

Situation Update

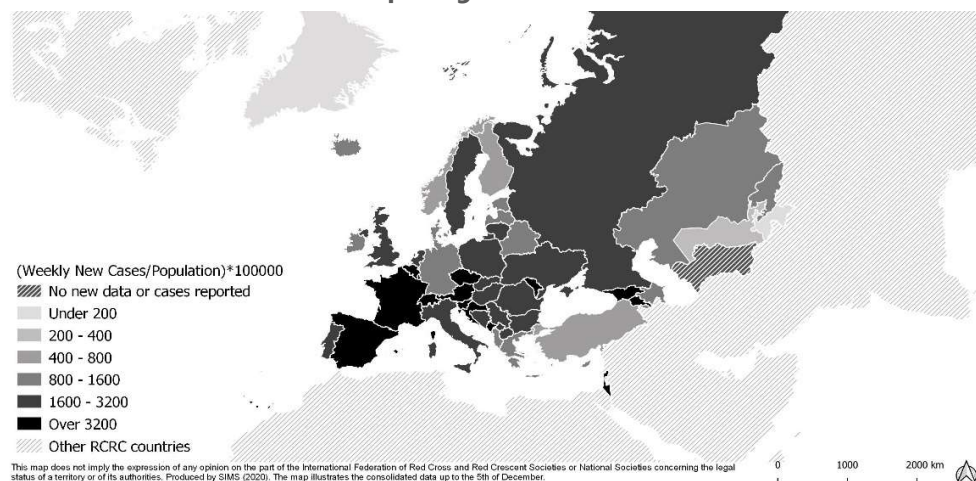
22,379,608

confirmed cases in Europe and Central Asia

493,780

confirmed deaths in Europe and Central Asia
reported by WHO as at 3.00pm CEST, 15 December 2020

COVID-19 situation in the Europe Region



39 National Societies engagement in three operational priorities ...



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Sustaining
Health and WASH



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Addressing
Socioeconomic Impact

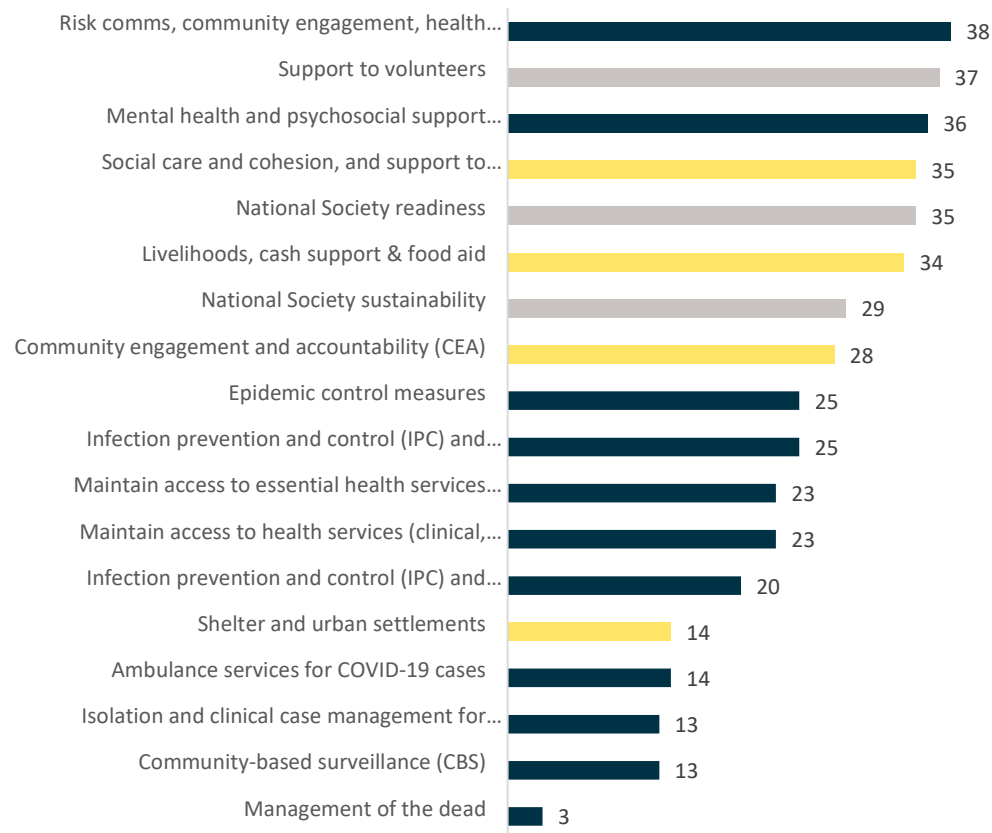


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Strengthening National
Societies

National Society Response

According to public COVID-19 field reports submitted to
GO platform 39 National Societies are engaged in...



You can find up-to-date activity overviews by national society, activities by indicators as well as additional information on financial reporting from GO COVID-19 page [here](#).

See Annex for information on National Society level of activity in the three Priorities.

Regional overview

In the reporting period, the epidemiological situation in Europe remained alarming. The number of new cases showed a slight decline for a few consecutive weeks since its peak in the first week of November 2020, while the number of deaths continued to increase. A concerning trend of case incidence and deaths rising in older age groups was observed. Although the Europe region reported a continued decrease of new weekly cases, it still accounts for the second greatest proportion of new weekly cases worldwide, while death rates have continued to increase and accounted for approximately half of newly reported global deaths.

By the end of November 2020, the Europe region reported more than 20 million cases and over 450,000 deaths in total. On 8 November alone, more than 341,000 new cases within 24 hours were confirmed in the region. The number of cases reported in the region decreased by 11% to 1,608,477 on week 48/2020 compared to the previous week (1,805,976 cases on week 47/2020). There has been a steady decrease in reported cases since week 45/2020. 57% (909,909) of the cases reported on week 48/2020 originated from 7 countries: Italy (11%; 184,001), Russian Federation (11%; 179,987), Poland (8%; 130,118), Germany (8%; 124,431), United Kingdom (7%; 111,789), Ukraine (6%; 97,935) and France (5%; 81,648). The remaining cases (43%; 698,568) were reported by 52 countries and territories; and each accounted for less than 5% of the total cases reported on week 48/2020. The number of deaths in the region on week 48/2020 increased by 7% to 36,101 compared to the previous week (33,806 deaths on week 47/2020) (Figure 1). The number of reported deaths against the number reported cases was 2.2% on week 47/2020. 58% (21,022) of the deaths on week 48/2020 was reported by Italy (14%; 5,102), France (10%; 3,609), Poland (10%; 3,458), the United Kingdom (9%; 3,404), the Russian Federation (9%; 3,348) and Germany (6%; 2,101). The remaining deaths (42%; 15,079) were reported from 45 countries and territories; and each accounted for less than 5% of the total deaths reported on week 48/2020.

The top 10 countries with the most cases detected in November were: Russia, France, the United Kingdom, Italy, Spain, Germany, Poland, Turkey, Ukraine, Belgium and the Netherlands.

In the reporting period, the IFRC COVID-19 Response Team continued to provide technical support to the National Societies (NSs), specifically to those requesting multilateral financial support in implementation of the activities for the COVID-19 response. A series of meetings with the NSs were conducted to provide NSs with technical assistance on operational issues in the response to COVID-19 in their respective countries. Moreover, numerous exchanges with NS stakeholders on planning, implementation and supporting NS actions were taking place. Wider support also included domestic income generation and fundraising activities, such as for domestic COVID-19 appeals. The IFRC COVID-19 Response Team puts a focus on those countries with increasing caseload, closely communicating with NSs and CCSTs, ensuring agile and timely technical and financial support directed where the needs are the most pertinent.

A total of 32 NSs in Europe Region requested funding support from the COVID-19 Emergency Appeal. There is an ongoing operational engagement with these NSs with total allocations of CHF 44.9 million, including global and regional procurement done by IFRC (CHF 6.2 million) mainly composed of PPE procurement. Conversations with NSs and Country/Country Cluster Offices on the allocation of the funding are ongoing as far as the full CHF 44.9 million has been committed. These conversations now review the implementation timeframes, possible amendments of PoAs and enquiries on possible extensions of timeframes needed. Across the Europe region, 78% of the current income timeframe will end by the end of Q1 2021, leaving the 32 recipient NSs with approx. CHF 9.9 million for the remainder of 2021. Currently only a very limited number of timeframe extensions are foreseen, while the funding gap for the region remains CHF 25 million.

The latest (revised) regional Emergency Plan of Action (EPoA) published on 13 July 2020, reflects the COVID-19 operation for the Europe region in the three operational priorities outlined below. Fundraising efforts continue to support NSs until the end of the operation (December 2021).

Priority 1: Sustaining Health and WASH

The Regional Health and Care Team continues to support National Societies in the region to implement effective measures to curb the pandemic.

The IFRC Regional Health and Care Team provided a comprehensive overview on contact tracing activities during the Regional Task Force meeting. The following topics were covered: public health measures to stop transmission, key considerations and IFRC guidance on contact tracing, data protection. One of the key considerations to keep in mind is the need for country-level advocacy. Several National Societies in the region could provide volunteers to contact tracing activities but liaising with relevant public health authorities on country level can be challenging. Local health authorities may be overwhelmed responding to the pandemic and may not have a thorough knowledge of the capacities and activity areas of each organisation operating in the respective country. Consequently, they might not be aware of what each National Society can do for them and what to ask for. It is therefore important to showcase National Societies' capabilities with concrete examples.

Epidemic control measures

During the reporting period, the IFRC ROE Health and PRD Teams successfully completed negotiations with the European Union's DG SANTE, and as a result the IFRC ROE has been granted with a funding of EUR 35.5 million to increase mobile testing capacities of several EU member state National Societies. Participating National Societies are: Austria, Germany, Greece, Italy, Malta, Portugal and Spain. Preparations to start implementation of the initiative are currently ongoing, with a period of implementation between November 2020 and July 2021.

The main objectives of this project are:

1. To strengthen the capacity of Red Cross National Societies in Austria, Germany, Greece, Italy, Malta, Portugal and Spain to rapidly respond to outbreaks and the second wave, through a cycle of trainings of Red Cross staff on COVID-19 testing and with providing necessary equipment to take samples and perform tests.
2. To support the national public health systems in these countries to increase the COVID-19 testing capacity by adequate collection of samples and performing tests by trained staff.

Risk communication, community engagement, and health and hygiene promotion

The team in Turkey continued to roll-out the second round of the Knowledge, Attitudes and Practices (KAP) survey, giving insights into people's understanding and behaviours relating to COVID-19. Data collection through surveys and remote focus groups was expected to be finished by the end of November with a full report to be published early 2021. Comparing the most recent data to the previous round will enable an analysis of trends and changes overtime- particularly relevant as vaccination becomes a reality.

In Georgia, a planned WASH/KAP survey in schools - which was delayed due to the closure of schools - is now ready to restart. Survey teams will focus on schools that have been allowed to reopen, with focus groups – including questions about vaccination – also being rolled out. In Armenia, although public sharing of KAP survey results collected and compiled earlier in the year has not been possible, the report produced has still been a useful tool to inform internal programmatic decision-making.

In Central Asia, survey results will be imminently available from Kazakhstan where a telephone KAP survey has been carried out, while coordination efforts between the IFRC, the NS, WHO and other UN agencies and the World Bank to carry out surveys in Tajikistan and elsewhere, with a specific focus on vaccination hesitancy, are expected to bear fruit in the new year.

Support from the Central Asia RC/CEA and South Caucasus IM surge delegates, as well as from IFRC CEA colleagues based in Turkey, and regional IM based in the Budapest office, has been critical for developing surveys, ensuring a harmonised approach – integrating well with WHO surveys across the region and helping to facilitate and technically enable NS participation.

Activities through the "Do Better, Do More" RC/CEA funding under the COVID-19 appeal are progressing with Armenia, Georgia, Kazakhstan, and Ukraine National Societies. Proposals have been approved for technical improvements to the telephone line in Armenia, an expanded two-way social media engagement in Kazakhstan and Georgia, and a pilot feedback mechanism in Ukraine. In Ukraine, there has been considerable development at the policy level in laying out plans for the feedback mechanism, while in Georgia engagement with a software developer and procurement of hardware has already started, with trainings planned for spring 2021.

Coordination with WHO at the regional level has continued with the convening of the Regional Risk Communication and Community Engagement Subgroup. Led by the WHO regional office in Copenhagen, the group has good attendance from WHO and other UN

counterparts from across Europe and Central Asia, as well as from IFRC colleagues working with the ROE, Turkey, South Caucasus, and Central Asia. It has been partly this development of relations with WHO at the regional level that has supported joint working on KAP surveys, as well as increased sharing of online webinar opportunities, tools, reports etc.

The consultant recruited to support National Societies in the Central Asia Country Cluster with digital outreach and communication in relation to COVID-19 has been extremely busy. Working alongside the NSs, the consultant has been supporting NS staff to produce and promote impactful and effective online and social media content, ensuring that skills and capacities are passed on to NSs for longer term capacity development.

A Russian-language online training on vaccination was held by the consultant on communication, and was well attended by National Society staff from across the region, and shared with other National Societies where Russian is widely spoken.

The arrival of an additional staff member, on loan from the Icelandic Red Cross, to further support CEA at the regional level has been warmly welcomed. Working with IFRC half-time in November – a period taken up mostly with induction briefings and background reading – we look forward to the role becoming full-time with us from December, increasing the capacity of the CEA team to support colleagues and broaden our scope by, for example, supporting Geneva counterparts with COVID-19-related activities and tools, and developing a calendar of webinars and teleconferences for 2021.

Mental health and psychosocial support services (MHPSS)

Although National Societies across the region remain committed to the implementation of MHPSS activities in their response to COVID-19, different barriers start to hamper their efforts, not only due to the continuing restrictions imposed by governments on fighting the pandemic, but also because of the fatigue that clearly starts affecting staff and volunteers involved in the pandemic response at various levels.

Throughout the month of November, National Societies in the Europe region continued to carry out MHPSS activities. With the aim of improving the provision of these services, NSs were encouraged to coordinate the rollout of the Roadmap created to direct and support NSs, the IFRC and ICRC in implementing the commitments expressed in the proposed Resolution of the 33rd International Conference on *Addressing mental health and psychosocial needs of people affected by armed conflicts, natural disasters and other emergencies*, signed in December 2019, and the Movement's policy on addressing MHPSS needs.

On 5 November, the Romanian RC organized a Mental Health online session for the European Youth Network, where a big number of youths participated and manifested high interest in mental health issues. The Regional Senior Officer for Health and Ageing Programmes and the Regional MHPSS Delegate were part of the presenters' panel.

As part of the PS Reference Centre's contribution to the implementation of the MHPSS Roadmap, Policy and Resolution on addressing MHPSS needs, a pilot Community of Practice was developed as a virtual platform, on which NSs, IFRC and ICRC can meet, discuss, and exchange on ways of implementing the MHPSS Policy and Resolution in accordance with the Roadmap. From the Europe region, Kyrgyzstan RC, Serbia RC and Ukraine RC were invited to join the initial phase of this project, launched by a webinar on 12 November. During the next phases, all NSs will be invited to join and share their experiences as well.

