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Emergency Plan of Action (EPoA) Cyprus: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

DREF n° MDRCY001	Glide n° OT-2019-000127-CYP
Date of issue: 21 October 2019	Expected timeframe: 4 months Expected end date: 18 February 2020
Date of the disaster: 30 September 2019	
Category allocated to the of the disaster or crisis: Yellow	
DREF allocated: CHF 112,546	
Total number of people affected: 8,000	Number of people to be assisted: 1,500
Host National Society presence (n° of volunteers, staff, branches): Cyprus Red Cross Society (CRCS) with 4,000 volunteers, 37 staff, 7 branches and 1 local unit.	
Red Cross Red Crescent Movement partners actively involved in the operation: IFRC, ICRC (RFL)	
Other partner organizations actively involved in the operation: Cyprus Ministry of Interior, Cyprus Immigration Police, Cyprus Asylum Service, CODECA, UNCHR, Cyprus Refugee Council (CRC), FRONTEX, EASO	

A. Situation analysis

Description of the disaster

In 2019 the number of asylum applications has dramatically increased to 9,521, as seen in Figure 1., bringing Cyprus the first country in the per capita number of receiving asylum applications among the 28 EU member states, with 11,600 applications still pending from previous years. Based on the data provided by the Asylum Service, this number was 7,713 in 2018, representing a 59 per cent increase in the number of applications in 2017 (4,459). The number of new arrivals in the first trimester of 2019 surpassed 4,500 persons, which represents a 130 per cent increase compared to the corresponding period in 2018. Given the already high number of pending asylum applications and the continuous new arrivals, the Government of Cyprus was unable to cope with the situation, therefore the Minister of Interior formally requested 5,000 recognized refugees to be relocated to other EU countries.



Image 1 - Registering newly arrived migrants. Photo by Cyprus Red Cross Society

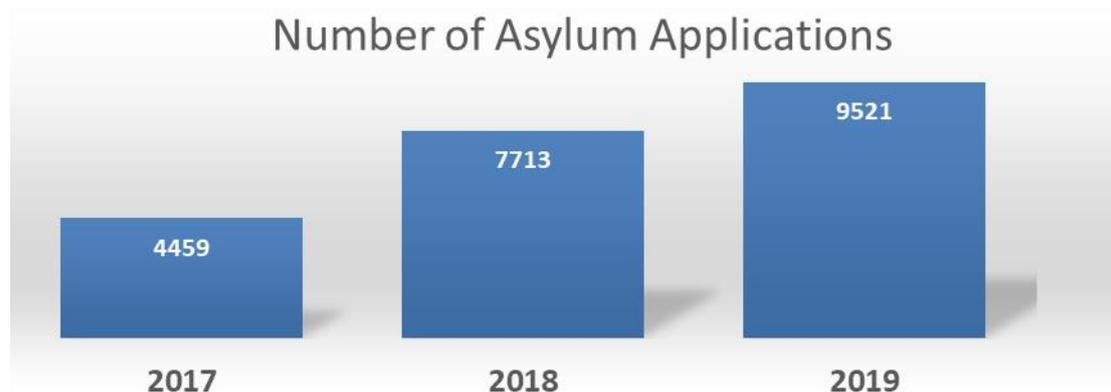


Figure 1: Number of Applications for Asylum Applications (2017-September 2019)¹

Although Cyprus continuously receives migrants, the numbers are fluctuating and changing from month to month. As shown in Figure 2, in the first months of 2019 the numbers were relatively low, but significantly increased in April and peaked in May 2019 at 531 persons. Following this steep increase, the number of new arrivals dropped and remained between 220 and 300. The latest increase was experienced in September 2019 when the number of new arrivals almost doubled compared to the previous two months. The Cyprus Red Cross Society, fulfilling its auxiliary role to the public authorities in the humanitarian field, has been providing assistance to the newly arriving migrants since autumn 2018 from their own resources. However, the continuous arrivals and especially the latest sudden increase in September has put an enormous pressure on the already depleted stocks, financial resources and the staff of the National Society to maintain the quality of the humanitarian assistance, leading to their request for external support.



Figure 2: Newly arrived migrants serviced per month (January to September 2019)²

Recent trends in new migration arrivals³

Currently, the monthly average migrant arrivals stand at approximately 300 calculated based on the number of arrivals between 1 January and 30 September 2019. However, as mentioned above, the numbers are fluctuating from month to month, therefore this figure is only indicative.

