to provide timely and efficient care under the auxiliary role of the public authorities in the humanitarian field in the context of violence through the strengthening of the capacities of the Provincial Branches in the lines of Health (Psychosocial support, pre-hospital care and blood donation), and Restoration



of family Links, ensuring the safety of staff and applying cross-cutting approaches of Protection Gender and Inclusion (PGI) and Community Engagement and Accountability (CEA).

If the situation escalates, a response phase will be activated focusing on the implementation of the planned services to assist the population that requires it, ensuring the safety of personnel at all times. Through this intervention, the ERC plans to assist 4,500 people through pre-hospital care services, mental health, and psychosocial support, and key messages on gender-based violence and domestic violence. The total number of people to be reached is an estimate based on the capacities and projected needs identified at the territorial level. The 15 prioritized provinces and cantons for this operation include: Guayas (Guayaquil), Pichincha (Quito), Cotopaxi (Latacunga), Tungurahua (Ambato), Chimborazo (Riobamba), Sucumbíos (Lago Agrio), Pastaza (Puyo), Azuay (Cuenca), El Oro (Machala), Esmeraldas (Esmeraldas), Loja (Loja), Manabí (Portoviejo), Napo (Tena), Morona Santiago (Macas), Santo Domingo de los Tsáchilas (Santo Domingo de los Tsáchilas). The cantons mentioned may vary according to the evolution of the event.

Operation strategy rationale

The strategy has been designed based on the experience of the Ecuadorian Red Cross facing civil unrest and situations of violence, which has involved different lines of institutional action and advocacy with the authorities and humanitarian stakeholders. As such, the operation is being proposed in two phases:

TRIGGER N° 1 - PREPAREDNESS PHASE:

Trigger No. 1 was activated with the issuance of Executive Decree No. 110 by the President of Ecuador, on 8 January, which declared the State of Exception (SoE) due to internal severe commotion. In this context of increased insecurity in the country, the National Society has prioritized preparedness actions, including equipping branches and capacity strengthening for staff and volunteers.

TRIGGER 2 - RESPONSE PHASE:

Trigger No. 2 will be activated in the event that the situation escalates (car bombs, explosions, civil unrest or attacks to hospitals or health care centers) and surpasses the capacity of Provincial branches after an internal process of analysis by the ERC. The strategy rationale for this phase involves six intervention areas and two support areas, as follows:

PRE-HOSPITAL CARE (PHC):

Based on good practices and lessons learned in social mobilizations and crises in CSR, the ERC implemented a training module for pre-hospital personnel on pre-hospital care in emergencies and the use of equipment in ambulances. It is necessary to reinforce the knowledge of staff and volunteers considering the rotation of specialists and adapt the experiences to the current context, including their training in operational security, self-protection, and risk assessment that will be covered through this operation.

In the current context, the technical team of the Ecuadorian Red Cross has identified the need to reinforce ambulance services at the national level and in the Provincial Branches of Guayas, Pichincha, and Azuay, as they have the largest CSRs, the highest number of riots in the last year and the most significant exposure to violent events since the declaration of the State of Emergency. Accordingly, the Ecuadorian Red Cross proposes the following key actions:

- Pre-positioning of kits to stop bleeding, including tourniquets, hemostatic bandages, dressings, thermal blankets,
- The provision of mechanical ventilators to meet the ventilatory needs of people affected in emergencies, which is a crucial element for patient stabilization.

Once the staff is prepared for emergency care, they must have the necessary supplies and equipment to meet the objective of saving lives, preventing injuries from worsening, promoting recovery, and ensuring humanitarian care in conditions of dignity. At the national level, the ERC will develop workshops to reinforce the knowledge of technical staff and volunteers directed to the 15 branches in the management of equipment and trauma devices, approach, and management of safe scenes, including immediate evacuation, in order to have teams prepared for the new context.

Strengthening the pre-hospital component with the biomedical equipment of the mechanical ventilator allows for adequate ventilation, gas exchange, gas and volume control, frees pre-hospital personnel from airway management through the use of manual devices such as the BVM, and reduces the risks in transport to the medical care center. The ambulance becomes a temporary space for the temporary management of emergencies, considering the saturation of medical care centers, the lack of response capacity, travel time and the dynamics of attacks with explosive material that force the partial closure of emergency rooms.

MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT (MHPSS):

The Ecuadorian Red Cross is based on the International Red Cross and Red Crescent Movement's policy on attention to mental health and psychosocial support needs in protective and safe environments for the development of this response plan.

Throughout the operation, the Ecuadorian Red Cross contemplates the preparation of the MHPSS teams of the Red Cross national network to work in contexts of violence, the dissemination of key messages to the population regarding mental health care, as well as



direct attention to the affected population (communities, and members of public and private institutions intervening in the event) and humanitarian workers (Volunteers and hired persons of the National Society) in the 15 prioritized Provincial Branches.

The ERC will design an MHPSS guide for contexts of armed conflict and other situations of violence aimed at technical and volunteer staff. The development of the guide will be accompanied by workshops to reinforce the knowledge of MHPSS teams at the national level.

At the local level, the ERC will provide each of the prioritized branches (El Oro , Esmeraldas, Loja, Manabí, Napo, Morona Santiago y Santo Domingo de los Tsáchilas) with various supplies such as Cardboard, sheet of paper, colored pencil, scissors, tempera, disposable plate, Jenga game, mega blocks to assemble, stuffed animal, markers, pencil sharpener, small speaker, small microphone, markers, plasticine, pencil, eraser, shiny paper, rosettes, masking tape, wool, balls, brushes, cloths, glass, flannel, story, backpack.

VOLUNTARY BLOOD DONATION:

The Ecuadorian Red Cross plans to establish strategic coordination with companies, institutions, and home-based organizations. Likewise, technical teams will schedule specific recruitment dates, determining the number of donors expected for each day. Once the date has been coordinated, the collection point will be set up in the agreed location for a whole day, with the objective of efficiently attending all the programmed donors.

After the blood collection day, the collected blood will be safely transported to the National Blood Center or the blood banks associated with the ERC. In these centers, the necessary processing will be performed to obtain the different blood components, such as red blood cell concentrates, platelets, and plasma, among others.

Once processed, these blood components will be distributed to the different health centers in the country. This integral process guarantees that the donated blood becomes vital medical resources, contributing to saving lives throughout the Ecuadorian territory.

As part of the operation, the 10 branches with the highest percentage of the target population (Guayas, Pichincha, Santo Domingo, Manabí, Tungurahua, Loja, El Oro, Morona Santiago, Pastaza, and Chimborazo) will be provided with a mobile infrastructure kit that can be installed and uninstalled according to the identified need. Each kit will consist of 2 tents with 3x3 walls, 10 plastic chairs, 2 plastic tables, 2 coolers, an office suitcase, as well as personal protection set (gloves, masks, cotton, EDTA tubes, lancets, donation bags, bandages, tourniquets, surgical tweezers, and pliers, rollers).

RESTORING FAMILY LINKS (RFL)

The continuity of RFL services according to the needs is imminent. The ERC has opted to act under a prevention approach rather than a response approach solely. During the operation, the National Society will disseminate massive messages and recommendations with accessibility and inclusion to the entire population (national, foreign, Quichua-speaking, and hearing impaired). For this purpose, technical teams will work through physical communication channels (currently carried out in branches through the ICRC Cooperation Agreement and the Pilot Programmatic Partnership with the European Commission). Community meetings to share preventive measures, as well as the use of digital channels on social networks such as Facebook, Instagram, and WhatsApp, will also be considered during the implementation.

For this operation, the ERC plans two strategies:

Preparedness, by strengthening the RFL points through the provision of materials, supplies, and infrastructure to meet a possible increase of missing person search requests and family news (written or oral messages). Services will be provided by volunteers in dignified attention points with confidentiality, allowing data collection, case management, and the development of coordinated activities with public and private institutions and agencies.

The response will be provided within the framework of the activities programmed in the Cooperation Agreement between the ICRC and the ERC, as well as the Pilot Programmatic Partnership with the European Commission. Based on the RFL protocol of the National Society, a needs assessment will be carried out in advance to provide the community with search requests, connectivity, transmission of documents, family news (Red Cross messages, SALAMAT-oral messages, AM CROSS SERVICES), and safe referral to other ERC services.

PROTECTION, GENDER AND INCLUSION (PGI)

The Ecuadorian Red Cross has an action plan and roadmap for the implementation and strengthening of the PGI approach on a permanent basis, being a transversal axis in all missionary actions. Within the Pilot Programmatic Partnership (PPP) with the European Commission, there are activities aimed at strengthening the mapping of entities, services, and activation routes of attention in situations of gender-based violence (GBV), a process that will be updated to the current internal security crisis contexts.