The Danish Red Cross, the Netherlands Red Cross, the IFRC PS Reference Centre and the IFRC, submitted an open pledge - *PFA for All* - aiming to support the scaling up of global capacities for Psychological First Aid to prevent and alleviate MHPSS needs and promote individual and community resilience. It also complements the implementation of the proposed Resolution on addressing MHPSS needs. NSs are encouraged to sign the pledge and keep improving PFA capacity and implementing PFA activities in their responses. From the Europe region, so far 17 NSs already became signatories, namely the Danish RC, French RC, Italian RC, Icelandic RC, Netherlands RC, Belarus RC, Austrian RC, Belgian RC, Irish RC, Croatian RC, British RC, Hellenic RC, Portuguese RC, Kyrgyzstan RC, Ukrainian RC, Armenian RC and Bulgarian RC. On 25 November, a meeting was organized by the pledge submitters in order to establish an informal working group to the implementation of the mentioned pledge.

Russian RC and Cyprus RC PSS staff has done a great job by translating and adapting some materials published by the PS Centre related to COVID-19, to the language of their countries. These will be incorporated in their future trainings and activities.

South Caucasus' MHPSS Platform organized a meeting on 20 November where NSs of the region had the opportunity to present and discuss their experiences on the topic "*MHPSS support for psychosocial impact/trauma from complex emergency and ongoing, prolonged crisis on general population and responders.*" The meeting counted also with a presentation from the ICRC colleagues based in the region.

A global educational webinar on how to effectively use the Red Cross and Red Crescent Movement Policy and the International Conference Resolution on addressing MHPSS needs was held on 24 November. Members of the PS Reference Centre and the Health Team from Geneva conducted the webinar. NSs of the different regions joined and shared their experiences on how they are rolling out the Roadmap so far. From the Europe region more than 13 NSs participated in the opportunity.

A conference on “*Mental Health for informal caregivers*”, organized by Serbia RC and UNFPA took place on 30 November. The results of a research conducted on the topic, with the main goal of measuring the influence and the effects of informal care on mental health of informal caregivers, as well as the recommendations for planning and development of a public policy were presented to the participants and will be published and shared soon.

Priority 2: Tackle Poverty and Exclusion - Addressing Socio-economic impact

Livelihoods and household economic security (livelihoods programming, cash and voucher assistance)

The livelihoods and basic needs rapid response staff deployment ended on 31 October. The recruitment of a longer-term position is currently ongoing.

The mapping of National Societies' Livelihoods and Basic Needs plans and activities indicates that most Europe region National Societies are delivering in-kind or CVA to meet the basic need of the most vulnerable. Out of the 32 National Societies that are receiving funding from the IFRC global appeal, 8 are planning to carry out livelihoods activities and are receiving guidance and support in their livelihoods programming design. In terms of implementation, Belarus has started providing counselling sessions and referral activities to homeless people and ex-prisoners to increase their employability, and the necessary tools and guidance have been provided to that end. The Turkish and Kyrgyzstan Red Crescent are also expected to start implementing their livelihoods plans in the coming months.

The ROE Cash and Voucher Assistance Team has grown – Kyrgyzstan RC seconded a CVA expert who will now focus on supporting Russian speaking NSs. The team now counts 3.5 staff (1x cash coordinator, 1.5x cash COVID-19 delegates, 1x cash COVID-19 South Caucasus delegate).

Tajikistan and Kyrgyzstan Red Crescent are in the process of implementing LLH projects under the BMZ funds. The actions in both countries are aimed to support vulnerable families strengthen their household economic resilience through in-kind and/or Cash and Voucher Assistance (CVA) as well as vocational trainings. During October 2020, the Livelihoods and CVA Teams have been closely working with NS focal points on response options and feasibility assessments, beneficiary identification and verification exercises. The project's main phases (distributions) are planned to begin in the second week of November 2020. Currently Kyrgyzstan RC have finalised all cash disbursements and is preparing to run PDM activities, while Tajikistan RC is waiting for equipment delivery and further distribution of it to people assisted. It is expected to finalise the action by the third week of December 2020.

14 NSs have included CVA in their plans of action to cover basic needs. For CVA transfer mechanisms, 10 NSs considered unconditional multipurpose cash grants and 4 NSs vouchers.

IFRC ROE Cash and Voucher Assistance (CVA) currently supports 5 NSs (Armenia, Belarus, North Macedonia, Tajikistan and Uzbekistan) in the Fast-Track Cash Preparedness process with a duration of 3-4 months (until the end of the year). This supports NSs relatively new to CVA, to safeguard RCM minimum standards on CVA within their COVID-19 response. Also, the NSs of Azerbaijan and Bulgaria showed interest in a rapid preparedness process responding to the COVID-19 situation and are closely supported by the CVA team.

Main activities centre around supporting financial service provider negotiations, setting transfer values, enhancing feedback mechanisms and targeting. Armenia is currently pausing its preparedness process due to other priorities in responding to the conflict-affected population.

The Red Cross Society of Bosnia and Herzegovina with several ongoing CVA interventions, is being mainly supported in the procurement process of vouchers, to support the most affected Roma population in coping with the COVID19 pandemic.

Based on a needs survey among NS Cash Focal points, a cycle of mini webinars has been started (Dec-Jan). The first two webinars for European and Central Asian NSs cover CEA in general and CEA/feedback mechanisms, kindly organized by the CEA, CVA and IFRC ESSN Teams in English, and for the Belarus Red Cross in Russian language.

Lessons learnt workshops in Croatia and Albania (CVA in the earthquake operation) were supported and consultants were hired.

Shelter and urban settlements

14 NSs in the region are actively involved in shelter activities, focusing on adaptation of collective centres for quarantined persons and the provision of household items to affected families. As part of the COVID-19 response, several NS (including Armenia and Kyrgyzstan) have introduced rental & utility support as part of their CVA assessment criteria and multipurpose cash support.

Community engagement and accountability

Please refer to the section on Risk communication, community engagement, and health and hygiene promotion above.

Social care, cohesion and support to vulnerable groups

Close coordination with regular bi-weekly meetings continued with IFRC Greece and Hellenic Red Cross to support the activity of PGI in the Lesbos camp. After the initial assessment and based on needs reported by the WASH team, an induction package was drafted to support the cross-cutting approach in WASH activities, with a specific focus on hygiene promotion. The induction package included a brief introduction to the basic concepts of PGI and its standards in WASH interventions, a session on basic steps to safe referral and a pocket guide for the community volunteers. Currently the package is under revision with the WASH and HP teams and is close to be finalized. A coordination meeting is also planned for December to discuss possible interventions to address trafficking in persons in the camp, having discovered that some of the community volunteers involved in WASH activities are possible victims.

A global webinar is organized in honour of the International Day of Disabled Persons 2020 on *Disability Inclusion in Shelter and Settlements programming*. The webinar will be held on 3 December and will provide an overview of some of the disability inclusion work that is happening within the shelter sector, the intersection of these with COVID-19 operations and will be an opportunity to learn about the practical experiences of National Societies.

IFRC Geneva is coordinating the revision process for the PGI Strategic Framework 2020-2025, which will take stock of achievements and lessons learned to reflect on past experiences, including PGI in COVID-19.

IFRC ROE attended the global meeting organized by the Alliance Expert Coordination Team (AECT) and OSCE in November. The meeting addressed thematic topics which included prevention and mitigation strategies in the context of COVID-19. A session was also dedicated to discussing AECT members' statement on support to anti-trafficking civil society organizations during the COVID-19 pandemic.

The monthly meeting with the Italian Red Cross was organized on 24 November to share updates and new trends related to the migration routes and new arrivals. The agenda of the monthly meeting included: updates on new arrivals, protection trends, service provision and changes/challenges due to COVID-19 restrictions, communication strategy and advocacy.

The Regional Office for Europe has also initiated a joint research with CEU University which will investigate the impact of the COVID-19 pandemic on the vulnerabilities of migrants in the Western Balkan region. As part of the research, 3-4 countries will be identified for the research from the region where the analysis will focus. The result will be a study with a few country examples and cases, which can help set response priorities and strategies but also support with internal awareness-raising on the subject.

The dialogue continues with several National Societies supporting migrants, including refugees and asylum-seekers as part of their COVID-19 response and related crisis.

Migrants, including refugees and asylum-seekers are still one of the groups hardest hit by the COVID-19 pandemic and related crisis. Their situation has been challenging already across the region, but in face of different new measures introduced in some contexts and with additional health risks, it has become ever more concerning. The conditions are the most concerning in contexts where still several new asylum-seekers arrive. Overcrowded reception conditions have already posed considerable protection concerns for those staying in different collective accommodation sites, but these have become unsustainable in the face of the pandemic and related crises, which creates various tensions in local communities.

Different quarantine measures and changing border restrictions puts the health and the lives of many at risk, and National Societies across the region are in a difficult situation to address these concerns from a humanitarian perspective (operationally or in dialogue with the authorities). Although in many contexts innovative solutions have been found to step up solidarity with those most at risk, in critical contexts local tension has been growing because of risks related to possible new infections. In the next period it will be critical to find ways for the National Societies to not only provide appropriate humanitarian services and for the IFRC to support this but also

to address stigma and exclusion towards migrants and foreigners and find ways to strengthen social cohesion and solidarity at the local level.

The situation of those staying not only in overcrowded camps and other collective sites, but those who are homeless, those who live in informal settlements and camps also remains an area of concern. Additionally, people without legal status are most at risk of inadequate access to appropriate health, social services and other protection measures.

Priority 3: Strengthening National Societies

National Society readiness (preparedness, capacity strengthening, auxiliary role and mandate)

In the reporting period, the IFRC ROE COVID-19 Response Team continued knowledge sharing and technical support to the NSs of the region.

5 National Societies in the region participated in the pilot project of IFRC and Lacoste SA on the Volunteer Insurance Mechanism, namely the Albanian RC, Armenian RC, Kyrgyzstan RC, Tajikistan RC and Ukrainian RC Societies. The project period is from Q4 2020 to Q1 2021. The aim is to support NSs to establish the solidarity mechanism (Solidarity Funds) to provide financial assistance to their volunteers and staff, who are not otherwise insured and need financial compensation if they incur medical costs for treatment of illnesses or providing death benefits to their families. As a long-term effect, the purpose will be achieved through domestic fundraising (individual, corporate, institutional), and through cooperation with the government and Movement partners in the countries.

The main advantage of a self-insurance mechanism is that the NSs can control the administration process and therefore be more flexible in addressing the needs of cases and ensure speedy financial support when it is needed the most. As compared to paying private insurance premiums, funds set aside for a self-insurance mechanism but not needed for supporting volunteers and staff are not lost and may be redirected for other important purposes, such as improving volunteer safety and security. On the other hand, it will require specific administrative and financial management expertise to successfully establish, manage and sustain a self-managed mechanism. NS leadership and management are committed to establishing the solidarity mechanisms. In order to avoid the risks of fraud and corruption, the solidarity mechanism requires effective risk management (approved NS Fraud and Corruption Policy and other related procedures), as well as NS Solidarity Fund Commissions to be established in each selected NS. Based on the principle of non-discrimination and to ensure fairness to similarly situated volunteers and staff and for long-term sustainability, the solidarity mechanism is not limited to the consequences of COVID-19.

6 National Societies in the Western Balkans are in the final phase of the EOC implementation with the activity planned to end in December with testing regional interoperability and coordination through the TTX simulation. National Societies' Emergency Operational Centres (EOC) are progressing in accordance with NS activity plans developed in consultations with ROE.

The Georgia Red Cross Society developed a concept by which they will integrate the current Call Centre within the new EOC to be established. The Ukrainian Red Cross Society is launching tenders for small repair works in the office for the new EOC and for the upgrade of the server room. Additionally, EOC equipment has been identified and procurement commenced mid-November. The Bulgarian Red Cross is during the preparatory phase. It identified the location and the implementation team. The NS is also in close contact with civil protection authorities to look into developing interoperability with national early warning and response systems and future EOC. NSs prepared detailed implementation plans and budgets according to which the majority of the activities will start in Q1 2021. The Red Cross of Serbia undertook activities to further strengthen the EOC functionalities by enabling several RC Branches to open EOCs, and will also procure mobile data collection kit as per standardized Relief ERU specification to improve field assessments through standardized data collection and sharing towards EOC. Staff and volunteers in EOCs continued the creation of infographics, daily and weekly situation reports, and they also maintained information sharing with stakeholders and posting different information and updates through social media.

Implementation of the PER approach continued with focus on Armenia and Azerbaijan through deployment of PER/NSDIE surge to follow up on the NS Plan of Action and needs arising from ongoing DREF implementation for the Nagorno Karabakh conflict and the COVID-19 response. Support was provided to the South Caucasus CCST to review, develop and sign L2 Movement security agreements in Azerbaijan and Armenia, and to update security rules, including on medivac. The intervention will secure duty of care to IFRC surge staff deployed in South Caucasus in support of the ongoing operations. PER orientation meeting with the Head of the Turkish Red Crescent Disaster Management Department took place on 25 November to introduce PER and discuss NS plans and needs in 2021 on disaster preparedness.

Support to NSs in BCP development and action is continuing, including support to revise contingency plans and scenario development/review based on NS request.

Groundwork for the new project funded by USAID/OFDA “*Strengthening local capacities for effective preparedness and response including Health Emergencies in the Europe region*” focusing on the PER approach and Health in Emergencies implementation started in November, with a kick-off meeting with Albania, North Macedonia, Bosnia and Herzegovina, Serbia and Montenegro.

National Society Sustainability

IFRC ROE continues to support National Societies in domestic income generation capacity building with a focus on launching systemic unrestricted income generation campaigns (prioritizing regular giving via direct dialogue, corporate fundraising and digital campaigns) and major donor development via corporate partnership building. As part of the ongoing COVID-19 fundraising development efforts during the reporting period, National Societies of Georgia, Armenia, Ukraine, Serbia, Kazakhstan, Tajikistan, Uzbekistan, Lithuania, Estonia and Bosnia and Herzegovina have been receiving ongoing comprehensive support in Resource Mobilization Capacity Building.

As part of the regional efforts, IFRC ROE supported the Georgia Red Cross in launching its CRM implementation, enabling the National Society to carry out HQ and Branch-level mass marketing campaigns, mitigating against the impact of COVID-19-related restrictions. Similar support is planned for the National Societies of Kazakhstan, Romania and Belarus later this year and Bosnia and Herzegovina early next year.

Additionally, National Societies of Lithuania, Russia, Kazakhstan, Georgia, Armenia, Uzbekistan, Tajikistan and Serbia are being supported on digital fundraising capacity implementation, including emergency fundraising capacities. National Societies of Belarus and Ukraine have already progressed in this area and additional support is considered for National Societies of Bosnia and Herzegovina and Romania. At the point of reporting both National Societies of Russia and Lithuania are in their final implementation stages, whilst the National Societies of Kazakhstan, Armenia, Kyrgyzstan and Georgia have working temporary solutions via iRaiser, inclusive of regular giving capacities.