Most of the migrants arrive via the non-government controlled northern part of the island crossing the UN controlled check point in Nicosia and are transported to the First Reception Centre in Kokkinotrimithia. However, some boat arrivals have also been registered, although in much less numbers. So far in 2019 (in January, May (2), August and October) there have been four boats arriving to the shores of Cyprus with altogether 117 migrants on board.

Parallel to the decreasing trend observed in the number of Syrian nationals, the number of migrants arriving from African countries has increased. According to findings of interviews made during the asylum application process, hundreds of African nationals enter through the non-government controlled northern part of the island to study at the Universities located there. However, some of them claim the living conditions and job opportunities not having met their expectations and therefore they fled to the government controlled southern part of the island, seeking asylum, and a better future.

¹ Source: Cyprus Asylum Service (data communicated via email)

² Data based on served beneficiaries. The lists of the migrants are communicated to the CRCS from the Asylum Service's partner in the First Reception Centre, CODECA.

³ The evidence with regards to the routes via which migrants arrive in Cyprus stem from witness claims which are recorded during interviews with the UNHCR or the Asylum Service. This information was conveyed to CRCS by the Director of the UNHCR-Cyprus, Ms Katjia Saha.

Stemming from the above, it is evident that the pattern of arrivals (numbers) cannot be predicted with any degree of certainty and independent of weather conditions.

Reception and hosting capacity in the Reception Centers for migrants:

The entire grid of services relating to asylum seekers and migrants, as well as their treatment and the protection of their rights are regulated by the Refugee Law 2000 (6(I)/2000) as amended in 2016, the Aliens and immigration law, the relevant Ministerial decisions and the EU directives on refugees and migration. Currently, asylum seekers who are recognised as refugees receive subsidiary protection, but not international protection status. In fact, all asylum seekers, regardless of nationality, receive subsidiary protection status, which, however, means that they are not entitled to family reunification.

According to Cyprus migration policy, all foreign nationals who wish to enter the country, undergo a personal data verification check by the Immigration Police. The same procedure is implemented for all those who seek asylum. Hence, any migrants, who are intercepted at sea or in land (currently at the crossing over checkpoints), undergo security checks upon their transfer to the closest police station. Once the screening is completed, they are transferred to the First Reception Centre in Kokkinotrimithia. Once inside the centre, the newly arrived migrants undergo a medical check. Thereafter, based on a schedule, the arrivals are escorted to the Asylum Service in order to file their asylum application⁴ and to the Civil Registration and Migration Department (CRMD) in order to obtain their Alien Registration Code (ARC).

Once all procedures are completed, and provided that the asylum seekers can make available a legitimate address, they can leave the centre. There are two centres in the country, where the asylum seekers are accommodated: the above mentioned First Reception Centre in Kokkinotrimithia and the Open Reception and Accommodation Centre in Kofinou.

1. The First Reception Centre in Kokkinotrimithia, a village located west of Nicosia:

The Centre was established in September 2014, after the emergency need arose, in order to accommodate 345 Syrian nationals, who had arrived in Cyprus on the first boats. Since then, it was operating *ad hoc*, opening only when there were new arrivals. However, due to the increase of migrant arrivals daily, it currently operates 24/7 in its full capacity (~300). Because the hosting capacity has reached its limits, the Government of Cyprus decided to extend the grounds and amenities⁵ of the centre in order to address the increasing number of arrivals.

2. Open Reception and Accommodation Centre for Applicants of International Protection at Kofinou:

This is the only Reception and Accommodation Centre in Cyprus and it is in Kofinou, in Larnaka district. The Centre has a maximum hosting capacity of around 400 people but in reality, capacity is more like 300 due to the need to accommodate people in family and nationality groups. The hosting capacity represents less than 10% of the total number of Asylum Seekers currently in Cyprus, demonstrating that the Centre reached its full capacity a long time ago. Asylum Seekers who do not have friends or families to host them, are hosted in hotels, paid for by the Government. However, according to the information received from the authorities and the UNHCR, the majority of them remain homeless. The Cyprus Red Cross Society has attended some cases of asylum seekers seeking refuge in the CRCS offices, since they had nowhere to go. Following the CRCS intervention of contacting the Welfare Services, these desolated people were put up in hotels paid by the Welfare Services. Hence decent housing, if any housing at all, is the most acute and persistent problem for asylum seekers and vulnerable groups (including families), in Cyprus.

Summary of the current response

Overview of the Host National Society

The CRCS is one of the most active organizations in the field, in addressing migrants' needs. The National Society offers a wide range of services to migrants, ranging from humanitarian aid, psychosocial support, Restoring Family Links (RFL), medical appliances, and recreational activities to capacity building for potential employment. The CRCS has set up an important grid of services or projects, which include actions based on the organization's funds as well as funds offered by the EU.