For this operation, the ERC plans to create and disseminate key messages based on the information obtained from the institutional mapping carried out through the PPP. The planned products are radio material, information on routes in case of GBV, and visual digital material: information for the identification of alerts in case of increased GBV risk.

In addition to the victims of GBV, the ERC plans to reach out through key messages to the adults responsible or caregivers of children in order to provide tools to explain to children the internal security crisis while raising awareness for the prevention of domestic violence



towards this population group. The expected products are audiovisual material with key information on the approach with children in internal security crisis contexts and preventive alerts on domestic violence situations.

The above will be accompanied by the reinforcement of knowledge of the ERC personnel through virtual training at the national level for humanitarian personnel and volunteers on the following topics:

- Implications of an internal security crisis from a PGI approach.
- Application of PGI minimum standards in contexts of armed violence.
- Gender approach in contexts of armed conflict (the latter, based on the ICRC's expertise).

COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA):

Community Engagement and Accountability (CEA) is a cross-cutting approach that is currently being integrated into all Ecuadorian Red Cross programmes and operations, especially in staff and volunteer training spaces and during emergency operations. The ERC has strengthened the integration of the CEA approach since 2022, through the Building Trust (BHA - CEA) and Pilot Programmatic Partnership (PPP - ECHO) projects. Feedback mechanisms are being implemented and capacities are being strengthened in this regard, specifically suggestion boxes are being applied with the objective of measuring the level of satisfaction with the Red Cross services and also listening to community feedback in order to make operational decisions that are aligned with the needs of the population.

In order to take advantage of the installed capacity and articulate the operation with existing projects, information on opinions and possible rumors will be collected through the three physical suggestion boxes per provincial branch, provided by the BHA project (in some cases these mailboxes have been digitized in Kobo), and the data will be processed to have updated information for all ERC projects and interventions, prioritizing this DREF operation. One of the suggestion boxes will be located in the blood collection points. This will provide essential information to design messages and make operational this will allow the National Society to work on information and inputs based on a need.

Information is a very important tool in the current context because it enables close working, builds trust and facilitates community access and acceptance. This is why the operational strategy also includes the dissemination of key messages to reduce the impact of rumors and increase information about the services and auxiliary role of the Ecuadorian Red Cross, protecting its image from possible confusion with state institutions or other organizations. Finally, as an additional feedback mechanism, a social listening exercise will be implemented to find out the opinion of the community and the main issues under discussion at the time.

VOLUNTEER MANAGEMENT:

The National Volunteer System (SIVOL, by its initials in Spanish) is a fundamental tool for managing the Volunteer Cycle, registering humanitarian activities, and fostering the participation of volunteers in the ERC. Currently, the operational functionalities of SIVOL are centralized during emergencies, preventing the provision of real-time information to decision-makers at branches, thus limiting the capacity for immediate and accurate action by volunteers in response to the needs of the most vulnerable communities.

Considering the recent changes in the context, the ERC identified the need to decentralize SIVOL through the implementation of the Scriptsace License. This license is presented as a solution that enables simultaneous, fast, remote, and collaborative access to the volunteers' registered data, allowing greater flexibility, efficiency, and responsiveness in crises at the national level.

NATIONAL SOCIETY STRENGTHENING

The Operational Security Policy of the ERC and the operational risks identified in the current context require the adoption of additional measures to guarantee volunteers and hired personnel meet the minimum security requirements to work within the context of other situations of violence, strengthening the institutional image towards the community based on the Fundamental Principles of Humanity, Impartiality, Independence and Neutrality, improving the acceptance, access, perception, and security of the National Society. For this operation, the ERC anticipates the provision of personal protective equipment to volunteers.

At the regional level, the National Society will conduct training for board members at branches on Humanitarian International Law and the Auxiliary Role based on the emerging need to generate communication channels with decision-makers and opinion leaders to ensure that measures are taken to benefit vulnerable people, respect the medical mission and the work of staff and volunteers in the communities.

Given the restriction of rights established in the SoE and the possible limitations on communication issues that may arise during situations of violence in the country, the ERC must ensure that its telecommunications system is enabled and functioning at 100% as an operational link for the work of local response teams. It is important to mention that currently, in the country, there are so-called "dark zones" that, due to their geographic location or relief, complicate the connectivity of the teams with their distribution antennas and the Headquarters. As a result, the ERC anticipates having alternative communications systems in the case of 6 provinces through the installation of a "versatile gateway (ve-pg3)" linked to the fiber optic service, allowing permanent connectivity.