During November, National Societies of Lithuania, Belarus, Russia and Estonia made significant progress in growing their unearmarked income capacities. Armenian Red Cross reactivated its fundraising with the onboarding of a new fundraiser and the Red Cross of Serbia launched a market research in domestic fundraising with the support of the IFRC ROE.

Enabling Actions

Coordination for quality programming

Inter-sectoral coordination with WHO Europe

In November 2020, the IFRC Regional Health and Care Team continued its cooperation and coordination with WHO within the Regional WHO-UN-Red Cross Red Crescent Coordination Platform on the COVID-19 response. In November, the IFRC ROE Health and Care Team participated in the platform meeting organised by WHO jointly with the Vaccine-preventable Diseases and Immunization (VPI) programme of the WHO Regional Office for Europe to provide updates on COVID-19 vaccination and vaccine deployment activities in the Europe region and to discuss key aspects and considerations for vaccine deployment. In addition, several bilateral meetings with WHO counterparts were conducted to discuss country-specific support, such as a possible collaboration in Greece to build mobile testing capacities with support of the Hellenic Red Cross.

Europe regional workshop on indicators for the global IFRC Health & Care Framework 2030

On 25 November, a regional workshop on indicators for the global IFRC Health & Care Framework 2030 was organized jointly by the Regional Health and PMER teams. This regional workshop is the first step towards informing the development of a monitoring and evaluation framework for the IFRC Health & Care Framework with special attention to the qualitative and quantitative indicators for pandemic preparedness and response, immunization and vaccination. This workshop is one of the series organized to define the monitoring and evaluation approach to the IFRC Health and Care Framework 2030.

The main objectives of the workshop were:

- To critically review indicators and targets that are currently under discussion for the Plan and Budget 2021-2025,
- To analyze National Societies' current capacity to collect, report on and utilize those indicators, and
- To support the development of a practical guide for National Societies and IFRC Offices to monitor and evaluate the implementation of the Health and Care Framework 2030.

In total, 54 participants, Health and PMER focal points from 25 NSs in the Europe region participated in the workshop. The outcomes of this workshop will contribute to strengthening the Membership's collection, reporting and utilization of Health and WASH data through Federation-wide reporting to ensure that a stronger approach to M&E for Health and Care will be integrated in IFRC's wider M&E systems.

IFRC-ICRC Movement coordination

The IFRC ROE COVID-19 Response Team further developed its collaboration with the ICRC. The IFRC ROE Health and Care Coordinator conducts regular meetings and exchange of information with the ICRC, with the Head of the Health Sector for Eurasia and Americas, based in Geneva. Special focus of cooperation is First Aid and MHPSS in the COVID-19 context.

In addition, regular calls are in place between the IFRC Regional Director for Europe and ICRC's Regional Director for Europe and Central Asia.

Resources for National Societies

A number of useful resources have been created by the IFRC, IFRC Reference Centres and hubs and National Societies. The global **COVID-19 emergency page on the GO-platform** includes [a resource compendium](#) with straight links to many of the resources including:

- The IFRC COVID-19 **Health Help Desk** for NSs can be reached by email: health.helpdesk@ifrc.org. It offers information and guidance to support public health and clinical activities in COVID-19. Guidance on the [rational use of PPE](#) now includes sections on quarantine facility workers and burials.
- The [SOKONI](#) – **global exchange platform for volunteers** contains forums for discussion, access to official IFRC documents, and the ability to upload experiences, documents.
- Daily updates on travel restrictions around the world can be found on [FedNet](#).
- The [INFORM COVID-19 Risk Index](#) to support prioritization has been updated and regionalized with maps, tables and summary analysis per region.
- Guidance and toolkits on **National Society Financial Sustainability** and on **NS duty of care for volunteers** are being finalized and will be shared soon with all NSs.
- The [Cash Helpdesk](#) hosted by the [CashHub](#) provides services to National Societies in EN, FR, SP, and AR.
- The **Food Security and Livelihoods (FSL) HelpDesk** hosted by the [Livelihoods Resource Centre](#) provides services to National Societies. [FSL infographics](#) and [IFRC resources and guidance](#) for COVID-19 available now in EN, FR, SP, AR and RU.
- A [Factsheet](#) on **environmental mainstreaming** in the COVID-19 response was produced by the **Green Response Working Group**, focusing on solid waste management, especially proper disposal of contaminated PPE.
- Webpages from IFRC reference centres and hubs:
 - GDPC (hosted by American RC)- NS business continuity [HelpDesk](#).
 - [PS Centre website](#) (hosted by Danish RC)
 - Livelihoods centre (hosted by Spanish RC) [resources](#) and [infographics](#)
 - Cash Hub (hosted by British RC) [dedicated page](#)
 - [CEA Hub](#) (hosted by British RC)

Evidence-based insights, communications and advocacy

GO Platform and COVID-19 Field Reports

Operational updates as well as other relevant COVID-19 operational information can be found online on [IFRC GO](#). The Global COVID-19 page can be found [here](#) including a COVID-19 emergency pages map and a field report dashboard available [here](#), where public field report information is updated in real time. The COVID-19 global emergency page includes also dashboards reflecting the information from the COVID-19 indicator tracking tool as well as from financial reporting, both of which are updated on a quarterly basis. Furthermore, a [Europe Region COVID-19 outbreak page](#) has been set up on IFRC GO. Remember to login to the platform as most of the content is visible only for registered users.

The situation reports are issued monthly. **Therefore, we would request your updates by 13 January 2021 to be included in the next regional situation report expected to be published on 15 January 2021.**

We will keep you informed on the reporting schedule for 2021 at the beginning of the year. We will also implement some planned changes to the COVID-19 field report structure early-2021 and more information will be shared regarding these at the beginning of the year.

For providing updates from your National Society to the operational update, we request you to [submit the COVID-19 Field Report via GO-platform](#). We are using the "Actions Taken by National Society Red Cross" sections to do ongoing activities monitoring feeding into the

information on the first page of the regional operations update, while the text field “Summary” contains the small narrative that is used to capture the response situation in the respective National Society.

When submitting your field report, **please remember to:**

- 1) Select “COVID-19 Related Event” as this impacts the activities selection of the field report.
- 2) Link your new field report submission to an existing emergency page by selecting “Please check and link to existing emergency” and select your country.
- 3) Use the visibility setting “public” if possible when submitting your field report, as this enables us to reflect the provided information for example in the [field report dashboard](#) and in other information products.

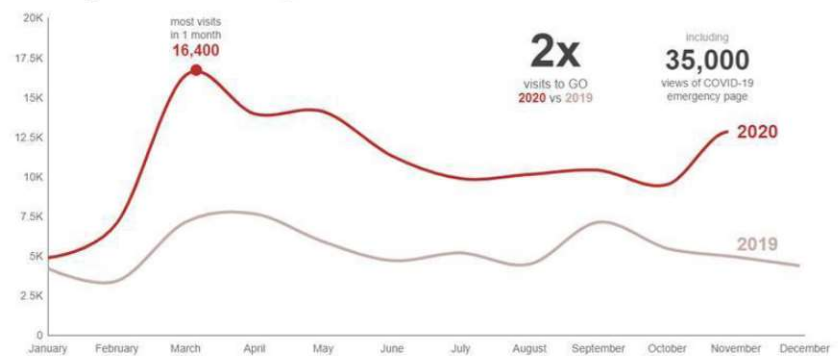
Information sharing on GO-platform in 2020

In 2020, GO has received globally twice as many visits as in 2019 including more than 35,000 views of COVID-19 emergency pages. Simultaneously, we continue to see new users register to the site and the platform keeps growing.

For the Europe region, from March 2020 onwards we have received more than 380 field reports from 39 different countries related to COVID-19 and sharing information of ongoing response in different countries. This has contributed remarkably to the region-wide understanding of the situation including ongoing activities and **we would like to thank everyone who has contributed to sharing information.**

If you need any GO specific guidance, you can find GO-user guide from [here](#) together with other GO reference materials and instructional videos. Additionally, regional IM-coordinator (anssi.anonen@ifrc.org) as well as global IM-team (IM@ifrc.org) are available for support.

Monthly visits to the GO platform 2020 vs 2019



National Society response – key highlights¹

Albanian Red Cross

Albanian Red Cross (ARC) distributed standard food packages for people in need - while maintaining distance as well as using protective equipment. Blood donations continue in some branches. Additionally, awareness raising activities are performed through social media about COVID-19 for prevention and sharing facts-based information on the disease. The three IFRC delegates in the country support the ARC in their efforts to enhance the ARC support to the COVID-19 affected families and communities.

Andorran Red Cross

During the month of November, staff and volunteers of the Andorran Red Cross implemented the following activities: 25 volunteers assisted the Ministry of Health to trace contacts. 20 volunteers are serving at the food bank, which assists over 80 families. On the weekend of 14-15 November, approximately 350 volunteers were involved in collecting food and other necessities for the food bank ("Botiga Solidaria"). 2 volunteers have been activated to help COVID-19 patients with caring for their pets. As day care centres are closed, 6 volunteers are providing care for older people at home. Red Cross personnel operating the so-called Stop Labs have so far performed 25,463 tests, since the mobile testing facilities have been set up at the request of the Government.



Volunteers of the Andorran Red Cross collecting donations for the food bank. Photo: Andorran Red Cross

Armenian Red Cross Society

IFRC coordinated and provided advisory support to ARCS to conduct an Impact Study of COVID-19 on Older People and Caregivers, which was conducted in Armenia. The report is being finalized now and will be presented in December. The study was conducted with financial support from the Austrian Red Cross, Swiss Red Cross, and UNFPA. IFRC also supported ARCS with conducting The Knowledge, Attitude and Practice (KAP) survey in all areas of Armenia covering 1,000 responders. The survey aimed to capture data on the level of knowledge about COVID-19 among the population of Armenia, to evaluate the impact of the prior risk communication efforts and assess the psychosocial and economic effects of the current situation by collecting quantitative data through phone interviews. The results of this survey are expected to provide valuable data, which will inform future programming decisions. ARCS is now in the process of finalizing the report. On 20 November 2020, IFRC organized a South Caucasus MHPSS Platform meeting on the MHPSS support to general population and responders with psychosocial impact/trauma during complex emergencies and the ongoing, prolonged crisis. The purpose of the meeting was to share experiences on MHPSS activities. The meeting also included discussions on the risk factors, resilience and implications for practice of MHPSS during and after the COVID-19 pandemic.



Armenian Red Cross Society volunteers distributing food, clothing, hygiene items, medical equipment and other personal necessities to people affected by the Nagorno-Karabakh conflict. Photo: Armenian Red Cross

¹ Submissions that contain updates since last report indicated with green font.

Austrian Red Cross

Since the start of the outbreak in the country, a total of 87,370 transportations of infectious people and 477,479 COVID-19 helpline calls were handled by the Austrian Red Cross. 1,228,086 regular COVID-19 tests were performed by RC staff and 141 mobile teams are still actively conducting tests on a daily basis. 57 drive-in and 17 fixed testing stations, as well as 14 quarantine accommodations remain open and operational. Besides other COVID-19 bilateral and multilateral deployments, the Austrian Red Cross has 3 people currently deployed to the IFRC Regional Office for Europe and Central Asia in response to the viral disease (two Cash and Voucher Assistance delegates and one for Partnership and Resource Development).



Austrian Red Cross celebrating its volunteers in December 2020. Photo: Austrian RC

Red Crescent Society of Azerbaijan

Throughout the month of November, Azerbaijan Red Crescent Society (AzRC) maintained regular communication with its volunteers in the form of supervision sessions and briefings providing information and instructions on the rules of hygiene and COVID-19 safety (social distancing, avoiding crowded places, keeping regular handwashing rules, proper use of PPE). Due to the events related to the Nagorno-Karabakh conflict escalation, the work intensified at the branches in the frontline areas as the mass gatherings of local population increased the risks of spread of COVID-19. The frequency and size of such gatherings were reduced by now, but they remain an issue of concern. In November 2020, 40 food and hygiene parcels stored at the AzRC HQs for urgent requests were distributed to vulnerable families (40 households, 200 individuals). During the reporting period, AzRC continued its efforts through its regional centres and local branches in Baku and Sumgayit cities towards risk communication, community engagement and accountability (RC/CEA), and public awareness-raising about COVID-19 safety measures. In November 2020, 60,779 people were reached directly and 300,779 people indirectly through risk communication and health and hygiene promotion, including the distribution of information materials on COVID-19 safety measures and hand sanitizers. Procured PPEs were distributed at regional level. The AzRC hotline in Baku and regions continues to function and provides information on COVID-19, risk communication messages on the rules of hygiene, COVID-19 safety, etc. Lately, the majority of incoming calls are categorized as inquiries regarding the government restrictions and the lockdown; requesting support (food/non-food assistance or other social assistance) by the people living in the regions; as well as looking for missing people in the conflict. During the reporting period, AzRC's hotline responded to 2,547 calls, out of which 137 (5%) were from Baku and Sumgayit cities and 2,420 (95%) from the regions; 1,630 of the callers were women (64%) and 917 men (36%). Discussions with UNICEF on the PROACT Training Initiative and involvement of the AzRC in supporting the process were renewed with the new approach to the issue: the NS will mainly provide assistance with the finance/administrative and logistics issues, and at the same time, it will work on the awareness-raising among communities with particular focus on risk communication. The NS recruited staff to be assigned to implement project coordinator responsibilities with possible expansion of the scope of their work. AzRC continues to cooperate with the state agencies and domestic and foreign partners: WHO, State Agency on Mandatory Health Insurance, Management Union of Medical Territorial Units (TABIB), Country Coordination Team and Public Health Reform Centre under the Ministry of Health, Ministry of Education and UNICEF.



Volunteers of Azerbaijan Red Crescent providing information materials on COVID-19 on 1 December 2020, World AIDS Day. Photo: AzRC

Belarus Red Cross

The Belarus Red Cross Society continues to work in the following areas: it ensures the stable operation of the "Dapamoga" medical and social service. 147 nurses and 17 nursing assistants provide home care for approximately 1,500 vulnerable people. All of them have been trained in accident prevention, have personal protective equipment, disinfectants and printed materials to inform the public about the prevention of COVID-19 infection. They provide support to lonely older people who previously did not need the help of social workers but now are part of a risk group that should be isolated as much as possible from contact with sick and potentially infected people. Across the country, 573 volunteers provided 2,361 support services to more than 1,650 vulnerable people in November 2020, including level 1 and 2 contacts. This includes delivery of prescriptions and medicines, food and essential goods, payment of utility bills, etc. Since April 2020, 1,182 volunteers have been involved in providing 69,765 services to 48,750 vulnerable citizens. All volunteers are equipped with personal protective equipment (masks, gloves, antiseptics). Volunteers and social workers from 147 territorial social service centres received PPE to help older people and the disabled at home. Social workers in 92 inpatient social service institutions are also provided with PPE. Information and psychosocial support are provided through the hotline "201", a project initially created as a way of psychosocial support for lonely older people who were not recommended to leave their homes. Now BRCS also helps 1st and 2nd level contacts of all age groups and people who find themselves in self-isolation. 53 volunteers provide informational and psychological support. Now people assisted also have the opportunity to receive individual psychological counselling. In addition, a new volunteer initiative has been launched in the BRCS regional organizations: volunteers call on lonely older people who are in self-isolation to provide informational and psychosocial support. Over the past week, 302 calls were made to lonely older people, and since the launch of this initiative in June, 10,671 calls were made. Work is also continuing to inform the population by distributing information leaflets. More than 300,000 COVID-19 prevention leaflets have already been distributed. Several videos on preventing the spread of infectious diseases were made for placement in medical institutions and public transport. Information is covered in social networks, messenger applications and the official website of the BRCS. More than 3,300,000 people in Belarus are engaged in information activities.



