The Syria conflict continues to be the largest and most complex humanitarian crisis in the world resulting in internal and external displacement, loss of thousands of lives and severe damage to infrastructure, roads, buildings and livelihoods. Over five million Syrian people are displaced in neighbouring countries, including Egypt, Iraq, Jordan, Lebanon, Turkey and in North Africa. Turkey alone hosts about 3.9 million registered refugees including people from Syria, Somalia, Iraq, Iran, and Afghanistan, making it the host country with the largest refugee population in the world.

As of October 2018, some 3.6 million Syrian people are living in Turkey registered under temporary protection. 177,380 people live in temporary shelter centres run by the Disaster and Emergency Management Presidency (AFAD) under the protection of the Turkish Government. The refugees in camps have access to shelter, food, health, education, and social activities. However, despite the government’s enormous humanitarian aid efforts, more than 99 per cent of refugees live in urban areas under challenging circumstances and with scarce resources.
In January 2016, Turkey announced the Regulation on Work Permit of Refugees under Temporary Protection granting all beneficiaries of temporary protection (namely Syrians, stateless persons and Palestinians from Syria) access to formal employment and access to public services, including education and healthcare. However, for many, access to these basic facilities is limited, often due to problems registering with local authorities and language barriers. It remains difficult for most refugees to find formal employment, and many are forced to move within Turkey to secure low paid informal work, living in poor quality housing and struggling to earn a minimum wage. Poverty remains prevalent among the Syrian and refugee population due to the lack of access to a regular income, and the high cost of urban living.

The protracted crisis has also taken its toll on the country’s own resources with an estimated CHF 30 billion invested in health, education, food security, social and essential services to support refugees in protection camps within the country. In urban contexts, host communities are greatly affected socially and economically with public health, education and utility services under severe strain. In some communities, the influx of refugees has increased populations by almost 50 per cent, severely stretching local market and infrastructure capacities.
Economic challenges affect both the Turkish and refugee communities with many struggling to make ends meet. Among Turkey’s 80.8 million population, unemployment is reported at 9.7 per cent with 3 per cent of the population living on less than CHF 1.90 per day. Over 64 per cent of refugee households who reside outside of camps live below the poverty line, and contend with limited livelihood opportunities, exhaustion of savings, and adoption of negative coping mechanisms, such as child labour. The depreciation of the Turkish Lira has reduced consumer purchasing power, making life more difficult for host and refugee communities already living in straitened circumstances. Many vulnerable host community members see refugees as competitors for low paid or unskilled jobs and more efforts are needed to foster social cohesion and integration at community level.

Established in 1868, the Turkish Red Crescent Society (TRCS) is the largest humanitarian organization in Turkey. Its 168 branches and 5,412 staff countrywide support vulnerable people living in Turkey and abroad. The National Society is an established and influential entity in Turkey, and works closely in cooperation with the government ministries and agencies in its mission to provide assistance to vulnerable people in both emergency and non-emergency times.

The TRCS has played a leading role in helping refugees in Turkey stemming from the conflict in Syria since 2012, supporting some 1.5 million displaced people in protection camps and urban settings through the IFRC International Appeal. The National Society reacted immediately to the influx of Syrians and other refugees by deploying volunteers and organizing dedicated structures to receive and protect people in need, and provided a first-line response. Currently, 15 community centres in 14 cities throughout the country are managed by the TRCS which facilitate daily activities and services for migrant and host community members.

This plan encompasses the IFRC International Appeal for 2019 as well as the 2019 operational plan which together seek to strengthen and upscale provision of protection, psychosocial services, and health education through the community centres, while building the capacity of the TRCS to respond to future disasters. The protracted nature and the scale of the refugee crisis calls for a more comprehensive approach towards long-term resilience, including protection assistance and social inclusion, as well as psychosocial, health and livelihood support.