In previous operations, the ICRC provided support for the acquisition of kits and physical equipment. However, considering that the NS has one rented technician who, due to the scenario, would not be able to implement the setup, the support of a surge IT and



Telecommunications coordinator who can be deployed for 2 months to advise the ERC on the design and installation of the National Society's telecommunications system is being requested.

Targeting Strategy

Who will be targeted through this operation?

Preparedness: focused on strengthening the capacities of the National Society through training and updating the knowledge of volunteer and hired personnel considering the context of the emergency. As well as equipping the main Provincial Boards with basic materials to assist the population.

Response: efforts will be concentrated on the implementation of the planned services to assist the population that requires it, ensuring the safety of personnel at all times. Through this operation, the ERC plans to reach 4,500 people through pre-hospital care services, mental health, and psychosocial support, and key messages on gender-based violence and domestic violence.

This number has been calculated considering the National Society's previous experiences supporting affected populations during social mobilizations in 2022, as well as the information collected by the NS on the incidents of violence.

Explain the selection criteria for the targeted population

- People injured during possible clashes between the conflicting parties.
- People who report psycho emotional affectation due to the situation.
- People separated from family members or acquaintances due to clashes, mobility limitations, or cuts in connectivity services.
- Persons with catastrophic illnesses or who do not have access to permanent medication due to limitations in the provision of health services.
- Priority groups of attention: the elderly, children, adolescents, pregnant women, and people with disabilities.
- People who do not receive care from government agencies due to the demand for a service.

Total Targeted Population

Women	1,524	Rural	30%
Girls (under 18)	785	Urban	70%
Men	1,446	People with disabilities (estimated)	1%
Boys (under 18)	745		
Total targeted population	4,500		

Risk and Security Considerations

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

Risk	Mitigation action
Health effects due to the lack or improper use of personal protective equipment	<ul style="list-style-type: none"> - Personal protective equipment according to the context of the emergency. - Periodic monitoring of compliance with security protocols at the national and Provincial Board levels.
Limited access to areas affected by violence and related to the El Niño phenomenon (mass movements, flooding, structural collapse, and loss of the road network).	<ul style="list-style-type: none"> - Permanent monitoring of weather conditions and the condition of access roads to affected areas.



Humanitarian personnel of the Ecuadorian Red Cross were victims of sexual harassment or abuse during the operation.	<ul style="list-style-type: none"> - Ensure that the teams are mixed in their gender composition. In no case may they be only female teams. - Before going out on the operation, recognize the location of the nearest Community Police Unit (CPU). - Respect the hours of operation established by Operational Safety. - In the event of sexual abuse or harassment, individuals should: (1) Immediately leave the area or place where the incident occurred; (2) Immediately report the incident to the Operational Security Officer in their province; (3) Call 911 or go to the nearest Community Police Unit (UPC).
Overexposure of volunteers and staff to the experiences of communities affected by violence	<ul style="list-style-type: none"> - Organize and ensure the emotional deactivation of personnel and volunteers involved in response actions.
Collateral damage to volunteers, humanitarian personnel, and institutional assets in armed clashes.	<ul style="list-style-type: none"> - Reduce mission activities in areas with high levels of violence. - Apply the recommendations for safe behaviors for volunteers and humanitarian personnel. - Avoid exposure in high-risk areas.
A reputational impact of the institution	<ul style="list-style-type: none"> - Avoid pronouncements regarding the existence of internal armed conflict. - The spokesperson will be the National President of the ERC. - Dissemination in social networks about the Auxiliary role, Fundamental Principles, and Humanitarian Action of the ERC.
The conditions for the second trigger to start the response phase are not met	<ul style="list-style-type: none"> - Regular monitoring of the situation by the ERC to be prepared for any Operational Update required on time. - Close coordination with government partners such as the Ombudsman office, Ministry of Health, and humanitarian organizations to exchange readings on the humanitarian context regularly. - Close coordination with IFRC personnel to prepare transition plans following IFRC-DREF procedures.
Exposure to risks and harms to the well-being of personnel and volunteers, including aggression and retention	<ul style="list-style-type: none"> - Dissemination of the Auxiliary and humanitarian role of the ERC. - Socialization of recommendations for safe behavior in situations of violence. - Implementation and dissemination of the National Security Policy