As a National Society, the CRCS provides humanitarian assistance to migrants (an activity that is also carried out by the branches), regardless their status or location inside the Republic of Cyprus.

⁴ Asylum Applicants receive a confirmation letter that their application has been successfully filed and thereafter they wait to be called for their first interview- a process that can take up to three (3) months.

⁵ Amenities and Services: Kitchen, Dining Room, Laundry, Toilets, Showers, Outpatient clinic, Centre reception (including asylum service, social welfare representatives, as well as interpreters).

FIELD SERVICES provided by the CRCS:

1) *First Reception Centre for Migrants – Kokkinotrimithia*

The CRCS is one of the very few authorized humanitarian organization by the Republic of Cyprus, to enter the Kokkinotrimithia First Reception Centre and provide humanitarian assistance to the newly arrived migrants who, as an average, spend from three to 15 days in the centre. Given the short-term migrants spend here, the CRCS assistance currently is provided mainly in the form of relief items..

Humanitarian Assistance

Each migrant receives a hygiene parcel including a bath and a face towel, a toothbrush and a toothpaste, a bar of soap, a small bottle of shampoo (baby shampoo for children), a comb, a packet of wipes. Women are also given sanitary pads. In the next steps, migrants are provided with a pair of bath slippers, a pair of underwear and other items of clothing (socks, T-shirt, joggers etc) from the CRCS storage facility. In addition, infants are provided with baby bottles, pacifiers and diapers, and children with toys. Any specific need such as a pram, pushchair or special milk formula particularly for lactose intolerant children is noted down and addressed on the following day.

RFL - Restoring Family Links Info Session

The CRCS provides an RFL info sessions to inform the migrants about the service and the way they can use it. The info session is held at the time of distributing the above-mentioned kits. Together with the kit, migrants also receive an information card with the contact details of the CRCS RFL Officer, whom they can reach in case they would like to use the service.

“Refugee Buddy” Mobile Application Info Session

Following the RFL info session, the migrants are also informed about the “Refugee Buddy”, a pioneering mobile virtual assistant providing information on the conditions of living in Cyprus. The application was designed by the Netherlands Red Cross and used by the Canadian Red Cross, the Norwegian Red Cross and the CRCS.

Psychosocial Support

If, during the needs assessment phase, the migrant is acknowledged to have the need for psychosocial support (PSS), the case is forwarded to the CRCS PSS team for intervention.

The CRCS is informed about migrants’ arrivals by a mobile message from the Coordination Centre of the Cyprus Civil Defense. Since the information is received after the migrants’ entry in the Centre, the CRCS is unable to respond in a timely manner because of the lack of human resources (there is currently no CRCS staff placed inside in the Centre). Thus, the hygiene parcels are being prepared by the CRCS volunteers but are distributed by the Centre’s reception officers (CODECA officers). However, the CRCS organises visits to cater for the newly arrived migrants as soon as possible. This procedure is also problematic because the Government prioritises procedures with the authorities, which demand transportation of the migrants outside of the centre, rather than their humanitarian and psychosocial needs.

Over the course of 2019 the CRCS has provided their services to more than 2,900 temporarily residing migrants at the centre.

2) *Open Reception and Accommodation Centre for Asylum Seekers at Kofinou*

The Cyprus Red Cross Society’s staff and volunteers visit the centre on a weekly basis, in order to register and address the residents’ needs (humanitarian or otherwise). Needs are registered either during personal interview or by request coming directly from the asylum seekers. Asylum seekers in this centre normally stay until their asylum request is processed, which often lasts up to two years. While staying in the centre they are assisted by CRCS in the following areas:

Health and Care

Access to health care, including emergency health care, essential treatment of illnesses and serious mental disorders, is ensured by a local NGO called Center for Social Cohesion, Development & Care (CODECA), which was assigned by the Ministry of Interior to provide overall management of the centre. However, prescribed medicines that are not on the Hospital Pharmacy Essential Drug list, as well as visual aids (spectacles) are not covered by the Government through CODECA, therefore they are provided by the CRCS.

Psychosocial support

The CRCS Psychosocial Support staff and volunteers offer psychological services to residents on a regular basis. In addition, every second Saturday of the month, a group of trained Psychosocial Support Volunteers visit the

Centre in order to provide psychosocial support activities for the children, such as theatre, handicrafts, music, dancing and painting.