Blood donors honoured by the MoH at a special event organized by the Belarus Red Cross. Photo: BRCS

The Red Cross Society of Bosnia and Herzegovina

Several local Red Cross organizations transport infected and possibly infected people to hospitals and for medical examinations. The Red Cross is involved in disinfection of public spaces (in cooperation with local authorities and health centres), sets up triage tents in front of clinics and helps establish quarantines. For prevention purposes, the Red Cross distributes protective masks in schools as well as masks and information leaflets to migrants on the move. Through social humanitarian programs in cooperation with local authorities and other NGOs, food and hygiene packages for socially disadvantaged families are distributed. Procurement from the German Ministry of Foreign Affairs is currently underway, which will provide additional tents and first aid bags for Red Cross teams in 10 cantons in the Federation of BiH, 9 regions in the Republika Srpska, and the Brcko District. In addition, 50 disinfection tunnels and 500 disinfection stands will be provided to be set up in schools and public places. Non-contact thermometers will be provided for all local CK organizations (200) as well as for a large number of public institutions (500).



The Red Cross Society of Bosnia and Herzegovina handing over school supplies and protective masks to children living in establishments without parental care. Photo: The Red Cross Society of Bosnia and Herzegovina

British Red Cross

Food deliveries and working with food banks continues, along with support for the health and social care sector, supporting people in between home and hospital to access health care and return home safely. People continue to be supported through the Support Line with practical and emotional help, and cash is

being distributed through the hardship funds predominantly to those with no recourse to public funds and those experiencing delays in welfare payments. Refugees and asylum seekers continue to be supported to access secure accommodation during lockdown as well as food. The BRC continues to work through the Voluntary and Community Sector Partnership to coordinate the sector response, engage with government and support communities.

Bulgarian Red Cross

The activities of the Bulgarian RC in response to the COVID-19 crisis continue in the following priority areas: logistics and dispatch of PPE as well as medical equipment to hospitals; massive food support for various vulnerable groups; public activities related to hygiene promotion and prevention; PSS and emotional support through local hotlines managed by the RC branches, often in cooperation with local municipalities, national PSS chat served by psychologists, and hotline for refugees and migrants, and information and prevention activities on social media. As part of the Bulgarian RC operation supported by the USAID, in line with the global effort of the IFRC to combat the pandemic, the NS distributed hygiene kits to 26,520 people up-to-date, activity kits for 658 children, and hygiene promotion activities have expanded including specific measures implemented in Roma communities together with health mediators working in these vulnerable communities. In total, the support of the Bulgarian RC to the population reaches over 393,000 people who received material, emotional support or participated in public events, and additional 407,246 people were reached through social and traditional media. The next phase of response will be tackling also the domestic vaccination roll-out, including targeting myths and false information.



The Bulgarian Red Cross and the Embassy of Slovakia in Bulgaria initiated a campaign for voluntary and gratuitous blood donations, organized with the support of the National Center for Transfusion Hematology (NCTH). Photo: Bulgarian Red Cross

Croatian Red Cross

The Croatian Red Cross continues to monitor the epidemiological situation and ensures humanitarian assistance according to its national capacities, promoting and respecting risk reduction and hygiene promotion measures. The economic situation in the Republic of Croatia is becoming more difficult because of the crisis caused by COVID-19 and the interventions of the Croatian Red Cross fill the gap in 21 counties, with 131 local Red Cross branches supporting the needs of vulnerable people. As the main caregiver in the country, the Croatian Red Cross continuously provides home care services for 20,000 vulnerable people with the assistance of 5,100 personnel (3,500 volunteers and 1,600 staff). The Call Centre (0800 11 88) operates on a daily basis and a psychosocial support line is provided to help people experiencing anxiety and stress due to COVID-19. Volunteer and staff services at the two Reception Centres for Asylum Seekers maintain risk reduction measures. As part of a mass promotion campaign on handwashing, guidance posters have been placed in a large number of places. The campaign "Let us Keep Them" continues with distribution of face masks and disinfectants for older people who live alone or are in social distress.



Croatian Red Cross volunteers distributing personal protective equipment as part of the "Let us Keep Them" campaign. Photo:

Cyprus Red Cross Society

From the first days of the outbreak, the CRCS created information leaflets on COVID-19 in four languages, English, Greek, Turkish, and Arabic, which were distributed to all units nationwide for dissemination, as well as to all the facilities that the CRCS staff and volunteers visit e.g. Migrants Centres (Kofinou Centre for the Reception and Accommodation of Asylum Seekers, Kokkinotrimithia First Reception Centre for Asylum Seekers) and to various stakeholders. Since 19 March 2020, to cater for the needs of the most vulnerable, the CRCS has been operating the "Emergency Service for the Support of Older People and Vulnerable Groups". The Service is available on a pan-Cyprian basis and is offered on a one-to-one scheme. The Service provides food supplies and other necessities, of pharmaceuticals or other kinds of assistance (such as

provision of oxygen/respirators, or gadgets for persons with disabilities, transport to medical/ paramedical institutions for emergency treatment or therapy, payments of utility bills, transport to the bank, etc). Applicants may call the dedicated hotline (22504419) located in the Headquarters. From 19 March until 1 May 2020, out of more than 3,600 requests, more than 2,500 related to free provision of food and medical supplies. The Emergency Service hotline has been operating daily, including public holidays. The CRCS, through the “Emergency Service for the Support of Older People and Vulnerable Groups” and through its Units has provided free food supplies and other necessities, to more than 12,000 persons. Additionally, after constantly evaluating the emergency needs of the most vulnerable of our society, the CRCS has established the new psychosocial support (PSS) service “Let’s Talk”. This emergency service is currently available for the older people in self-isolation. The CRCS will soon extend the service in order to reach the general population. Through this dedicated telephone line, the staff and volunteers of CRCS trained in PSS and Psychological First Aid (PFA) offer their services daily, to help people who suffer stress, loneliness and feelings of depression, or simply, general concerns on the pandemic. Furthermore, the CRCS continues its activity at the Kokkinotrimithia First Reception Centre, to cater for the needs of the migrants staying in the Centre. Together with the kits, the migrants receive our leaflets on COVID-19, on our Services, on Health and on Hygiene. The latter three brochures are available in English, French, Turkish, Arabic, Urdu, Farsi and Kurdish. Finally, CRCS activities in the Centre of Kofinou (psychosocial support and recreational activities) have been postponed due to the new security measures of the Government. However, humanitarian needs continue to be catered upon request (i.e. medicines and kits for pregnant women and new-born children).

Czech Red Cross

At headquarters level, the Czech Red Cross produced educative texts on COVID-19 for use on websites and social networks and has started educative campaigns as well on social media. It works in cooperation with the Ministry of Health and the Integrated Rescue System of the Czech Republic. It provides counselling services and operates projects in cooperation with private sector partners as well, such as the “Zvládneme to - We Will Manage It” program and the “Pomáhám pečovat – I Help to Care” projects providing advice on health and hygiene promotion and mental health issues. Based on requests of hospitals, the Czech RC organizes courses for voluntary auxiliary medical staff in Prague and Brno, since 5 October. The trainings are held in a hospital environment, familiarizing the applicants with the running of medical facilities. The contents of the courses include caring for a sick person on a hospital bed and rights of sick people and medical ethics. The voluntary auxiliary medical staff is also planned to support field hospitals in Brno. In cooperation with the Czech army, Czech Red Cross started providing courses for 500 soldiers, so-called non-medical staff members, who will be trained on the basics of caring for sick people. They will be deployed to civil medical and social facilities to support professional medical staff. The courses are held by the CRC local branch of Olomuk, holding a license for training healthcare assistants as professional medical staff, and by the Prague branch directly in a field hospital. The courses ran from 16 November to 11 December 2020. Families in the country are facing problems relating to the online education of their children because of a lack of technical equipment, resulting in limited communication with schools, schoolmates and friends. In the “Daruj notebook – Give a Notebook” program, donors can support schools with electronic equipment. Czech Red Cross is also organizing plasma donation for treatment of those infected with COVID-19. Czech RC local branches coordinate volunteers to provide aid for the most vulnerable such as older people, children and those living with disability. They help with shopping for basic food items, drugstore goods and medicines, and provide transport services including medical transportation. The Czech RC local branches work together with the local authorities (many of them being part of local Crisis Teams), organizing blood donations, operating hotlines, providing psychosocial support services, producing and distributing masks and other protective equipment and emergency tents, assisting parents with children’s education in home schooling, and are supporting hospitals and other social and medical facilities such as asylums and home for older people. As of 22 November 2020, the Czech Red Cross had 241 volunteers, 136 members and 1,115 staff. It distributed 379 masks, 29 litres of disinfectants, 1,076 food packages, and 62 items of medications. It



Czech army staff is trained by the Czech Red Cross to support medical professionals working in the COVID-19 crisis. Photo: Czech Red Cross

manufactured 540 masks, performed 530 calls through its hotline, and went shopping 120 times for people in need of assistance.

Danish Red Cross

DRC HQ has set up two call centres, where the NS on behalf of the Danish authorities hosts a COVID-19 call centre for three weeks. In the second call centre DRC has established a network linking those in need of support services (shopping/walking the dog) with volunteers to support them. More than 10,000 persons have volunteered. DRC is also supporting in running a shelter for the homeless and undocumented migrants, who have symptoms of COVID-19. A phone service platform has been set up so that volunteers can chat with people who are alone.

Estonian Red Cross

The da-Virumaa region is the most affected by the recent surge in COVID-19 cases in the country. In this region, ERC volunteers are distributing face masks to the general public and inform them how to use masks. Estonian Red Cross staff and volunteers support The Health Board in contact tracing, with 15 people from ERC helping the call centre of the Health Board.



Student volunteers collecting donations to the Red Cross in several Tallinn shopping centers. The donations will be used for food and hygiene items, first aid trainings and prevention campaigns. *Photo: ERC*

Finnish Red Cross

The first phase of the Finnish Red Cross Society (FRCS) COVID-19 operation covering the period between 18 March – 31 July 2020 has ended. The Finnish Red Cross Society, together with other NGOs, is preparing for a possible second wave and the National Society remains on standby to support the government as new needs arise. Meanwhile, FRCS continues to support the most vulnerable people. This assistance includes food aid, friend-service activities, the possibility to reopen a helpline, as well as youth chat/phone- services. These are essentially all the same activities that have been carried out in the first phase. The main form of assistance has been food aid. Friend-service and errand-assistance are clearly the next largest forms of assistance. Two groups emerge in need of assistance: above all, the older population and, on the other hand, families with children. According to the reporting RC branches, 69% of those assisted are over 70 years old (only 27% reported the age) and 69 % where women (only 15% reported the gender). The most common request for support from the authorities was related to errand-assistance and COVID-19 hot line service. To date, Finnish Red Cross has reached 62,105 people through its COVID-19 response operation.

French Red Cross

The French Red Cross has refocused its activities to provide a response throughout the country, offering authorities a common base of priority activities at the local level. These activities are grouped around the following elements: social isolation, food distribution, support to establishments and integration of new volunteers. At the territorial level, the response to the relief effort has been organised. Several screening centres (logistics, sampling) were set up in connection with the activities. In response to the demand, the French Red Cross will increase its psychosocial response capacity and strengthen its long-term psychological support strategy. Psychosocial support is a priority for the French Red Cross. The French Red Cross received many requests for new volunteers (around 11,200 new requests) and put in place measures to be able to welcome and integrate them in the current context, which required to rethink the integration of volunteers during the lockdown. The integration process of new volunteers has therefore been dematerialized and welcome meetings are organized via Zoom in order to familiarize new people with the Movement and its principles. The French Red Cross also developed its online training offer to continue



A French Red Cross volunteer pictured during food distribution as part of the COVID-19 response. *Photo: French Red Cross*

training its volunteers and the general public. For example, specific modules have been developed in the COVID-19 context, such as facilitating remote meetings. The “Red Cross at home” system is maintained. There are fewer calls, but the types of calls and needs are still there for all kinds of aid: food, financial, social and medical. Most of the people assisted are older people, vulnerable and dependent people, but there are also family caregivers. 70% are women and there is an urbanization of the phenomenon. Until now, callers have come from rural areas. Now, two-thirds of the calls come from towns and suburbs. The French Red Cross continues to be involved in the isolation centres where people who tested positive to COVID-19 but cannot be isolated at home, are received. In particular, the French Red Cross participates at several levels (depending on the needs of the territories): management of these centres, running of the centres, reception/welcome of people, follow-up of individuals and regular visits. The French Red Cross and its first-aid teams are involved in screening people. Participation takes place at several levels: reception of people, administrative support, logistical support, psychosocial support for people, listening, information and awareness raising on barrier measures and screening. The French Red Cross is working to make screening more humane. Volunteers receive training to be able to take swabs. Swabs are taken by a trained first aid volunteer, always in the presence and under the supervision of a health personnel (doctor, pharmacist or nurse). The results are announced by the doctor. The French Red Cross is ready to be mobilized on a response to vaccination in France and is currently in discussions with its authorities on this subject.

Georgia Red Cross Society

In November 2020, the Georgia Red Cross Society (GRCS) mobilized 599 volunteers (210 men, 389 women), of whom 200 (78 men, 122 women) were trained on COVID-19 safety and prevention. This includes 80 volunteers (51 women, 29 men) from the regions of Georgia with highest COVID-19 infection rates after the capital, who attended 8 trainings on COVID-19 transmission and personal safety; and 48 volunteers (37 men, 11 women) who were trained on the provision of hotline services. Mobilized and trained volunteers were involved in different activities to support vulnerable groups, such as distribution of food and hygiene parcels, provision of information to beneficiaries, operation of the hotline service, collecting donations at the supermarkets, etc. In



GRCS' president and the UNFPA country director meeting with representatives of a retirement home in Tbilisi, distributing face masks, disinfectant products, and gloves to them. Photo: GRCS

the reporting period, the GRCS Disaster Management Department conducted an online refresher training for the Disaster Response Team (DRT) members in Tbilisi and Batumi: in total, 43 people (25 men, 18 women) renewed their knowledge in disaster management and COVID-19 safety measures. GRCS also delivered an online training for 28 representatives (24 women, 4 men) of IFRC, ICRC and Austrian Red Cross on COVID-19 safety and care. GRCS continued to support socially vulnerable people affected by COVID-19 and older people (aged over 70) through the provision of food and hygiene items. During the reporting period, 1,720 families received food and hygiene items, including people assisted by GRCS' homecare program (which currently provides services to 5,200 beneficiaries (990 men, 4,210 women)). In November 2020, 529,493 people were reached through risk communication and community engagement, as well as health and hygiene promotion activities. This involved translation and dissemination of IEM materials on COVID-19 safety and prevention. Furthermore, 2100 copies of booklets on MHPSS services existing in the country were distributed in the quarantine zones. GRCS' MHPSS team continued to provide psychosocial support to GRCS staff members and volunteers responding to the COVID-19 crisis. In November 2020, individual sessions and group meetings on stress/anxiety management and mindfulness were organized for 35 volunteers and 55 GRCS staff members.