As there is no sign of the conflict in Syria abating at present, planning of operational activities requires a fine balance between emergency relief response and long-term development interventions.
AREAS OF FOCUS

1. NATIONAL SOCIETY DISASTER RISK REDUCTION STRATEGY, INCLUDING PROGRAMMES FOR SCHOOL CHILDREN AND STAFF IN EMERGENCY-PRONE AREAS

200 STAFF AND VOLUNTEERS TRAINED IN PSYCHOSOCIAL SUPPORT

50 STAFF TRAINED TO RESPOND TO GENDER AND DIVERSITY ISSUES

728,900 REFUGEE AND HOST COMMUNITY MEMBERS WITH FOOD AND NON-FOOD ITEMS; PROTECTION, INCLUSION AND HEALTH SERVICES; LIVELIHOODS AND HARMONIZATION ACTIVITIES FOR GREATER RESILIENCE AND SOCIAL COHESION

STRATEGIES FOR IMPLEMENTATION

- STRENGTHEN NATIONAL SOCIETY CAPACITIES
- ENSURE EFFECTIVE INTERNATIONAL DISASTER MANAGEMENT
- INFLUENCE OTHERS AS LEADING STRATEGIC PARTNERS
AREA OF FOCUS

DISASTER RISK REDUCTION

Turkey is highly vulnerable to earthquakes, landslides, floods, rockfalls and avalanches, and is exposed to water scarcity, extreme heat and flooding. More than 95 per cent of the country lies in one of the most earthquake and landslide-prone regions in the world, and several fault lines run through the country. The country’s Disaster and Emergency Management Authority (AFAD) states that Turkey ranks third worldwide in earthquake-related casualties and eighth in terms of people affected.

Vulnerability to disasters is compounded by an overburdened infrastructure, a fluctuating Lira, and no end in sight to the current migration crisis due to the ongoing conflict in Syria. Therefore it is essential that disaster response and humanitarian assistance agencies such the TRCS are well-prepared to deploy at short notice and mount an effective response.

As auxiliary to the Government of Turkey, the TRCS plays an integral part in Turkey’s National Disaster Response Plan, working together with AFAD and all the relevant government agencies in coordination and implementation of disaster response.
This plan aims to ensure that the TRCS is ready to respond quickly and effectively to disasters, and that communities are well informed and prepared, thus minimizing casualties and injuries in the event of an emergency. The IFRC will provide technical support to the TRCS in a number of key areas including disaster risk reduction, contingency planning, cash programming and forecast-based financing in order to deliver the following activities:

1. Prepare and pilot a contingency plan in preparation for mass feeding, shelter response and distribution of non-food items
2. Develop and integrate multi-hazard early warning systems in alignment with government systems, and engage with the IFRC Go Platform
3. Develop and pilot a national disaster risk reduction strategy
4. Align TRCS’s disaster response tools with those of the Red Cross Red Crescent Movement, including training and deployment of National Disaster Response Team (NDRT), Field Assessment and Coordination Team (FACT) and Regional Disaster Response Team (RDRT)
5. Raise public awareness of disaster risk reduction and the steps to take in the event of an emergency, including in schools
6. Institutionalize cash-based programming in TRCS’s domestic social service and national and international disaster response activities, drawing on extensive experience of cash programming in response to the migration context
7. Ensure forecast-based action is in place in anticipation of future disasters and emergencies

**Outcome**

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

| Number of Community Contingency Plans in Place | 1 |
| Number of Turkish Red Crescent Society Cash Experts Deployable to International Operations | 5 |
In the late 1990s to early 2000s, healthcare reforms caused a dramatic increase in access to medical services in Turkey. However, the influx of people migrating into Turkey since 2012 has resulted in some 3.9 million unplanned service users, putting an enormous pressure on the healthcare infrastructure. The expansion of healthcare facilities has not kept pace with the numbers of new arrivals and capacity to provide essential services is becoming increasingly stretched.

IFRC will provide technical support to the TRCS in several key areas including psychosocial support, community-based health and first aid and organizational development in order to deliver the following activities:

1. Mainstream psychosocial support into TRCS disaster management, social services and migration programmes
2. Deliver peer training to Turkish and migrant communities in community health and psychosocial support interventions (including sex and reproductive health education, HIV/AIDS awareness, first aid training, road safety awareness, and community health and hygiene promotion)
3. Raise awareness of healthy lifestyles among the general public
4. Train Turkish and migrant individuals, staff and volunteers in community-based approaches with a focus on psychological first aid and first aid
5. Design and establish a new TRCS health department
6. Explore the inclusion of a Non-Communicable Diseases (NCD) module in school safety programmes

**Outcome**

Vulnerable people’s health and dignity are improved through increased access to appropriate health services
AREA OF FOCUS

PROTECTION, GENDER AND INCLUSION

Despite government, institutional and women’s movement efforts, women and girls in Turkey continue to face issues of inequality, with gender-based violence a significant concern. Main issues faced are a wide discrepancy in remuneration for paid employment, the lack of equal representation in senior political and managerial roles, unequal access to formal education, and gender-based violence and trafficking.