Recreational activities (Project funded by the Asylum, Migration and Integration Fund):

The CRCS, through the project of “Building Smiles for the residents of Kofinou” organises a number of monthly recreational/orientation excursions for the residents with a view to entertain, and at the same time, to assist them in learning more about the country and its culture, which would assist them in their integration to the society. The project also offers a programme for afternoon homework assistance to the students, as well as gym and art classes for children. Adults may enjoy cooking classes, gym activities, movies, and computer classes.

Employability and Social Integration of Refugees and Asylum Seekers – ESIRAS (Project funded by the European Union Programme for Employment and Social Innovation)

With the funding of ESIRAS project, the CRCS assisted refugees and asylum seekers to acquire skills and capacities through training workshop and professional vocational trainings in order to increase their chances in their quest for finding employment. The CRCS also organized socio-cultural orientation events that would help them to integrate into the local society. This project, however, has ended and due to lack of funds is unlikely to be continued.

Overview of the Red Cross Red Crescent Movement in the country

The Cyprus Red Cross Society (CRCS) is a humanitarian organization supported by volunteers and guided by the Fundamental Principles of the Red Cross and Red Crescent Movement and its own Statutes. The main focus of its activities is to prevent and alleviate human suffering and to support and assist vulnerable groups. Moreover, the CRCS prepares individuals and communities to respond effectively to emergencies, in times of peace and war, without any discrimination as to race, class, gender, religion or faith or political opinions or beliefs or any other similar grounds.

The close collaboration of the CRCS and the Movement, as well as the recognition of CRCS (2012), have been consolidated by visits from officials of the ICRC, the IFRC Secretariat and the IFRC Regional Office for Europe. The IFRC President visited the National Society in February 2019, where the migration issue was extensively discussed. Following the request of the CRCS, a technical visit was paid in September 2019 by the IFRC Regional Office for Europe with the purpose of laying the ground for further operational and technical support of the IFRC as well as to provide a hands on training to the relevant staff on the IFRC disaster response tools. ICRC is supporting the implementation of RFL services through training and the financial contribution to the employment of an RFL officer for 2019.

In addition, the NS has been collaborating with the other National Societies in Europe such as the Icelandic Red Cross, the Norwegian Red Cross, the Luxemburg Red Cross, the Monaco Red Cross and the Austrian Red Cross, whereby several projects have been financed by these NSs and implemented by the CRCS.

Moreover, CRCS has been active in building up networks of collaboration with other Small European National Societies (SENS) Group: Andorra, Cyprus, Iceland, Liechtenstein, Luxemburg, Malta, Monaco and Montenegro) in a view to explore possibilities for common activities in mutual areas of interest. The 5th SENS meeting was hosted by the Cyprus Red Cross Society in September 2019, where officials from the ICRC, the IFRC and the RCEU also participated.

In addition, the CRCS is a new member of the Neighbours Help First (NHF) Network since June 2019, joining 12 other member National Societies (i.e. Albanian RC, RCS of Bosnia and Herzegovina, Bulgarian RC, Croatian RC, Hungarian RC, Polish RC, Slovenian RC, RC of North Macedonia, RC of Montenegro, RC of Serbia, Romanian RC and Turkish RC) and six Movement observers to the network (i.e. Austrian RC, Slovak RC, Czech RC, Italian RC, IFRC and ICRC) for cooperation, focus on leadership and disaster preparedness.

Overview of the non-RCRC actors in the country:

The main non-RCRC actors that the CRCS collaborates closely with in relation to the current response basis are:

1. *Ministry of Interior:* It oversees the infrastructure of both centres and the Ministry is responsible for implementing all migration/asylum-related policies in Cyprus. The collaboration between the Ministry of Interior and the CRCS was strengthened with the AMIF project, which commenced at Kofinou Reception and Accommodation Centre, in 2016;
2. *Immigration Police:* It is a special police unit that is responsible for the verification of the identity of migrants; it performs security checks and registers migrants' data. It is also responsible for transportation of migrants under reception procedures;