German Red Cross

Since 10 March 2020, a specific COVID-19 task force was set up with employees of the German RC headquarters. Furthermore, the German RC maintains a liaison office at the Joint Medical Service of the German Bundeswehr and the Ministry of Health, so that effective communication is guaranteed. The main functions of the task force are the following: Coordination of the German RC headquarters and branches responses and assistance in collaboration with public authorities. Conducting operations of the German RC which are commissioned by the Federal Government (e.g. taking care of returnees -care services, MHPSS, medical check-ups during quarantine in a military barrack or other buildings- patient transport of six Italian

(region Bergamo) COVID-19 and two French (region Grand Est) COVID-19 patients for further intensive medical treatment in six hospitals run by the German RC. Provision of situation reports and updates. Central procurement and distribution of PPE and disinfectants. On 17 March 2020, the pandemic was internally classified as a “state of crisis” according to Art. 5.2 of the German Crisis Management Regulation and this is still in force. A detailed and comprehensive Pandemic Preparedness Plan was implemented for the German RC headquarters, which was developed in cooperation with the Robert-Koch-Institute (Germany’s leading governmental institution for public health). The National Society has communicated about COVID-19 via social media and through press releases. So far 13 million Euros has been raised via a Corona-emergency assistance fund. COVID-19 responses on a regional/Länder and local level: The 19 regional branches and the Federal Nursing Association of the German Red Cross and its more than 500 local branches conduct a wide spectrum of COVID-19 activities, such as opening of emergency operation centres, operating quarantine facilities, psychosocial support, support in outpatient clinics, conducting COVID-19 pre-tests, support services for people in home quarantine, infectious disease transports, hotline services, care for homeless people and stranded travellers, emergency day care services in kindergartens and schools.

Hellenic Red Cross

In the context of HRC’s response to the multiple challenges posed by the COVID-19 pandemic, the following activities were carried out by the HRC health teams during November 2020: Temperature checks (COVID-19 screening) of people assisted and employees of various municipalities throughout the country; of visitors and employees at the entry points of archaeological sites in Attica and the surrounding region (Acropolis, Olympia, Epidauros), at Athens courthouses (Supreme Court, Court of Appeals, Court of First Instance, Magistrates' Court); and at detention centres in Athens and the region, in cooperation with the Ministry of Justice. Contact tracing was conducted for people who tested positive for COVID-19, together with the provision of home isolation and quarantine instructions for people with or likely to have COVID-19. Their health status was monitored for 14 days in collaboration with National Public Health Organization (EODY). People with symptoms of COVID-19 were referred to PHC Public Facilities, following a clinical examination by the general practitioner of the HRC Mobile Health Teams. HRC interpreters and volunteers were trained on personal protection measures and on the proper use of personal protective equipment. Additional trainings were implemented for students of primary and secondary education on personal protection and prevention measures (hand hygiene, proper use of mask, social distancing), for people assisted at the Multifunctional Homeless Centre of Athens municipality, and for refugees and migrants residing in accommodation centres where the HRC operates. HRC health teams also actively participated in the street work activities organized in Attica, by conducting temperature checks and providing protection masks and antiseptics to homeless and citizens passing by. Finally, people supported by the HRC Health Sector services were supplied with basic necessities and hygiene items. They were also assisted in various daily household tasks, and were accompanied to hospitals, clinics and diagnostic laboratories when needed. Concerning mental health & psychosocial support services, it should be mentioned that during November 2020, the total number of people who were reached with MHPSS services in the context of the COVID-19 response was 908, out of which 343 were men, 383 were women, 169 were boys and 13 girls. Additionally, a total number of 710 individual and group PSS sessions were implemented, and 353 calls were received by the PSS hotline.



The Hellenic Red Cross providing food packages for homeless people in Athens. Photo: Hellenic Red Cross

Hungarian Red Cross

Supporting families, the older people and those unable to provide for themselves with hot food, non-perishable food, hygiene products and replacement of medicines is a core area of focus in the Hungarian RC response operation. Existing food distribution programs e.g. Meals for Kids and Budapest Catering Program are ongoing. In addition, packages of non-perishable food and hygiene products are distributed to respond to the growing needs as a result of unemployment and its social consequences. Structure of social programs has also been re-designed and adapted to the current situation. Since schools are closed instead of school distribution programs more community distributions are organised. Donation collection points are set up to receive donations in kind in a contactless manner in order to reduce the risk of the transmission of infection. New hygiene and social distancing rules and lockdown measures have been introduced in social welfare institutions and shelters. New regional warehouses were rented to store the aid items and the Budapest

Sports Arena was granted for free to the HRC to be used as a warehouse facility. PSS is available through the HRC Info Centre on the info line and similar services are also organised at the branches. The Info Centre disseminates COVID 19 information, organizes and coordinates volunteers. Online and offline information materials are available, info leaflets are distributed with the food and hygiene packages. Activities in support of the ambulance service include the transport of test samples to the laboratories, transporting the health care personnel and volunteers taking samples, providing food for paramedics during their shift breaks, and the assistance in entry temperature checks at border crossing points. Hungarian RC vehicles and drivers are at the disposal of the ambulance service. The Hungarian RC is involved in operator and dispatcher services to facilitate the coordination in terms of logistics. Hungarian RC teams support the Red Zones of hospitals.

Icelandic Red Cross

The Icelandic Red Cross activated a business continuity plan early on in the operation and has been actively involved in the National Crisis Coordination and local Crisis Command Centres throughout. The Red Cross Helpline 1717 served as an auxiliary health hotline and as an MHPSS hotline for several weeks. The NS operates isolation centres in two locations (Reykjavik, Akureyri). The isolation centre in Egilsstaðir has been closed. Volunteers assisted people in quarantine and isolation with necessities in several places, mainly in rural areas. Red Cross MHPSS teams were activated several times due to the occurrence of serious COVID-19-related incidents.

Irish Red Cross Society

During the reporting period from March until the end of August, Irish Red Cross (IRC) carried out more than 600 patient transports nationwide, using its vehicles and its volunteer personnel. As previously reported, IRC volunteers continue to provide community support for vulnerable and high-risk groups with a variety of services including delivery of essential household items, medicines and well-being check-ups. This includes the ongoing delivery of up to 1,519 care packages to key vulnerable households and groups.

In response to the COVID-19 pandemic and in partnership with Family Carers Ireland, IRC have set up an Emergency Care Scheme. The scheme provides family carers with access to a 24/7 emergency helpline in the event they are in an accident or suddenly become ill. When called on, Red Cross volunteers will sit with, and support the person requiring care until a home care package can be organised. The NS has also recently produced and distributed 5,000 leaflets on volunteers and public guides to stress awareness, highlighting the understanding of stress, dealing with stress, maintaining well-being, when to seek help and where to seek help.

Italian Red Cross

HEALTH: Epidemic control measures: Testing activities continue to be a crucial element of the ItRC COVID-19 response, and the organization deploys hundreds of its staff members and volunteers each month. During the month of November, 111 ItRC operators were deployed to drive-throughs and performed 28,972 tests. Some local branches also deployed volunteers to conduct serological test campaigns, also among students. For example, the Arezzo Branch, in collaboration with the municipality, launched a screening campaign among children between 3 and 14 years old, on a volunteer basis. **Infection prevention and control (IPC) and WASH (community):** In November, several Italian regions launched screening operations in order to limit the spread of COVID-19. In Tuscany, a screening initiative was promoted and financed by the Red Cross Florence Foundation, together with the Municipality of Florence and other local health and education institutions. It consisted of rapid tests to detect the presence of the SARS-CoV-2 antigen on more than 32,000 students in Florentine schools, from kindergarten to lower secondary school. The Reggio Calabria Branch is supporting the screening campaign promoted by the Municipality, aimed at testing about 70,000 people. Moreover, as authorities in the Bolzano province, South-Tyrol announced a mass screening campaign, the Red Cross activated itself by launching a recruitment campaign on social media, aimed at recruiting enough operators for the 184 screening points set up in the province. **Maintain access to essential health services (community health):** In November, the National Response Centre received a total of 3,942 requests for services, a significant growth compared to the 2,019 of the previous month, which probably reflects the growing severity of the emergency on the national territory. **Risk communication, community engagement,**



Italian Red Cross volunteers working to help the overwhelmed health facilities in Naples. Picture: Italian Red Cross

and health and hygiene promotion: In November, the ItRC shared 109 pieces of COVID-19 related content including news and videos on its website and on all main social media channels. In front of a growing hostility towards Red Cross operators, as testified by recent violent episodes, the ItRC continued to share relevant information aimed at fighting the growing misinformation and denial attitudes, which appear to be widespread among the population, representing a concrete threat to ItRC operators carrying out emergency and support activities, as well as to society. Mental health and psychosocial support services (MHPSS): Since the beginning of the emergency, and through its toll-free number, the ItRC continues to provide its operators and the general population an easy access to mental health and psychosocial services. During November, more than 2,250 psychosocial services were offered, including: 270 services of psychological first aid (PFA) for volunteers, 97 PFA for ItRC staff and 778 services of PFA for the population. Some local branches also launched or re-launched relevant initiatives, such as the "Sentieri di Prossimità" (Proximity Paths) project in Norcia, Umbria region, an area that was strongly affected by the 2016 earthquake. The project, which was first launched during the spring, consists of free online psycho-educational meetings with a psychologist and a social worker, and explores various issues in order to help families better cope with this difficult phase of the health emergency. In addition, psychosocial activities in support of migrants quarantined on vessels were intensified in November: for example, a total of 172 psychosocial services for minors on vessels were carried out by ItRC professionals. Community-based surveillance (CBS): Testing and temperature scanning services in ports and airports implemented by ItRC volunteers since the onset of the emergency continued in 24 facilities in Italy. Isolation and clinical case management for COVID-19 cases: The ItRC continues to assist migrants and asylum seekers hosted in reception centres, national quarantine centres in Lecce and Settimo Torinese, as well as those who are quarantined on vessels upon their arrival to Italy. In November, ItRC operators provided medical assistance and psychological support to 4,603 migrants on vessels, and assisted 599 migrants hosted in Lecce and Settimo Torinese quarantine centres, together with approx. 2,500 people hosted in other centres. In addition, in November the ItRC managed 710 COVID-19-related tracing requests, as part of its "Restoring Family Links" (RFL) service. This latest number is significantly higher than in previous months because the work on vessels intensified, and RFL-specialised operators have been working systematically in order to assist people hosted on board. Infection prevention and control (IPC) and WASH (health facilities): During November, the ItRC significantly escalated its logistical support to health facilities, with the set-up of additional 4 camp-hospitals, in 4 different Italian regions, with the capacity to assist about 214 patients. Another 5 tent-structures were installed by ItRC operators and have the capacity to host more than 60 people. Other health: In November, ItRC Volunteers from the Susa Delegation in Piedmont, were involved in the transfer of all guests of a residence for older people, which was temporarily closed due to some COVID-19 cases, to a safer facility. **SOCIOECONOMIC INTERVENTIONS**: Community engagement and accountability (CEA), including community feedback mechanisms: Digital channels continue to be mainly used by the population to ask questions and clarify doubts. ItRC staff monitors these channels on a daily basis to make sure the population remains informed. The toll-free number for people to seek advice and receive information also remains available. Livelihoods, cash support & food aid: In November, the ItRC continued to provide food aid, livelihoods assistance, medicines and vouchers to people in need. Thousands of services were activated in order to meet the needs of vulnerable people, amidst the recrudescence of the pandemic, including the delivery of 6,402 food parcels, 3,849 medicines, 2,034 groceries, and 2,412 vouchers (data coverage: 70%). Social care and cohesion, and support to vulnerable groups: Homelessness continues to be a relevant problem in some major cities. While homeless people's living conditions further worsened due to the ongoing emergency, the support system on which they rely was also impacted by the situation, and thus struggled to reach them. Despite the new significant and growing needs of the general population, the ItRC continued to provide its assistance to homeless people, including by distributing PPEs and providing its Road Units with kits for rapid antigenic testing, to be used for homeless people and people living in dormitories. In addition, the Turin Branch also supported the municipality of Turin in strengthening its reception network for homeless people: The Red Cross helped with the creation of a reception centre, consisting of 30 containers to safely accommodate up to 60 people. Other socioeconomic: As in previous months, ItRC local branches continued to support the population in many ways, amidst the ongoing emergency. For example, some municipalities asked for the collaboration of local Red Cross branches to provide a dog-sitting service directed at people who are quarantined at home, and thus unable to walk their dogs. **NS INSTITUTIONAL STRENGTHENING**: National Society readiness: In the past few months, the ItRC continued to train itself in order to ensure its preparedness in light of the ongoing pandemic. At the beginning of November, for example, a training exercise was conducted in Boccadifalco, Sicily, by an army regiment and the Voluntary Military Corps of the Red Cross Sicily Mobilization Centre. The activity envisaged a scenario in which the regiment was entrusted with the responsibility and management of a temporary isolation facility, equipped with an anti-COVID-19 advanced medical post, aimed at hosting COVID-19 cases

among migrants and thus decongesting public health facilities in the Palermo province. National Society sustainability: In the past months, the Red Cross continued to collaborate with different companies and institutions to raise funds for its emergency operations. For example, since June, the Volotea Airline has been offering its passengers the opportunity to contribute to a fundraising campaign in support of Red Cross initiatives related to health, employment or social inclusion in Italy, France, Spain and Greece. More than 40,000 euros were collected and donated. In Italy, the funds raised were allocated to the Venice Branch, and will be used to finance food distribution for people facing serious economic difficulties and to ensure the delivery of medicines and basic necessities to people in quarantine or to fragile and immunocompromised individuals who cannot leave their homes. In addition, in mid-November the Italian Football Federation and the LAPS Foundation, in collaboration with football teams, launched the #OurDuty campaign, aimed at raising funds to help families deal with the socio-economic crisis that hit the population due to the COVID-19 emergency. The funds raised will contribute to finance ItRC's emergency response activities. Finally, in November a concerning shortage of oxygen cylinders was reported by pharmacists in different regions. In Naples, the Port Authority contacted the Red Cross to offer oxygen cylinders made available by divers, to those who really need them during the current emergency. Support to volunteers: The ItRC continues to offer a psychological support service to the volunteers involved in the COVID-19 response. In addition, the ItRC worked to facilitate the permanent entry of temporary volunteers in the ItRC volunteer workforce. As of mid-November, the number of people that joined the ItRC as temporary volunteers during the first phase of the emergency and later decided to become regular volunteers exceeded 1,990.

Kazakh Red Crescent

Kazakhstan Red Crescent Society has been implementing preparedness and response activities since the first days of the COVID-19 outbreak in the country (March 2020). The key activities of the National Society included communication on disease prevention through social media and dissemination of printed information in the supermarkets and residential areas. The fundraising department mobilized resources for purchasing and in-kind donation of personal protective equipment (masks, sanitizers and protective suits), which were handed over to health facilities, the police, the department of the emergency situation and the National Guard, whose members serve on the front-line in prevention and treatment of the disease. The National Society also distributed food and hygiene items to vulnerable people affected by quarantine measures.