Please indicate any security and safety concerns for this operation

Ecuador is experiencing a complex context of insecurity. The country ended 2023 with a figure of 8,008 violent deaths, placing Ecuador as the most violent country in Latin America. The year 2024 began with an alarming number of violent deaths as a result of clashes between Organized Criminal Groups (OCG), which have disputes over territory for the commission of illegal acts. In addition, the escape of one of the leaders of the OCGs, the riots in several detention centers, the use of expulsion devices in several cities, and the incursion of groups generating violence in a television channel motivated the response of the Government through the declaration of a SoE through decree No. 110 dated January 8, 2024, due to serious internal commotion, including all the detention centers that make up the National System of Social Rehabilitation without exception, with a validity of 60 days.

Subsequently, on January 9, 2024, Executive Decree No. 111 amends Decree No. 110, mentions the existence the recognition of an internal armed conflict, and provides for the mobilization and intervention of the Armed Forces and National Police in the national territory to guarantee sovereignty and territorial integrity against transnational organized crime, terrorist organizations and belligerent non-state actors.

The reference to the existence of an internal armed conflict by the Government of Ecuador implies an increase in military operations in different cities of the country, as well as the use of lethal weaponry to neutralize the so-called terrorist and belligerent groups. The aforementioned has resulted in armed confrontations between the so-called terrorist groups and the public security forces in the streets, for the time being, with low collateral effects on civilian personnel. Currently, Ecuador is facing a very volatile context in which the response of the groups generating violence may continue for a prolonged period.



These scenarios generate risks for the operations of the National Society as a consequence of the actions of the groups that generate violence and confrontations with the Public Security Forces. In addition, access limitations to communities with humanitarian needs due to the high risk of violence.

Additionally, the restriction of rights established in the SoE makes it necessary to guarantee operational communications in the territorial network to maintain permanent coordination for decision-making at both the Government and Management levels, considering that for operational security, it is advisable to have redundant communications systems, prioritizing this strengthening in the provinces that have difficulties in telecommunication due to geography, mountainous chain, coverage, among others.

Has the child safeguarding risk analysis assessment been completed?

No

Planned Intervention



DREF Allocation: CHF 218,956

Budget: CHF 101,708

Targeted Persons: 4,500

Indicators

Title	Target
Number of people receiving pre-hospital care services	700
Number of staff and volunteers who receive training in pre-hospital care and use of equipment in ambulances	40
Number of people receiving care for mental health and psychosocial support needs	500
Number of humanitarian personnel receiving care and self-care interventions	300
Number of units of blood collected, processed and delivered to the public health system	3,000
Number of people reached by the Voluntary Blood Donation (VBD) awareness campaign	100,000

Priority Actions

Phase I: Preparedness phase

- Staff and volunteers trained in pre-hospital care and use of equipment in ambulances during violence situations.
- Equipment through the kit to stop bleeding and airway management.
- Implementation of secure transportation kits (cameras, GPS, panic button, link to SIS ECU 911).
- Purchasing of mechanical ventilators and airway management.
- Design and reproduction of MHPSS material adapted to the context of an internal security crisis.
- Training of volunteers at branches in mental health and psychosocial support in the context of armed violence.
- Reproduction of mental health and psychosocial support toolkit - MHPSS
- Design a VBD campaign.
- Hiring of spaces in social networks and media for the voluntary blood donation campaign.
- Procurement and delivery of VBD kits to prioritized branches.

Phase II: Response

- Pre-hospital care to the affected population.



- Provide mental health and psychosocial support to the affected population.
- Provide care and self-care actions to humanitarian staff and volunteers.
- Blood collection days in the different areas previously identified.
- Blood processing, pints delivered to the public health system



Protection, Gender And Inclusion

DREF Allocation: CHF 218,956

Budget: CHF 10,118

Targeted Persons: 2,000

Indicators

Title	Target
People reached the community at the national level through the dissemination/distribution of key (direct) messages:	2,000
Humanitarian personnel, and volunteers reached through PGI activities	100

Priority Actions

- Design, produce, and disseminate key messages with a GBV approach.
- Design, produce, and disseminate key messages focused on children.
- Reinforcement of knowledge to ERC hired and volunteer personnel on PGI-related topics (virtual)