3. *Civil Defence* (Coordination Centre): It communicates the messages about the new migrant arrivals to relevant actors (CRCS included);
4. *Asylum Service*: Governmental service under the Ministry of Interior. It is responsible for examining, processing and accepting or rejecting asylum applications. It is also responsible for the overall supervision of both centres, as well as communicating the migrants' data to appropriate partners, upon request;
5. *Center for Social Cohesion, Development & Care (CODECA)*⁶: This NGO is the partner of the Asylum Services, responsible for managing both centers (Kokkinotrimithia and Kofinou) and supported financially by the Civil Defense grant for the Kokkinotrimithia and by Asylum Service for Kofinou centres.;
6. *United Nations High Commissioner for Refugees (UNCHR) Cyprus*: It overviews the implementation of UN declarations and relevant regulations on the rights of refugees and asylum seekers. It also provides support to the government and monitoring the state-of –affairs with regards to refugees and asylum seekers;
7. *Cyprus Refugee Council*: Partner of UNHCR in both centres. It provides support to vulnerable groups in Kokkinotrimithia. It also provides legal support and guidance relating to integration schemes to migrants residing in Kofinou;
8. *FRONTEX*: It provides support to immigration police relating to the registration procedures of the migrants' data in the EURODAC (Kokkinotrimithia), and;
9. *European Asylum Support Office (EASO)*: It provides support to the Asylum Service and assistance in processing the backlog on pending asylum applications. In Kofinou it also acts as the focal point in the coordination of support from NGOs and volunteer teams.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

1) *First Reception centre for Migrants – Kokkinotrimithia*

As mentioned above, the CRCS has been providing assistance to the migrants in both centres since autumn 2018. The response was funded from the National Society own resources, which, however, depleted. The National Society being present in the centres almost daily, continuously monitors the needs of the migrants. Based on the experience gained in the past year, the National Society plans to continue with addressing the same needs and expand its activities to fields, where further needs have been identified.

To ensure timely and appropriate service provision, the CRCS has identified the need for recruiting two CRCS social workers, who will be based in the First Reception Centre and work on rotation shifts at the Centre. By doing so, the CRCS will ensure continuous presence in the centre and dialogue with the migrants. The social workers are in need of hands on training strengthening their capability to identify vulnerabilities, as well as to provide basic psychosocial support, if need arises. The two social workers are also expected to be responsible for the distribution of the CRCS hygiene parcels and of other items, as well as for informing the newly arrived migrants about all other CRCS services.

The social workers will be equipped with a CRCS services' brochure, a 'guidelines on hygiene' brochure, and a 'guidelines on addressing trauma' brochure to be produced during the first weeks of the plan implementation. In order to meet the needs of all possibly affected populations, those brochures will be available in English, French, Turkish, Arabic, Urdu, Farsi, Kurmanji and Sorani. (The 'Guidelines on addressing trauma' brochure includes general information about trauma, guidelines on recognizing psychological trauma and ways to address it in a first screening phase. The social workers will receive a two-hour training on the brochure and on to how to refer cases to the CRCS PSS Officer.)

Another need that the CRCS has identified during the numerous visits to the Reception Centre, was the migrants' wish to communicate with their family. Thus, there was a great need for an RFL officer, who was trained on how to handle the requests and perform all RFL-related routines, visiting the Centre at least twice per week. The costs of this RFL officer is currently covered by ICRC, which will continue providing this service. In order to ensure that all appropriate information on the RFL services at any point in time, it is necessary that the CRCS is provided with the relevant RFL posters and information cards.

Lastly, concerning the psychosocial needs of the migrants, the CRCS has identified the necessity to establish a recreational space for children, as well as a prayer room for the migrants to be able to perform their religious practices in private.

Therefore, the CRCS plans to set up a tent for a playground or a nursery to be used by vulnerable people, e.g., mothers and children, equipped with toys, as well as a tent to serve as a prayer room. It is important to note that the CRCS is the only partner of the Government providing PSS activities, inside the Centre and that the setting

⁶ <https://www.codecacy.org/>

up of the two spaces will be an innovation in providing a better quality of life for people affected by the population movement.

2) *Open Reception and Accommodation Centre for Asylum Seekers at Kofinou*

Due to the capacity of the CRCS, the response mainly focuses on meeting the needs of the newly arrived migrants in the First Reception Centre in Kokkinotrimithia, those needs having been addressed by the CRCS in the past one year in the Open Reception and Accommodation Centre would remain unattended in case the CRCS withdraws. Therefore, the CRCS plans to continue covering any prescribed medicine that is not included in the Hospital Pharmacy Essential drug list as well as the visual aids (spectacles). Indicatively, more than 53 medical prescriptions have been serviced, since September 2018.

Not all migrants who reside in this centre are transferred from the First Reception Centre in Kokkinotrimithia but arrive legally to Cyprus by air (in Larnaka or Paphos airports) and are referred to the centre either by the Welfare Services or go there by themselves. Since the first intervention by the CRCS is conducted in the First Reception Centre in Kokkinotrimithia, those arriving directly to the Open Reception and Accommodation Centre do not necessarily meet immediately CRCS staff or volunteers. Therefore, those are in special need of information about the CRCS services, including hygiene rules, PSS services and RFL. For this reason, it is necessary to distribute the brochures and RFL cards. In addition, two RFL posters need to be placed at the Centre's reception and the CRCS office.