A group session on COVID-19 organized for teachers of a secondary school. Photo: Red Crescent of Kazakhstan

Since the beginning of the COVID-19 pandemic, Kazakhstan RC has coordinated all its efforts with the Ministry of Health, Ministry of Foreign Affairs, local authorities - Akimats, Emergency Committee and Emergency Departments, WHO, USAID, UNHCR, NGOs and civil society organizations. Currently, there is no National COVID-19 Response Plan in the country, all measures are regulated through government decrees, and the Kazakh Red Crescent mobilizes volunteers to support implementation of activities across the country. RCSR developed a guidance for staff and volunteer's safety during the pandemic and conducted a briefing with each volunteer on protective measures. All volunteers were provided with protective equipment. The Kazakh Red Crescent has been implementing activities through 18 branches, mobilizing more than 76 staff and 3,499 volunteers. To date 12,368 vulnerable families received parcels consisting of essential food and non-food (hygiene) items. Kazakhstan RC also continues its efforts in risk communication and in managing community feedback through social media, electronic mailings and putting up leaflets in various organizations. While Kazakhstan Red Crescent has ramped up its institutional preparedness with the establishment of the emergency logistics warehouse, plans are underway for health education and promotion via social media platforms such as Instagram, Facebook, Twitter and YouTube. 724,523 IEC materials for COVID-19 information, tutorials for the proper wearing of masks, handwashing, and etiquettes of coughing and sneezing have also been disseminated. To date, 6,928,573 people were informed about protective measures during COVID-19. Supporting medical personnel with monitoring of people in quarantine and of people who were in close contact with COVID-19 patients and should stay at home for self-isolation, RCSR volunteers provide assistance to medical institutions in Almaty city (March-May 2020). Volunteers make calls to people in isolation and monitor that they follow the quarantine regime. Moreover, volunteers deliver medicines from clinics to people with chronic diseases and to older people; to date the support having reached 3,226 people. 10 regional branches of RCSR distributed more than 3,613

masks of own production to the vulnerable population, and to date 367,520 masks and 50,000 gloves were distributed among healthcare workers on the frontline of the fight against the pandemic (March - September 2020). 4,771 protective suits and 4,623 respirators were donated to healthcare professionals; 270 RNA extractions kits (27,000 tests) and 120,000 swabs for COVID-19 testing were procured based on the request from the National Centre of Expertise, which is part of the Committee for Quality and Safety Control of Goods and Services of the Ministry of Health of Kazakhstan. The reagents and swabs have been distributed among all 16 branches of the National Centre of Expertise. 1620 reusable protective kits were purchased and distributed among 13 medical institutions conducting testing.

**Red Crescent Society
of Kyrgyzstan**

The Red Crescent Society of Kyrgyzstan keeps on supporting the experts in reacting to the pandemic and helping vulnerable groups with mitigating the adverse effects caused by COVID-19. All programs are coordinated with health activities, government agencies and other partners. From 1 to 30 November 2020, RCSK with support of the German Red Cross provided hygiene kits to 220 medical institutions across the country (regional hospitals, territorial hospitals); trained 842 volunteers and nursing assistants in COVID-19 first aid skills throughout the country; supported 300 children from vulnerable families with warm clothes and stationeries with support of the Korean Embassy in Kyrgyzstan; and under the CAF America grant, 360 children received backpacks with stationeries and sweets. In addition, 180,000 medical masks were handed over to the Bishkek City Hall. The RCSK mobile brigade in Bishkek, consisting of staff and volunteers, continues to provide first aid and oxygen therapy for people in need of emergency pre-hospital care.



Training for public healthcare activists and volunteers in Karako. Photo: Red Crescent Society of Kyrgyzstan

Latvian Red Cross

Latvian Red Cross (LRC) has worked without a stop, especially in providing services that cannot be done remotely, such as providing home care, running social centres, shelters for homeless people, crisis centre, accommodation centre for people in crisis (24/7) and day centres (also remotely). The National Society is also distributing food packages (through the 'FEAD' program), as well as buying and delivering food and medicine to isolated people by volunteers and providing meals in night shelters and social apartments with a support of donations (catering companies) and volunteers. Latvian Red Cross continuously works with refugees and asylum seekers. The Secretariat of the NS has continued work non-stop. First Aid trainings had to be stopped for the whole period of state of emergency but started again since 23 May with certain restrictions. First aid provision at public events has stopped at least until Autumn. LRC maintains regular communication with governmental institutions and municipalities to work together with local branches to provide support to people in need.

**Lithuanian Red Cross
Society**

The NS manages a hotline for people in self-isolation and quarantine, mainly older people, providing psychosocial support, information and guidance. The reserve of the volunteers was established in the three biggest cities of the country. Together with the existing NS volunteers the task of the reserve is to provide vulnerable people with essential products and support their needs on a regular basis. The NS is focusing on supporting older people. The "Good neighbours help network" around Lithuania matches community volunteers with persons in quarantine or those at high risk and provides them with practical assistance – a food package, medicine, hygiene items, anything a person needs to survive.

**Luxembourg Red
Cross**

LRC has a Business Continuity Plan in place for the critical activities. Additionally, the NS created a coordination cell to answer the questions regarding precautions, etc. This cell is likely to also coordinate human resources if those become limited (an important part of their health-personal comes from the countries around Luxembourg). For the Health Department services (including home-care services, Rehabilitation Centre, Home for older people, Blood-Transfusion centre) there is work on preparedness and managing the stocks. Discussions with the Ministry of Health are ongoing evaluating the situation and human resources mobilization capacities.

**Malta Red Cross
Society**

The Malta Red Cross is working in coordination with the government in responding to COVID-19 amongst the migrant community. Activities include the following. Migrant Isolation Unit: Part of the Hal Far Tent Village (HTV) has been isolated to segregate those migrants who had been in direct contact with others who

have tested positive for COVID-19. The Red Cross provides the medical assistance to those residing at the centre, including the daily monitoring of parameters, whilst taking all precautions recommended. The National Society is also managing a clinic at another reception centre to care for migrants who have tested positive for the virus, with 44 migrants receiving care up to 27 April.

In direct contact with the Public Health Department, Malta Red Cross is also in charge of the swabbing procedure for the migrant community. Up until 27 April the Malta Red Cross have done 513 swabs in HTV. This is by far the largest sample of random swabbing that has been conducted on the Maltese islands since the beginning of the spread of COVID-19. These tests have yielded results as they managed to identify a cluster of positive cases. In the coming days more swabbing will be carried out in other migrant centres.

Magen David Adom in Israel

Due to the increasing number of new cases and new severe cases, and as the restrictions are gradually removed, the epidemic is still active. MDA was requested by the Israeli Ministry of Health (MoH) to continue its activity in the sampling project. MDA continues to focus on long-term care facilities. Due to the decrease in the compliance of the public with the sampling project, measures are being taken to increase the willingness of individuals to get tested. MDA takes part in these measures and in different cities, mobile drive-through facilities are active on the demand of the MoH, mainly in the most vulnerable communities. So far, 3,086,040 COVID-19 samples were taken by MDA. Since 3 May, primary healthcare providers are responsible for home sampling. Over the last week, MDA took a daily



An MDA youth volunteer handing out masks in Tivieria as part of the Coronavirus ambassadors program. Photo: MDA

average of 27,655 samples. MDA teams are treating and transporting patients that are under home quarantine and suffer a situation that requires medical assistance, or exacerbation of their condition, or becoming symptomatic, they test positive for COVID-19. MDA is transporting the patients who tested positive to the hospitals, and those who are discharged from the hospital to the quarantine hotel. MDA has several members (staff and volunteers) under home quarantine and is in constant contact with them to support their needs. MDA's blood services collect plasma from patients who recovered from COVID-19 and have antibodies, providing it to hospitals to treat severely ill patients. More than 13,128 plasma units have been collected up to date, and 1,734 patients were treated this way so far, as a new treatment protocol with promising results. MDA's volunteers transport the donors from their house to the blood centre for the donation if needed. Several of the donors had donated more than once. MDA, as the entire health system in Israel, is planning and preparing for the winter season (planning for vaccination of personnel, planning the response for a possible outbreak in schools, etc.). MDA is performing a vaccination campaign against seasonal flu for its staff and volunteers, and is preparing for a COVID-19 vaccination operation for them. In preparation for an upcoming COVID-19 vaccination campaign, MDA prepared several mobile vaccination caravans that allow for the vaccines to be brought to the public around the country. The new caravans have a separate entrance and exit, a vaccines' refrigerator, registration stand, and solar panel for electricity supply. The trailers can also be used for influenza vaccination. MDA's website has a dedicated section, with all the relevant information and instructions in several languages, available [here](#).

Red Cross Society of the Republic of Moldova

Throughout the pandemic, the Red Cross Society of the Republic of Moldova has been continuously supported by the Norwegian Red Cross (NRC). As a result of this collaboration, 3,750 of the most vulnerable people benefited from 1,250 food parcels offered by NRC, and 700 more from the 230 hygiene parcels, also sponsored by NRC. Besides, with the help of the Norwegian Red Cross, disinfectants, masks, gloves are being distributed to volunteers from RC branches across the country. Seminars on prevention and tackling of COVID-19 are held in the RC branches. In the previous report period, the Swiss Red Cross contributed with CHF 15,000 to the COVID-19 activities of the Red Cross Society of the Republic of Moldova, and the Turkish Red Crescent provided humanitarian aid (PPE – gloves, costumes, and masks) for the equivalent of EUR 25,110. During the project implementation, Moldova Red Cross also partnered with a petroleum company to distribute protective equipment, coffee machines, and water for the most affected areas in Moldova.

Red Cross of Monaco

As a response to the situation, the Red Cross of Monaco operated a COVID-19 call centre (8,313 calls until 29 June 2020) with medical and psychosocial specific support helplines. The COVID-19 support line has been on stand-by from 30 June to 7 September and is now active again, however the Monaco Red Cross is not involved anymore in this activity. The Monaco Red Cross is also active in preventing transmission and stigma through communication activities: postings on social media, campaigns with Canva with support from the IFRC, local campaigns, ambassadors, videos, challenges and other initiatives. The Monaco Red Cross has been providing home visits to confirmed COVID-19 cases and untested symptomatic cases providing medical and psychosocial support and “home bags” for symptomatic people but is not involved anymore in this activity. The NS is delivering food and non-food items (i.e. pharmaceutical products) and other services (26,406 deliveries until 31 August 2020; 12,571 masks distributed at the Monaco train station at the end of the lockdown). Since October 2020, around one delivery per day (by a team of 2 volunteers) is currently provided by the Monaco Red Cross. The Monaco Red Cross took part in the massive COVID-19 serological testing campaign led by the Monaco government, that took place from 19 May to 14 July (37,172 tests and 137 people trained at serological testing). The Monaco Red Cross buys and distributes PPE to the Princess Grace Hospital Centre, medical establishments, laboratories, general practitioners, pharmacies, ambulance drivers, fire brigades, general public, etc. It also sells masks to the general public. In total, from 6 March to 31 August, 137 volunteers (and 165 registered reservists) have been involved, representing 2,826 days of volunteering.



The Red Cross of Monaco distributing face masks at the train station. *Photo: Red Cross of Monaco*

Red Cross of Montenegro

The Red Cross of Montenegro continues to be very active in response to COVID-19. The number of people who are asking for assistance is increasing as many of them lost their jobs. Until 1 December 2020, the Red Cross of Montenegro distributed 69,781 humanitarian parcels (food, hygiene and baby parcels), reaching 53,703 families. 4,945 persons received PSS while volunteers spent 20,424 hours responding to COVID-19. In the previous period, some additional flyers on mental health have been prepared and distributed, while the flyers with general recommendations have been translated to Braille alphabet, so that other vulnerable groups are reached as well. The Red Cross teams, volunteers and professional home helpers continued with their visits to older people throughout the country. In addition, the Red Cross organized two trainings for 40 volunteers on epidemic preparedness and community-based health and on First Aid. The main goal of these trainings was for the volunteers who joined the Red Cross just prior to outbreak and who didn't have basic knowledge about the organization to acquire knowledge and skills to be more involved in alleviating the consequences of COVID-19 in the following period. In addition, they had the opportunity to acquire additional knowledge on community needs assessment and response to those needs, especially regarding the health components in times of COVID-19.



Red Cross of Montenegro volunteers preparing humanitarian parcels for distribution. *Photo: Red Cross of Montenegro*

The Netherlands Red Cross

Red Cross volunteers in the worst hit areas support clinics with non-medical tasks and provide transport to hospitals. The most vulnerable are assisted with food parcels and vouchers, and the program is extended in scope and time. Volunteers and staff support the ministry of health with contact tracing and testing. NLRC is preparing for upscaling its activities in light of the increased needs.



The Netherlands Red Cross helping vulnerable people with grocery shopping and delivering food parcels. *Photo: NLRC*

Norwegian Red Cross

Throughout November 2020, the Norwegian Red Cross focused mostly on keeping humanitarian activities for vulnerable groups available, despite national and local restrictions on social gatherings, etc. Furthermore, local branches in 16 (out of 19) Red Cross districts participated in COVID-19 related activities as auxiliaries to local authorities/health services. These activities include: supporting people in quarantine/isolation by transporting food, groceries and medicines to their homes; supporting local health authorities at the COVID-19 test centres with infection tracing, and at seasonal flu vaccination centres.



Volunteers from the Grindaheim branch supporting health services in COVID-19 testing. *Photo: Norwegian Red Cross*

Polish Red Cross

Polish Red Cross volunteers are supporting medical services and vulnerable population groups such as older people, the sick and the lonely, and at the same time are providing everyone with appropriate protective measures. A decrease in the number of volunteers has been observed, and the pandemic made this trend even stronger. Lockdown and closure of the schools stopped the activities of the Polish Red Cross School Circles in which the youngest volunteers are engaged. Nevertheless, 25 October marked the 100th anniversary of volunteers and youth movements in the Polish Red Cross. On this occasion, PRC volunteers decided to meet online and discuss how to reach out to those in need, how to identify needs and encourage their peers to volunteer, especially during the COVID-19 pandemic. After fruitful discussions reminding of the fundamental principles, the history of the Red Cross and Red Crescent Movement, participating youth analysed the current situation in the country and shared different concepts and ideas concerning their engagement with PRC activities. One of the best examples of volunteer practices is peer-to-peer education and online workshops on stress reduction, free time activities, developing new skills and hobbies, having positive influence on mental health. Moreover, such virtual access to peers who are either COVID-19 infected or in quarantine play an important role in showing solidarity and supports well-being. Young people are becoming more familiar with the reality we live in, learn safety rules and are aware of threats.