The TRCS recognizes the need to mainstream the vital components of protection, gender and inclusion along with community engagement and accountability throughout all its programmes and operations both within and outside the country. The IFRC will provide technical assistance to the TRCS in delivering the following activities:

1. Establish policies, frameworks and strategies that support and promote gender, diversity and social inclusion, protection, prevention of sexual exploitation and abuse, and community engagement and accountability

2. Establish focal points for protection, gender and inclusion and community engagement and accountability

3. Conduct technical training and training of trainers in protection, gender and inclusion and community engagement and accountability, and establish suitable monitoring and evaluation tools

OUTCOME

PROGRAMME AND OPERATIONS ENSURE SAFE AND EQUITABLE PROVISION OF BASIC SERVICES, CONSIDERING DIFFERENT NEEDS BASED ON GENDER AND OTHER DIVERSITY FACTORS

NUMBER OF TURKISH RED CRESCENT SOCIETY STAFF AND VOLUNTEERS TRAINED TO RESPOND TO ISSUES OF VIOLENCE AND TRAFFICKING

50

65,000 SWISS FRANCS SOUGHT
AREA OF FOCUS

MIGRATION

Turkey hosts 3.9 million registered refugees and the TRCS is at the forefront of the response, providing integrated services and support to some 1.8 million displaced people at present. The IFRC International Acceleration plan for Turkey provides further details of this comprehensive programme of support.

The TRCS continuously assesses the needs of vulnerable people and has conducted studies with a special emphasis on cities accommodating a high number of migrant people. The findings of these assessments identified the following challenges:

1. Language barriers which narrow options for employment, education, and access to medical and educational services
2. Registration with the authorities
3. High accommodation rents and lack of suitable accommodation
4. Low school attendance and child labour
5. Lack of access to health services
6. Lack of access to appropriate and equitably-paid employment

The TRCS has identified the major humanitarian needs among refugees to be food security and access to essential non-food items, response preparedness, protection, child protection, livelihoods, community engagement and accountability, health education, restoring family links, and special education for children with disabilities.
Selection criteria for Syrian and other refugee beneficiaries based on their vulnerabilities and needs have been identified as households headed by women/girls, widows, elderly people, children and households with people with chronic illnesses or disabilities. Particular attention is given to newly displaced people at the border, unaccompanied minors, children subjected to labour abuse, migrants with physical and psychological health needs, migrants affected by trauma, and disabled people. Support will be provided to the host community with the same needs, with special focus on children, youth, adolescents and women, and marginalized populations.

Key activities include:

1. Emergency relief, which covers provision of food and non-food items for refugees living in urban areas, and positioning of emergency contingency stock to support a possible new influx of refugees

2. Protection and social inclusion (with gender as a cross-cutting attribute):
   - Interventions which address protection issues and include customized case management, individual protection assistance, restoring family links services, legal counsel for individual cases, and informational seminars for key stakeholders
   - Providing referrals and individual customized services to beneficiaries through community centres
   - Providing refugees with tools such as language courses and vocational training, to integrate into the host community
   - Promoting social and cultural harmonization between refugee and host communities through joint activities and social networking

3. Health education, psychosocial support, awareness-raising campaigns and referrals to relevant public health facilities through two health centres, including:
   - Promotion of psychological coping strategies for refugees, focusing on women and children
   - Encouraging target populations to adopt healthy lifestyles to build health-related resilience
   - Providing educational support for refugee children with disabilities

VULNERABLE REFUGEES LIVING IN URBAN AREAS REACHED THROUGH DISTRIBUTION OF FOOD AND NON-FOOD ITEMS

100,000

REFUGEES PROVIDED WITH HOT MEALS EACH DAY IN ANKARA

5,000
4. Livelihoods and skills training:
   - Providing refugee community members with tools to access supplementary sources of income
   - Increasing employability through targeted training
   - Building upon existing skills in agriculture and animal husbandry, and support for entrepreneurial ventures

5. Community engagement and accountability, including strengthening and scaling up outreach work by the community centres

6. National Society capacity building, which aims to increase technical skills of TRCS staff and volunteers in protection, prevention of sexual and gender-based violence, psychosocial support, case management, volunteer management, Planning Monitoring Evaluation and Reporting, finance, and fundamental knowledge of core Red Cross Red Crescent principles, as well as establishing a migration response coordination centre

The TRCS works closely with relevant authorities responsible for the coordination and management of humanitarian assistance for refugees in the country. Nationally, these include the Turkish Disaster and Emergency Management Presidency (AFAD), the Directorate General of Migration Management (DGMM), and the Turkish Ministry of Foreign Affairs. At the provincial level, the Governorates together with the local AFAD and DGMM offices work closely with the respective departments of the Turkish Ministry of Health and the Ministry of National Education, the security authorities and other relevant agencies.