With this operation the CRCS focuses on addressing the basic needs of the migrants. However, with the continuous tendency of the new arrivals, there is a need to develop a longer-term plan, which would expand the fields of the response and address longer term needs. Therefore, the IFRC ROE plans to support the National Society to develop and then to implement such plan.

Targeting

As in other countries affected by the population movement along the Balkan route, the biggest group of the migrants in Cyprus is adult men followed by adult women and only 20 per cent of them are children below 17 years.

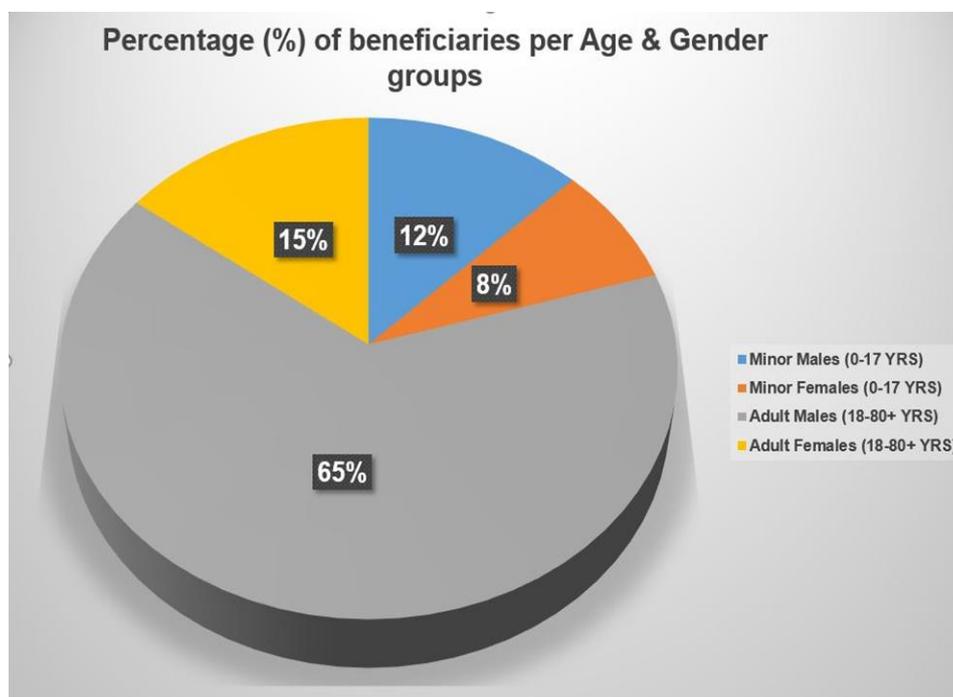


Figure 4: Percentage of serviced newly arrived migrants per age and gender (January to September 2019)

As mentioned above, the CRCS will strive to cover the needs of 1,500 migrants, of which 1,200 are estimated to be newly arrived migrants at the First Reception Centre in Kokkinotrimithia, while 300 asylum-seekers residing at the

Kofinou Open Reception and Accommodation Centre. Priority will be given to the most vulnerable, who are considered to be unaccompanied minors, single women, single mothers and people with disabilities.

Scenario planning

Best case scenario: The number of newly arrived migrants decrease significantly and remains at a low level (15 new arrival per week). The CRCS can maintain the same level of services and expand to other fields, such as social inclusion and integration, improving the quality of the asylum seekers and persons with international protection.

Most likely scenario: The number of newly arrived migrants remains at the current level (80-120 migrants per week). The CRCS, considering the current resources both in human and financial, catering for the needs of more than 250 newly arrived migrants per month, is already a huge financial burden and a tremendous strain on the CRCS staff and volunteers. Therefore, the CRCS only has capacity to maintain the same activities and to address the basic needs of the newly arrived migrants with the help of the DREF support, but is not in the position to take on further role in the improvement of the quality of life of the asylum seekers.

Worst case scenario: The number of newly arrived migrants increases significantly and remains or further increases for the coming months (500-600 newly arrived migrants per month). If this scenario materialises, neither the CRCS nor the Government of Cyprus will be able to fully respond.

Operation Risk Assessment

It is important to emphasize that any new outbreak or escalation of conflict in neighbouring Syria might have a knock-on effect to influx of new migrants in the region, including Cyprus. Since the situation in the neighbouring country is still very volatile, any such possibility may be highly likely.