Polish Red Cross delivering food and other essential items packages during COVID-19. *Photo: Polish Red Cross*

Portuguese Red Cross

The Portuguese Red Cross continues to respond to COVID-19 needs as the pandemic evolves into a second wave. It tested 83,940 people for COVID-19 both with PCR and rapid tests, and traced contacts for 370 persons. It transported 597 COVID-19 patients, and it provided psychosocial support to 2,122 people. 52,274 people received food aid and 23,704 people received non-food items. 1,262 homeless people received shelter, and 211,534 people have been reached with risk communication. The Portuguese RC trained 900 staff and volunteers in COVID-19 surveillance, and 1,081 also received training in community engagement.



A nurse from the Portuguese Red Cross working in the COVID-19 emergency in Lisbon in December 2020. Photo: PRC

Red Cross of the Republic of North Macedonia

Throughout the pandemic, the Red Cross Society of the Republic of North Macedonia (RCNM) has been continuously supporting people in need. RCNM activities during the month of November 2020 included: Mobile teams for the procurement and distribution of food and hygiene items, medicines, etc. Distribution of humanitarian food and hygiene parcels from donations and own stocks for vulnerable groups. Preparation and conducting of blood donation actions. Distribution of protective masks and other protective materials. Distribution of clothing and footwear from donations and own stocks. Psychosocial support SOS line. Older people support teams. Distribution of parcels with disinfection materials. Distribution of meals for the homeless and other vulnerable groups. Provision of chronic therapy in cooperation with the Ministry of Health. Delivery of oncology therapy through the Oncology Clinic. Distribution of flyers about protection against COVID-19. Resource mobilization and donor contact. Online meetings between the volunteers from the Youth Club. Monitoring of thermal cameras on airports. Support of migration camps/support for migrants. Setting up tents in front of hospitals and emergency services according to the action plan of the Crisis Management Centre and the government. Preparing teams for COVID-19 contact tracing to assist the Public Health Centres, and hygiene promotion campaigns according to the action plan of the Crisis management Centre and the government. 24/7 active EOC for planning, analysis and coordination key data from the beginning of RCNM's COVID-19 response until 30 November 2020: Assisted vulnerable groups with PSS: 6,472. Assisted vulnerable groups with delivery of food and hygiene items, medicines: 7,683. Distributed monthly food parcels: 26,766. Distributed monthly hygiene parcels: 26,807. Distributed disinfection kits: 12,012. Distributed baby parcels: 2,985. Mobilized staff and volunteers on a daily basis: 500–600. Distributed protective masks: 157,616. Distributed protective gloves: 179,336. Medical check-ups: 11,744. Distributed hot meals for vulnerable groups: 27,694. Distributed chronic therapy: 3,105.



A volunteer from the Red Cross Society of the Republic of North Macedonia delivering donations to people in need. Photo: RCNM

Romanian Red Cross

The Romanian Red Cross has been an active responder to the COVID-19 crisis throughout the entire country. Romanian Red Cross teams distributed 306,000 leaflets with general information on COVID-19, on stigmatization and on mental health and stress management during COVID-19, for 3 different age groups. 30,450 posters on the same topics were printed and distributed throughout the country. The information, education and communication (IEC) caravan program was implemented in 44 counties in Romania (by 44 RC branches), with 173 localities and 239 different communities reached, and 378 volunteers involved. Information sessions were organised in the following high-risk areas: rural areas, Roma disadvantaged communities, isolated people, migrant communities, and also at train and bus stations, open markets, fairs, industrial platforms, factories, churches, medical offices, door to door visits, for 33,845 people assisted directly. Online IEC sessions were held for 4,701 pupils aged 6–18. The topics covered were: general COVID-19 information, hygiene rules, protection measures against COVID-19, mental health, stress, stigmatisation of COVID-19 patients.



Volunteers of the Călărași Red Cross branch visited 994 people at home and provided information about hygiene norms as well as on the mental health effects of COVID-19.
Photo: Romanian Red Cross

The Russian Red Cross Society

As of 9 June, more than 485,000 COVID-19 cases and 6,000 deaths due to COVID-19 are confirmed in Russia. Almost all the National Society's branches have been mobilized. More than 4,000 Russian Red Cross volunteers and staff are providing critical support to communities during the COVID-19 pandemic. Red Cross teams are distributing masks to public transport staff, providing food and water to some hospitals: more than 2,000,000 masks distributed, and 12,000 masks produced by local Red Cross branches, humanitarian aid in the amount of more than CHF 300,000 (food and hygiene kits, vitamins and cream from Bayer, clothing) was transferred to health facilities. The Russian Red Cross focuses its efforts on helping those most vulnerable, including migrants and those experiencing homelessness. Teams are distributing food and hygiene items to older people, those living with chronic diseases such as HIV and tuberculosis, people with disabilities and other vulnerable households. More than 20,000 vulnerable migrants have been supported with more than 5 tonnes of food and hygiene kits. The National Society also runs a phone line where older people can request assistance in food delivery and rubbish collection. More than 18,000 appeals were received by the Russian red cross hotlines. Food, hygiene items and medicine delivered to more than 50,000 people. More than 1,000 people are under the permanent patronage of the Russian red cross (nursing service). The Russian Red Cross is conducting information and awareness-raising activities in media, public areas, via social networks, telephone hotlines. Red Cross teams are organizing COVID-19 information sessions in public areas such as shopping centres and universities. The National Society also provides reliable information on how to protect oneself from COVID-19, how to cope with isolation and how to manage stress. More than 7,000 vulnerable people have been supported through Red Cross operated telephone hotline, including psychosocial support.

Red Cross of San Marino

The Red Cross of San Marino is responding to COVID-19 emergency through the provision of clinical and paramedical services in the hospital of San Marino as well as emergency social services for quarantined individuals. Regarding clinical and paramedical services at the hospital of San Marino, 20 services are performed monthly with shifts of 6 hours. During these services, the volunteer staff of the San Marino Red Cross carries out patient assistance activities. In addition, the Red Cross of San Marino, in collaboration with the hospital, carries out both emergency and non-emergency patient transport services for patients with COVID-19. The number of these services is 40 per month. For quarantined people, the San Marino Red Cross carries out home care services and transport of COVID-19 patients to health facilities for medical visits. The number of these services is 20 per month. The number of active volunteers in both services is 25.

The Red Cross of Serbia

Sustaining Health and WASH: 148 local RC branches organized info-centers to provide the right information to citizens and to receive requests where support is needed to all people in need (189,421 people assisted). Through info-centres and established info lines, there were over 42,594 call-backs from RC volunteers and staff to the affected population; 30 local RC branches organized psychosocial support for citizens in need, volunteers, and RC personnel through local and national telephone info-lines for psychosocial support and psychosocial first aid as well as via SMS (for hearing impaired vulnerable groups). An online platform for psychosocial support is developed, and the Red Cross of Serbia organized a Psychological First Aid training for 12 psychologists working in the Ministry of Defence. In total 103,522 people were supported in the reporting period. 174 local RC branches are implementing risk communication and community engagement activities, providing advice on the correct use of PPE, on keeping the safe physical distance, handwashing, and helping them carry food and non-food items that they have purchased. (297,524 people assisted). 103 local Red Cross branches have delivered more than 121,014 leaflets and printing material to the local community. Leaflets are providing information related to the COVID-19 and its risks. Additional COVID-19 leaflets and posters are developed and procured, and distribution started in the third week of October 2020. In total 125,500 leaflets and 8,750 posters were procured and distributed to 186 local Red Cross branches to reduce and prevent further COVID-19 infections. 16 local RC branches provide support to the health care system and institutions in Serbia – by the placement of tents and containers for triage of patients, their examinations (8 tents placed in Belgrade, one in Jagodina, one in Tutin, two in Uzice, one in Backa Palanka, two in Aleksinac, three containers in Belgrade) and support in data processing of tested people. Staff and volunteers have been engaged in data processing for more than 5,270 working hours. Safe space for triage within these tents supported for 5 months more than 43,700 people. Due to weather forecast for November many health care institutions expressed their interest in additional Red Cross of Serbia tents and containers. 44 local RC branches are providing support with tanks filled with disinfection liquid that is distributed to citizens (158,115 people supported). 141 local RC branches were implementing a blood donation program (405 local actions implemented for blood donations during the state of emergency). 360 sets of bedlinens were delivered to hospitals in Novi Pazar and Belgrade. The procurement process of an additional 1,000 bedlinens was finished in October. Its distribution is expected in November and December 2020. Livelihoods, cash support, and food aid: 158 local Red Cross branches formed and engaged RC field mobile volunteer teams in local municipalities to provide support and care to people in need in municipalities (83,949 working orders completed). 125 local RC branches supported their local self-governments with the packaging of food and hygiene parcels (405,004 parcels packed). 159 local RC branches were distributing food and hygiene parcels (447,894 parcels reached 735,982 people). During the state of emergency 76 local RC branches were running public/soup kitchen programs (134,000 meals were delivered to people assisted). Mapping of financial service providers was conducted for 186 municipalities. The protocol of cooperation is signed with FSP in October. Mapping and selection of potential CVA beneficiaries will start in November 2020. National Society Strengthening: At the beginning of the COVID-19 response operation, the Red Cross of Serbia established the Disaster management Coordination-Operations Centre (DMCOC) for disaster preparation and response, to improve the coordination of disaster response activities, communication with Red Cross operational organizations, monitoring, and data collection, and information. DMCOC was established within the implementation of the project of the IFRC "Capacity Building for Communication and Coordination for More Efficient Disaster Preparation and Response in Southeast Europe", financially supported by IFRC and USAID. Instructions for local Red Cross branches for reducing the risk of COVID-19 infection were developed and forwarded to all Red Cross branches on March 12, 2020. To continuously implement planned activities and support people in need during the state of emergency and total lockdown the Red Cross of Serbia provided movement licenses from the Ministry of Interior for all 2,705 RC staff and volunteers. The document "Framework of recommended COVID-19-related activities for local Red Cross branches" was developed and forwarded to all Red Cross branches, with all recommendations, instructions, and procedures that were harmonized with the measures adopted by the competent authorities. 1,981 volunteers of the Red Cross of Serbia are insured in case of an accident during field engagements. To 182 local Red Cross branches the Red Cross of Serbia has distributed personal protective equipment for engagement of volunteers and staff during the COVID-19 crises: Protective masks – 365,280 pieces; gloves – 472,600 pairs; Disinfectant liquid – 41,561 litres. In total, by implementing the above-mentioned activities during the period of 15 March – 31 October, the Red Cross of Serbia reached and assisted more than 1,000,000 people. There were 163,093 volunteer engagements, 504,303 volunteers and 295,449 RC staff working hours dedicated, 785,389 kilometres passed during implementation.

Slovak Red Cross

Current activities of Slovak RC staff and volunteers include assisting people accommodated at state quarantine centres; a mobile unit run by the Slovak RC regional branch has started COVID-19 testing in a

broader region; the Slovak RC regional branches are reaching out to homeless people, checking their health status, measuring body temperature, distributing protective masks, providing basic information on COVID-19, together with charities securing their basic needs (food, blankets, etc.); and several regional branches in bigger towns have been approached by municipalities and they may soon start being involved in quarantine centres for homeless people. The Ministry of Labour, Social Affairs and Family of the Slovak Republic has declared all the social services facilities (including those run by the Slovak Red Cross) to be subjects of economic mobilization – in order to maintain the smooth and secured running of these services.

Slovenian Red Cross

As auxiliary to the government, the Slovenian Red Cross (SRC) is responding in line with national and consequently regional and community Protection and Rescue Plans in the event of an epidemic or pandemic of infectious diseases in humans, which was confirmed during the summer 2020. Currently the SRC FA team members support the medical staff of the 2 main medical centres in Slovenia - the University Medical Centre in Ljubljana, the University Medical Centre in Maribor and 5 so-called “COVID-19 hospitals” - University Clinic of respiratory and allergic diseases Golnik, general hospitals in Nova Gorica, Trbovlje, Celje and Izola. Discussions and arrangements on SRC providing support to medical staff of other hospitals and medical institutions is also underway. Debriefing sessions and psychological aid for FA volunteers and staff supporting medical institutions will be provided by the administration of the Republic of Slovenia for civil protection and disaster relief, as SRC is a part of the national response mechanism. Provision of support to the residents and staff of residential homes for older people continues, now also with support of FA team members. SRC has become a member of the National Operational Group for providing psychological aid in terms of epidemic or pandemic, which was established by the National Institute for Public Health based on the National Plan of protection and rescue in cases of epidemic or pandemic. SRC was named as a coordinator of one of the 14 sets of activities, which is to record and report on the needs of vulnerable groups together with suggestions on appropriate measures to be taken by the government and other relevant institutions. Together with SRC, 21 organizations, primarily NGOs, are involved in this activity with the number of participants still increasing. Protocols are being prepared on protecting family links and providing necessary RFL services for facilities accommodating vulnerable persons (hospitals, residential care homes for older people and other possible temporary “ad-hoc” COVID-19 locations providing medical care or quarantine). SRC continues to provide support to persons in quarantine (providing PSS; assistance in delivery of medicine, food and hygiene items for those with no social network/support mechanism in Slovenia; assistance in procuring these items for those with low financial means). Collaboration between Slovenian (LC Koper), Croatian (LC Buje) and Italian Red Cross (LC Trieste) was re-established for providing crucial goods (such as medication) for citizens staying across the border. This collaboration was first started during the first wave. Continuing to provide home delivery of food parcels, medicine, hygiene kits and/or hot meals to vulnerable people (older people, people with chronic illness, etc.). SRC continues to provide open phone lines for offering PSS, COVID-19 information and response to support requests from the public, and COVID-19 trainings for staff/volunteers is also a regular activity. SRC is assisting public and private institutions by taking body temperature and scanning for signs of infection of the visitors. SRC is also providing FA to homeless people in Ljubljana, and is distributing clothing and footwear for the Ljubljana Asylum Home and Government Office for Support and Integration of Migrants due to conditions caused by the obligatory 14-day quarantine for all newly arrived. SRC is informing and building awareness on COVID-19 prevention and response measures, and is distributing food parcels and hot meals at humanitarian centres of local branches, while also distributing protective face masks. SRC is organizing blood donations as well. Possible donors are invited individually by SMS upon which a blood donation appointment is made. SRC continues to explore options for digitalisation and online provision of services and support where possible, and it also participates in coordination meetings organized by UNHCR for securing provision of needed support to persons with granted international protection status and to asylum seekers. SRC provides learning aid for students staying at home in quarantine/isolation.



Medicine, food and hygiene items are distributed by the Slovenian Red Cross. Photo: SRC

Spanish Red Cross

The Spanish Red Cross supports health, social and emergency services in all regions, mobilizing 63,759 volunteers, reaching 2,822,156 people of which 1,590,085 are women, 1,231,455 are men and 616 non-binary or without data. Since the beginning of the COVID-19 outbreak, the Spanish Red Cross provided relief services to a total of 588,506 people through different services such as shelter and provision of essential supplies, articles to people quarantined in special circumstances, support to emergency testing, etc. Regarding Health, 1,145,725 people were reached mainly through risk communication and promotion of preventive measures as well as psychosocial support. Spanish Red Cross has been participating actively in the flu vaccination campaign, both within the general population and also in direct contact with people with risk factors amongst users. Collaboration started with the Ministry of Health and the regional health departments to assess the National Society's role in the COVID-19 vaccination campaign. Spanish Red Cross action is also focused on the socioeconomic impact of the pandemic. Through its support to social inclusion, the Spanish Red Cross reached 861,792 people, of which 271,692 received food and non-food essential items, with 808,683 responses as the prolonged nature of the crisis requires support over time. It also provided cash assistance to vulnerable and at-risk populations (119,496 people with 221,764 responses) and accompaniment and aid on essential procedures, including support to access the minimum subsistence income. The Spanish Red Cross assisted over 92,011 people through employment guidance, helping unemployed people and those who recently lost their jobs survive this unprecedented economic crisis. The Spanish Red Cross education program focused its effort on support, follow-up and providing goods, reaching more than 501,015 people. An updated overview of SpRC's COVID-19 operations is available [here](#).