Migration And Displacement

DREF Allocation: CHF 218,956

Budget: CHF 19,169

Targeted Persons: 300

Indicators

Title	Target
Number of people receiving talks on self-care measures to prevent the breakup of family bonds	300
Number of people reached by means of preventive messages received through mass messaging and social networks	1,000,000
Strengthened RFL service points	15

Priority Actions

Phase I: Preparedness phase

- Hire mass messaging and advertising services for the dissemination of preventive measures of videos in several languages, Spanish, English, Quichua, and Ecuadorian sign language nationwide.
- Strengthen RFL care points to provide care according to local needs, such as preventive measures, search requests, and family news.

Phase II: Response

- Develop community talks on RFL preventive measures, implemented by volunteers of the Provincial Boards in extra-mural actions and/or at the Headquarters.



- Joint case management with MHPSS is for those families who are in emotional crisis due to the potential separation from their loved ones.



Community Engagement And Accountability

DREF Allocation: CHF 218,956

Budget: CHF 12,780

Targeted Persons: 100,000

Indicators

Title	Target
People reached nationwide with mass messaging on key messages on the Fundamental Principles and Auxiliary Role of the State.	100,000
Number of people reached by feedback mechanisms	300

Priority Actions

- Design and dissemination of key messages for mass messaging.
- Produce and broadcast a video with communicational messages.
- Processing of the information collected through the community feedback boxes implemented in the branches and through a social listening exercise to find out the opinion of the community and the main issues under discussion at the time.



Secretariat Services

DREF Allocation: CHF 218,956

Budget: CHF 20,501

Targeted Persons: 0

Indicators

Title	Target
# of monitoring visits made during operation.	1
# of surge deployments	1

Priority Actions

Phase I: Preparedness phase

- Translation of documents
- Financial costs.
- Courier service.
- 1x Surge IT- Telecom Coordinator deployment

Phase II: Response:

- Monitoring visits to directly follow up on the implementation of actions.



National Society Strengthening

DREF Allocation: CHF 218,956



Budget: CHF 54,680

Targeted Persons: 0

Indicators

Title	Target
Implementation of the Scriptsace license to achieve the decentralization of the National Volunteering System (SIVOL).	1
Number of volunteers trained in Stay Safe and MSR	15
Number of volunteers provided with protective and visibility equipment	300
Number of government members trained in IHL, Auxiliary Role, and Security Policy of the ERC	15
Lessons learned workshop	1

Priority Actions

- Hiring of the project's technical team:
 - 100% Project Coordinator
 - 100% Administrative and logistical Assistant
 - 50% Accounting Assistant
- Coordinate with the vendor to acquire and implement the Scriptsace License in the National Volunteering System (SIVOL).
- Reinforce knowledge with the Provincial Volunteer Coordinators of the National Volunteer System in order to be prepared for possible emergencies at the national level.
- Purchase of flags with Emblem Protective Use
- Acquisition and delivery of personal protective equipment for volunteers and humanitarian personnel.
- Implementation of a lessons-learned workshop to generate a technical product to be used as a basis for the construction of the National Contingency Plan for other situations of violence.
- National Society monitoring visits.
- Training in humanitarian diplomacy and auxiliary roles to board members in branches.

About Support Services

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

300 volunteers and 60 hired personnel will be part of this operation, organized in teams of approximately 12 people per Provincial Board as first response teams in case activation is required, with the exception of the provinces of Guayas, Pichincha, Esmeraldas, Manabí, Loja, Napo, Chimborazo, Tungurahua, Cotopaxi and El Oro where, due to the high impact, a greater number of first response teams will be considered.

In addition, for this operation, 2 full-time technicians will be hired to manage the plan according to the following profile:

- The project coordinator will manage the execution of the plan with the technical areas of the National Headquarters and the Provincial Boards, ensuring compliance with the guidelines and instruments of the SRA and IFRC within the established deadlines.
- Administrative logistic assistant, who will support the coordinator in the planning, execution, and justification of the activities approved in the project. Experience in operational tasks such as warehouse management, inventories, drafting and filing of administrative documents, and execution reports will be considered.

It is also planned to allocate 50% of the salary of a national financial technician, who will be assigned to partially support the financial, administrative, and accounting processes for the fulfillment of the planned activities, ensuring compliance with the policies and regulations of the Ecuadorian Red Cross.