It is important to underline that with the current prevailing situation, which has put a tremendous strain on the finances on the NS, there is the danger that the CRCS may not be in position to maintain the services it provides to this vulnerable group. In addition, due to the lack of human resources, both staff (employees at the CRCS-HQ are forced to become front-liners under these circumstances) and volunteers have been burnt out; signs of physical and psychological stress are evident.

B. Operational strategy

Overall operational objective

The emergency/basic needs (hygiene, food, clothing, PSS actions and info point) of up to 1,500 migrants are covered for the period of four months to reduce their vulnerability. All 1,500 persons will be provided with RFL services (available to all migrants who need to get in contact with family members).

As described above, migrants' arrival to Cyprus intensified in September 2018 and the number of new arrival continues putting a pressure since then on both the Asylum system of the country as well as on the CRCS in their efforts to meet the basic needs of the asylum seekers and improve the quality of the services provided by them. The CRCS has been responding to the crisis since autumn 2018 in the form of the above described assistance, which have been funded from the National Society own resources. However, due to the depleted stocks and the weakened capacity of the National Society caused by the continuous pressure and the increasing number of new arrivals, this DREF request aims to provide immediate support to the National Society for the period of four months to maintain the same level of assistance, which has been provided since the beginning of the crisis. Based on the experience gathered from the past one year, the monthly average number of newly arrived migrants (currently 313) is foreseen to continue to be the same with some fluctuations on a monthly basis.

Therefore, the IFRC ROE, together with the CRCS, plans to develop a longer-term plan as a continuation of activities after the conclusion of the DREF operation, which would include provision of basic items as well as enhancement of activities that will aim to address long-term needs of asylum-seekers, such as protection, social inclusion and integration. This plan will be embedded in the IFRC Europe Regional Plan 2020.

Proposed strategy

The planned activities will be as follows:

1. Provision of 1,500 hygiene parcels to migrants first entering Cyprus. The service will be provided inside the First Reception Centre in Kokkinotrimithia, upon the migrants' arrival, by the CRCS social workers (to be hired). In order for the distribution of the parcels to happen in a timely manner, two social workers will be hired as part timers working in rotating shifts, during the weekdays as well as weekends.

Table 1 - Content of the hygiene parcels according to gender and age

Adult Male	Adult Female	Male/Female-Minor (2-16 yo)	Male/Female-Minor (up to 2yo)
<ul style="list-style-type: none"> • Face Towel • Bath Towel • Soap • Comb • Wet Wipes • Toothbrush • Toothpaste • Shampoo 	<ul style="list-style-type: none"> • Face Towel • Bath Towel • Soap • Comb • Wet Wipes • Toothbrush • Toothpaste • Shampoo • Sanitary pads 	<ul style="list-style-type: none"> • Face Towel • Bath Towel • Soap • Comb • Wet Wipes • Toothbrush • Toothpaste • Shampoo 	<ul style="list-style-type: none"> • Face Towel • Bath Towel • Soap • Comb • Wet Wipes • Toothbrush • Toothpaste • Baby Shampoo • Baby Talc Powder • Baby Anti-Rash Cream • Half Pack of Diapers • Pacifier • Milk Bottle • Baby Clothes • Baby Shoes • Socks

2. Provision of 1,500 clothing and footwear parcels to migrants first entering Cyprus. The service will be provided inside the First Reception Centre in Kokkinotrimithia, upon the migrants' arrival, by the CRCS social workers (to be hired). In order for the distribution of the parcels to happen in a timely manner, two social workers will be hired as part timers working in rotating shifts, during the weekdays as well as weekends.

Table 2 - Content of the clothing and footwear parcel according to gender and age

Adult- Male	Adult- Female	Male/Female-Minor (2-16 yo)	Male/Female-Minor (up to 2yo)
<ul style="list-style-type: none"> • Bath slippers • T-shirt • Underwear • Track suit • Socks 	<ul style="list-style-type: none"> • Bath slippers • T-shirt • Underwear • Bra • Track suit • Socks 	<ul style="list-style-type: none"> • Bath slippers • T-shirt • Underwear • Track suit • Socks 	<ul style="list-style-type: none"> • Pacifier • Milk bottle • Baby clothes • Baby shoes • Socks

3. Provision of 250 children toys and 50 baby toys. The toys will be provided alongside the hygiene parcel.
4. Provision of 1,500 brochures on Red Cross Services for migrants, by the rotating CRCS social workers. The brochures will be provided alongside with other related material. The social workers will inform the migrants orally as well.
5. They will also make a short presentation on the Mobile Application of the CRCS "Refugee Buddy".⁷
6. Provision of 1,500 brochures on Hygiene Guidelines for Migrants, by the rotating CRCS social workers. The brochures will be provided alongside with other related material.
7. Provision of 1,500 brochures on Trauma in several languages (the brochure already exists in several languages), by the rotating CRCS social workers. The brochures will be provided alongside with other related material.