Spanish Red Cross volunteers distributing protective masks to people. Photo: Spanish Red Cross

Swedish Red Cross

The Swedish Red Cross (SRC) started several new operations following the initial outbreak of COVID-19. As the situation and the needs evolved, some operations were closed, others continued in new forms. Local branches conducted COVID-19-related activities in approx. 200 municipalities, and 382 branches reported new or adapted activities. More than 6,000 people offered to become new volunteers. Branches reported in total 118,543 occasions of assistance to people in need. Local language training, support to older people and youth activities are examples of activities that are adapted during the crisis. The national hotline for psychosocial support was closed at the end of September as needs assessment showed the needs changed and more actors offered similar services including the healthcare authorities. However, local needs are still existing and as much as 80 branches have redirected their services to elderly and risk groups to local hotlines. They offer regular check-in calls or regular calls to break isolation and offer psychosocial support. If an emergency situation occurs, the national hotline may open again. Web-based psychosocial support is offered. Over the holidays, messages on the website of SRC are focusing on loneliness. National operations on distribution of food and medication stopped in October, local operations are ongoing and adapted to local needs. The psychosocial support at emergency hospitals offered outside the entrances was also closed early fall, and where possible the service moved back into entrance areas. With the escalating situation this service must again be flexible to adjust to restrictions and hospitals' needs. Other regular services such as the advisory service for asylum seekers and refugees, and detention and prison activities were adapted to sustain volunteer groups and reach out to people assisted. Digitalized alternatives were developed. SRC continued its activities in socioeconomically weak areas, reaching out to more than 10,000 people so far, with information and outdoor activities for families and children. The meeting spots are well frequented and provide safe and open space for conversations and health promoting activities. Family kits were distributed to 5,000 people with health information and creative products for recreation and conversation starters. Lunches were served to families in need, with approx. 200 deliveries each week



A Swedish Red Cross volunteer offering information and psychosocial support outside a hospital. Photo: Swedish Red Cross

in a city south of Stockholm. This service ends in December 2020 with a roundtable discussion with the city and other organizations to share knowledge and experiences. The health clinic for undocumented migrants and asylum seekers continues to receive more visitors and reaches out to regions to promote vaccinations for these groups as well. SRC arranged a high-level seminar with local engagement from volunteers and beneficiaries sharing knowledge and experiences on vulnerable groups in crisis, discussing challenges and solutions. SRC will also launch a report early 2021 on the same subject. SRC is now preparing to assist in the vaccination programme and reached out to all regions. It is expected that the assistance will be called for in various ways and during different phases depending on the evolving situation. As the outbreak evolves, the Swedish Red Cross will adapt and adjust its strategy accordingly.

Swiss Red Cross

Given the intensity of the second COVID-19 wave in Switzerland since early October 2020, the Swiss Red Cross increased its investment in the following activities for the past month(s): The financial assistance program dedicated to supporting individuals and families that face COVID-19-related economic challenges responded to the overwhelming number of requests and disbursed 9.3 million CHF up to the end of November 2020. The test centre facility, reopened on 6 October 2020 and collaboratively run with national and cantonal authorities, increased the SRC volunteer staffing in order to appropriately respond to the demand. The SRC volunteer services responded to an increased need for more volunteer workforce by using centralized deployment through a digital tool (chatbot volunteer). The internet-based app eases the placement of new volunteers willing to commit to a limited, short-term COVID-19-related assignment and allows for connecting individuals with the relevant SRC branches respecting data safety while also focusing on aspects of long-term volunteer retention. The SRC psychosocial support programs increased their telephone-based crises intervention services. Re-designing the physical “café rouge” reunions to online formats, offering online yoga sessions and informal exchange, and making online psychological consultations for victims of war and torture available, the SRC tries to contribute to preventing lockdown-related isolation and loneliness. Internationally, the SRC supports 20 of its 26 partner NSs with additional funds for specific COVID-19 projects. These projects range from fighting COVID-19 disinformation to increasing WASH facilities to adapting home-based care service delivery protocols and providing older people in lockdown situations with food and company to avoid isolation. The total of money spent on these additional programs rolled out by the HNSs and funded by SRC amounts so far to 4.3 million CHF until the end of November 2020. In parallel, existing programs implemented in collaboration with partner HNS or through SRC delegations directly were adjusted to the new COVID-19 situation on location.



The test centre reopened on 6 October 2020 and collaboratively run with national and cantonal authorities, increased the SRC volunteer staffing. Photo: Remo Nägeli, Swiss Red Cross

Red Crescent Society of Tajikistan

As part of its Risk communication, community engagement, and health and hygiene promotion activities, the Red Crescent Society of Tajikistan (RCST) printed and distributed 270,000 information leaflets and posters to communities throughout the country. 8 articles were published in local newspapers, which provided visibility and promoted the activities of volunteers. Information sessions on COVID-19 were conducted among 810,493 people in urban and rural populations and for 511,959 schoolchildren. As a part of preparatory activities for a second wave of COVID-19, meetings were held with key partners such as MoH, WHO and other UN agencies, to consider the negative consequences of COVID-19 and the socio-economic situation of vulnerable communities. Together with the German Red Cross, the distribution of hygiene kits and disinfectants for 106 medical institutions started. RCST also began delivering medicines to medical institutions in the country, in accordance with the



Red Crescent Society of Tajikistan volunteers disseminating information on COVID-19 prevention to the population. Photo: RCST

distribution plan of the Ministry of Health. It organized several meetings with local authorities, TB, HIV and Migration Centres in 15 districts, concerning new COVID-19 response activities related to livelihoods.

Turkish Red Crescent Society

TRC continues to provide protective equipment support to its staff working in the field at hospitals, observation points and food banks. Up to 10 December, TRC distributed a total of 7,333,092 PPEs. Additionally, the Public Health and Psychosocial Services Directorate distributed 9,425 PPEs including 7,300 masks, 2,095 hand sanitizers and 30 washable gloves to the staff, volunteers and public affected by the İzmir. In the Community Centres, masks and visors by 3D printer have been produced in accordance with the standards of MoH. During the reporting month, TRC produced 468,233 masks and totally, TRC teams produced 2,963,536 masks and 3,934 visors. Between 1-30 November 2020, in cooperation with the Public Health Directorate and UNICEF, the TRC Child Program distributed 283 hygiene kits and visited 255 homes for needs assessment. Additionally, Community Centres distributed 31,150 hygiene sets to families, and reached 75,410 individuals through its different activities. Thanks to the cooperation between the Public Health and PSH Directorate and UNICEF, totally 17,349 hygiene kits have been distributed to locals and migrants. The Kızılaykart program distributed 353 hygiene kits to individuals. During the reporting month (1-30 November), TRC collected 11,636 units of blood donation at its 32 plasma receiving stations, and 21,569 units benefited from immune plasma provided by TRC. Owing to these donations, during the reporting month TRC produced 24,913 units of immune plasma components and sent them to 448 hospitals. In November, TRC's child programs paid visits to 106 homes to confirm the wellbeing of children at home. In this scope, TRC teams delivered 204 training sets for 412 children in 3 activity areas in 2 cities through 10 youth staff including the UNICEF training activities. Between 1-30 November 2020, the activities including hygiene, cognitive and individual development games against COVID-19 have been shared via social media tools (Twitter, Instagram). In this regard, TRC teams reached 10,500 individuals through 23 activities/ games by mobilizing 3 staff. During the reporting month, 485 TV and 785 radio public service announcements including about plasma donation and COVID-19 awareness have been released. The total number is 14,161 during the pandemic. Additionally, 31,455 news items have been released about TRC on TV, printed media and social media and the total number is 205,548 during the pandemic. A total of 530,891 individuals visited TRC's website in the reporting month. Finally, a total of 440,217 posters have been distributed regarding health and psychosocial activities.



Said, a 66-year old Syrian refugee, assisted by the Turkish Red Crescent and IFRC, with funding from the EU, is portrayed with a TRC field officer. *Photo: TRC*

Red Crescent Society of Turkmenistan

The Red Crescent Society of Turkmenistan (RCST) volunteers conducted awareness-raising campaigns and distributed information materials in local communities on the necessity of the mask regime, social distancing, and regular handwashing. Information campaigns covered a total of 370,500 people to date, through the distribution of information materials and video broadcasting. In remote areas, in order to help the communities, volunteers conducted house visits to alert about the necessity of hygiene and protection measures. In total 11,750 people received information through house visits. Preparation activities have been completed in order to support primary healthcare facilities with the provision of trainings in provinces. 929 family doctors were trained to date.



The Red Crescent Society of Turkmenistan supporting the Ministry of Health with trainings on COVID-19 for health workers. *Photo: RCST*

Ukrainian Red Cross Society

The Ukrainian Red Cross Society continues to react on the COVID-19 situation in Ukraine and to provide humanitarian assistance. The key activities of the National Society include communication activities on disease prevention through social media and dissemination of printed materials among the local population, as well as health education and promotion of related information via social media channels such as YouTube and Facebook. URCS started a new informative COVID-19 [webpage](#) in Ukrainian and Russian languages. All information on the network corresponds to the data of WHO, the UN and the Ministry of Health of Ukraine. Since April 2020, the URCS has been implementing a project to prevent and respond to the pandemic in Ukraine with the support of the Danish Red Cross and with funding from the Danish Ministry of Foreign Affairs.

Assistance is provided to the most vulnerable categories through hygiene kits, as well as psychosocial support kits, which will help improve the emotional state of large families, families with a single parent and older people. URCS personnel and volunteers also provide psychosocial support in various formats (workshops, webinars, meetings), both for people assisted and for volunteers. All these activities comply with quarantine measures. URCS staff along with celebrities participating in projects gave interviews to Ukrainian media about the project. 2 TV commercials have been produced, 5 articles about COVID-19 have been published and about 1,000,000 readers signed up for this information. In addition, URCS provides the public with important information to prevent the spread of COVID-19. Information campaigns and multimedia products are developed including animations, printed materials, audiobooks, etc. As a good example, a PR campaign was launched along with Danish counterparts, to present the audiobook "My Hero is You", for children and their parents. The book is telling parents how to support their kids during the quarantine and what to explain about COVID-19. URCS closely cooperates with WHO in creating unique and useful materials for health industry professionals. In November 2020, up to 3,319 pcs of printed material have been disseminated and up to 2,178 people were directly involved in the COVID-19 information campaign. The Ukrainian Red Cross Society Information Centre received 680 calls the last month. In November, up to 11,118 people received humanitarian assistance. Approx. 1,595 food parcels and 1,328 hygiene kits with additional protective goods were distributed with support of URCS volunteers. Since the beginning of the COVID-19 pandemic, the URCS started several humanitarian projects with support of other international counterparts from the RCRC movement. As for now, the British, Danish, French, German, Luxembourg Red Cross as well as the ICRC and IFRC provide huge contributions to tackle humanitarian challenges on the national level, with one of the challenges being COVID-19.



27 URCS volunteers received awards from the National Security and Defence Council of Ukraine for their active involvement in charitable volunteer activities. Photo: URCS

Red Crescent Society of Uzbekistan

The Red Crescent Society of Uzbekistan (RCSU) is actively involved in COVID-19 preparedness and response coordination with the relevant ministries, authorities and WHO. RCSU distributed 3,089 masks and 211 hygiene items to staff and volunteers, and also to at risk groups in November; and purchased digital thermometers, antiseptics and gloves for staff and volunteers. Training seminars on COVID-19 were organized at the local level, in 200 district branches, attended by employees and volunteers of RCSU. As part of its risk communication, community engagement and health and hygiene promotion activities, RCSU distributed 5,305 information materials on COVID-19 prevention in November 2020, in Russian and Uzbek languages, in local communities, in marketplaces, on public transport etc. RCSU organized 401 different events in November, such as awareness-raising information sessions, reaching 6,270 people in November. A community survey was organized, with 1,050 copies of the survey printed and sent out to RCSU regional organizations. 700 beds and bedding sets were delivered to regional infectious diseases hospitals of the MoH, and 1,300 hygiene kits for low-income families were purchased and distributed among 15 RCSU regional organizations.






RCSU volunteers distribute hygiene kits and deliver them to several regions. Photo: RCSU

The list of National Societies and activities above is based on information submitted to the IFRC Regional Office for Europe on various channels and will be kept up to date. In case of required revisions/amendments or information about your NS which is missing, please let us know and it will be added with the next update.

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ANNEX: National Society Reach Heatmap – Level of activity in priority areas

Country / National Society	  		
	Health and Wash	Socioeconomic Impacts	NS Strengthening
Andorra - Andorran RC	12	6	5
Armenia - Armenian RCS	6	5	4
Austria - Austrian RC	11	4	4
Azerbaijan - Azerbaijan RCS	6	3	4
Belarus - Belarus RC	9	5	4
Belgium - Belgian RC	10	6	3
Bosnia and Herzegovina - Bosnia and Herzegovina RCS	7	3	3
Bulgaria - Bulgarian RC	6	4	4
Croatia - Croatian RC	8	6	4
Cyprus - Cyprus RC	3	3	4
Estonia - Estonian RC	1	1	1
Finland - Finnish RC	5	5	4
France - French RC	9	5	3
Georgia - Georgia RCS	9	5	5
Germany - German RC	8	2	4
Greece - Hellenic RC	9	4	4
Iceland - Icelandic RC	7	4	4
Ireland - Irish RC	6	3	4
Israel - Magen David Adom of Israel	7	1	2
Italy - Italian RC	13	5	5
Kazakhstan - Kazakh RC	3	3	5
Kyrgyzstan - Kyrgyzstan RCS	9	4	4
Moldova - Moldova RC	7	4	4
Monaco - The Monaco RC	9	5	1
Montenegro - Montenegro RC	3	4	3
Netherlands - The Netherlands RC	9	5	4
Norway - Norwegian RC	5	4	4
North Macedonia - Republic of North Macedonia RC	10	6	5
Poland - Polish RC	5	5	4
Romania - Romanian RC	5	3	3
Serbia - Serbia RC	6	5	4
Slovenia - Slovenian RC	9	5	5
Spain - Spanish RC	11	6	3
Sweden - Swedish RC	5	5	4
Switzerland - Swiss RC	11	5	4
Tajikistan - Tajikistan RCS	12	5	4
Turkey - Turkish RCS	9	4	4
Ukraine - Ukrainian RCS	7	2	1
United Kingdom - British RC	6	6	5

Source: National Society activities as reported in public COVID-19 GO field reports as of 15 December 2020.