Finally, it is important to have the support of a telecommunications specialist who will support the National Society in strengthening its telecommunications systems to the territorial network so that they have fluid communication that does not depend on the normal



connection but on an alternative one, taking into account the geographic location, which prevents and reduces impacts to the ERC's operational security.

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

The support of an IT and Telecommunications coordinator who can be deployed for 2 months to advise the ERC on the design and installation of the National Society's telecommunications system is required.

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

All procurement will be made locally through the application of the internal procurement processes of the ERC in force and compliance with the guidelines established by the IFRC.

How will this operation be monitored?

The Ecuadorian Red Cross has a Planning and Quality Management Department, which is institutionally responsible for monitoring and evaluating projects. During this process, alerts are issued on deviations from planning and under-execution of activities or indicators.

The tools used allow first planning each of the activities and indicators by means of a timetable, identifying and assigning responsible parties, deadlines, and verifiable indicators, all aligned with the framework results. For monitoring, 3 types of evaluation spaces are maintained:

- Follow-up: Review of the progress schedule, compliance with agreements, and financial aspects on a biweekly basis,
- Monitoring spaces: Evaluation of objectives, deadlines, and framework level indicators. IFRC participation is linked to monthly periodicity.
- Spaces for continuous improvement: Identification of knots and their causes; identification of successes and their causes upon completion.

Please briefly explain the National Societies communication strategy for this operation

In a context where uncertainty and complexity prevail, the Red Cross must maintain the trust, integrity, and respect of the community, authorities, media, and other stakeholders. Therefore, this Communication Plan is developed with the main objective of safeguarding and reinforcing the humanitarian, neutral, and impartial role of the Ecuadorian Red Cross, ensuring the safety and well-being of our volunteers, humanitarian workers, and the people we serve.

The effectiveness of this plan is based on internal coordination at all levels, the strategic use of communication tools, and the implementation of clear and consistent National Society protocols. Through this document, we outline the specific strategies, actions, and responsibilities that will guide our communication during this crisis, ensuring that the Red Cross remains a pillar of hope, solidarity, and humanitarian action in Ecuador.

General Communication Objective:

Strengthen the position, reputation, and credibility of the Ecuadorian Red Cross-National Society in the country within the current context, ensuring consistent, transparent, and effective communication both internally with our volunteers and staff and externally with authorities, media, strategic allies, and the community, in general, promoting the movement's fundamental principles for the fulfillment of the human mission for the most vulnerable.

Specific Communication Objectives:

1. Position the Humanitarian Role: Reaffirm and consolidate the role of the ERC as a neutral and impartial humanitarian entity, highlighting its unwavering commitment to fundamental principles and its work in the midst of the internal security crisis.
2. Protect Institutional Integrity: Implement communication actions to protect and defend the physical, moral, and operational integrity of our volunteers, humanitarian workers, vehicles, and medical missions, highlighting their essential and protected role in crises for the country's internal security through messages and the use of social networks and digital platforms.
3. Establish Effective Communication Channels: Create and maintain efficient and reliable communication channels with all stakeholders, including the media, government authorities, partner organizations, and the community, to ensure timely and accurate



dissemination of relevant information, minimize misinformation, and maximize humanitarian impact.

4. Avoid controversies and politicization by not engaging in public communication regarding the applicable legal framework.

The following communication actions will be considered:

- Production of awareness messages
- Virtual Information
- Virtual Information Sessions
- Provincial Social Networks
- Alliances with Local Media
- Pocket Manual Production
- Alert and Notification Systems

Through these communicative actions, the ERC seeks to ensure a comprehensive, coordinated, and effective response. This will allow it to keep the population informed about ERC's actions, position the auxiliary role and fundamental principles, and meticulously care for the ERC's reputation and integrity as an institution committed to the welfare and safety of the community that serves, while avoiding controversies and politicization.



Budget Overview



DREF OPERATION

MDREC025 - Ecuadorian Red Cross Security Crisis

Operating Budget

Planned Operations	143.775
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	0
Health	101.708
Water, Sanitation & Hygiene	0
Protection, Gender and Inclusion	10.118
Education	0
Migration	19.170
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	12.780
Environmental Sustainability	0
Enabling Approaches	75.181
Coordination and Partnerships	0
Secretariat Services	20.501
National Society Strengthening	54.680
TOTAL BUDGET	218.956

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](#)