<table>
<thead>
<tr>
<th>Outcome</th>
<th>REFUGEES SUPPORTED WITH THE PROVISION OF EMERGENCY NON-FOOD ITEMS IN CASE OF A NEW INFUX</th>
<th>50,000</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>DISABLED CHILDREN ATTENDING SPECIAL EDUCATION CLASSES</td>
<td>12,000</td>
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<tr>
<td></td>
<td>PEOPLE RECEIVING TRAINING AND ENTREPRENEURIAL SKILL BUILDING FOR LIVELIHOODS</td>
<td>5,540</td>
</tr>
<tr>
<td></td>
<td>SET-UP OF A REGIONAL MIGRATION RESPONSE COORDINATION OFFICE IN GAZIANTEP</td>
<td>1</td>
</tr>
<tr>
<td>OUTCOME</td>
<td>COMMUNITIES SUPPORT THE NEEDS OF MIGRANTS, THEIR FAMILIES AND THOSE ASSISTING MIGRANTS AT ALL STAGES OF MIGRATION</td>
<td></td>
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</tbody>
</table>
STRATEGY FOR IMPLEMENTATION

STRENGTHEN NATIONAL SOCIETY CAPACITIES

The TRCS seeks to expand its youth volunteer base and engage more meaningfully with young people. IFRC will technically support the TRCS to implement a Youth Engagement Strategy, and will pilot a ‘Youth as Agents of Behavioural Change’ module for greater participation in National Society programmes and activities. IFRC will support the National Society to deliver a training module at the annual Turkish Red Crescent Youth Summer Camp which will introduce young people to the global Red Cross Red Crescent Movement and how they can play an important role in shaping the future of humanitarian work. The National Society will establish a volunteer policy, advocate for volunteer law with the related authorities, and set up a volunteer database for better recruitment and retention.

The TRCS aims to enhance its communications outreach during emergencies to advocate for a more positive public perception of vulnerable groups as well as to manage reputational risk during times of great stress. IFRC will support the National Society to draft a Communications in Emergencies plan by delivering training and technical support to National Society leadership, senior management, staff and volunteers.

With the support of the IFRC through technical assistance and training, the TRCS will set up a Planning, Monitoring, Evaluation and Reporting unit to improve planning and overall accountability to key stakeholders.


132,000 SWISS FRANCS SOUGHT

THE TURKISH RED CRESCENT SOCIETY IS STRENGTHENED IN KEY AREAS TO ENHANCE PROGRAMME DELIVERY, ACCOUNTABILITY AND A SHARED CULTURE OF LEARNING, INNOVATION AND KNOWLEDGE-SHARING
The TRCS is a strong National Society delivering disaster response and social services domestically, and providing cash, in-kind and technical assistance in other countries where support is needed. In order to utilize its existing skills, processes and technological know-how, the National Society is exploring the potential of establishing Istanbul as a hub for training and facilities, anchoring the Europe-based regional disaster response team (RDRT) mechanism, and providing warehousing capacity at the new airport. Istanbul is already an international major hub for travel, transport, and industry, with existing infrastructure and facilities. TRCS is also considering hosting a smaller hub for cash and social security interventions and will continue to evaluate the feasibility of this initiative. This concept will be further developed and explored by the National Society with technical support from IFRC throughout 2019.

Developing and diversifying its income generation activities is a key component of the TRCS’s Strategic Plan. The National Society generates significant income through its health and blood services, mineral water and real estate management activities. The TRCS now aims to increase its fundraising capacities through diversifying its income sources, informed by technical support, training and best practices from the Red Cross Red Crescent family, and specialist support from IFRC where needed.

The Turkish Red Crescent Society establishes an international hub for RCRC training, disaster response and contingency stock for more effective disaster management and response.

The Turkish Red Crescent Society diversifies and strengthens its resource mobilization portfolio for greater sustainability, transparency and accountability.
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