⁷ More information on the app are available at: <https://play.google.com/store/apps/details?id=com.afrogleap.refugeebuddy&hl=en>

8. Provision of information material in the form of a card with the contact details of the RFL officer and a short description of how they can request for the service. The cards will be distributed by the RFL Officer visiting the Centre on dedicated days and hours. This activity is funded by the ICRC.
9. Setting-up of child and family friendly spaces (e.g. toys, carpets, benches & tables). The CRCS will utilize a tent from its own stocks. In the child friendly spaces children will help children find their strengths and resilience. The CRCS will organise social and educational activities that will help interact with others, including activities relating to relaxation.
10. Setting-up of a prayer room (carpets, Quran & Holy Bible). Similarly, to the child friendly space, the CRCS will use a tent from its own stocks.
11. Provision of PSS through organising group meetings to air problems in order to reinforce coping mechanisms to respond to loss, pain, disruption and violence as well as organising meetings with a view to empower oneself to cope with trauma.

Logistics and supply chain

The items for this DREF operation will be procured locally, following the IFRC procurement procedures. The Cyprus Red Cross Society (CRCS) has an extensive experience in procuring and distributing relief items. Well-established relationships exist with suppliers of food, hygiene items, clothes and other NFIs providing items for regular activities and other emergency operations. The CRCS always follows national legal procurement procedures. This usually means that the CRCS submits three quotations and a commission established within the National Society selects the best bidder (a Comparative Bid Analysis). Building on local regulations and the NS practice, and in order to ascertain that a strict compliance to the IFRC procedures is ensured, the NS will be maintaining standard IFRC file format for every procurement, all in accordance with IFRC Procurement Manual, which will be presented to NS. Following the IFRC standard procedures, the NS will send upfront, and before signing off a Purchase Order, a copy of the required documents to ROE & IFRC Global Operational Procurement Team Budapest (GOPT), to obtain technical authorization for files exceeding CHF 50,000. The same procedure (GOPT involvement and approval) will be applied in case of any exceptional file to be processed in emergency. When it comes to procurement of clothes, different sizes will be procured based on a needs assessment. In addition to this, the supplier will be able to change the items for bigger/smaller sizes, if needed.

Communications

The visibility of the CRCS activities and strengthening of the National Society's image, will be ensured through the following activities: optimizing the visibility of National Society through appropriate branding of volunteers and staff, local press release, local media field visits, and a communications delegate field trip organized by IFRC. Materials will be shared with local media and through the social media accounts of the CRCS and IFRC ROE.

The IFRC ROE Communications team will disseminate photos, stories and other materials gathered during the four-month operation.

Community Engagement and Accountability (CEA)

Throughout the operation people affected by the population movement and in areas where the Red Cross is carrying out activities will be consulted prior to activities taking place - where and when distributions do take place people will understand why specific items are being distributed, to whom, and based on what criteria.

In areas where the Red Cross is active, people should be made aware of the Code of Conduct and the standards to which staff and volunteers should be held - particularly that requests for payment or favours of any kind in return for aid are strictly against Red Cross principles. People will also be made aware of simple, safe, confidential ways they can raise any possible complaints.

People from marginalised groups may be disproportionately vulnerable and at risk of being excluded from, or otherwise not reached by Red Cross activities and distributions. Measures will be adopted to ensure activities and distributions are inclusive and gender sensitive.

Appropriate channels and opportunities for those the Red Cross is working with, and other community members, to ask questions, receive answers and to give feedback, will be provided either through training staff and volunteers to handle and record questions and feedback, the provision of help desks at distribution and activity sites, the setting up of a dedicated feedback telephone line, or other channels/mechanisms. Systems will be put in place to ensure feedback and questions are considered at programme management level and able to inform adaptation of implementation.

Satisfaction surveys and post distribution monitoring will be carried out, including questions investigating the appropriateness and effectiveness of Red Cross interventions e.g. whether health or hygiene promotion information was relevant, whether it has been acted upon and, if not, what the barriers to people taking action were be they physical, financial, cultural etc.

Planning, monitoring, evaluation and reporting (PMER)

The CRCS will monitor the entire project implementation. Regular monthly updates will be provided by the CRCS to the IFRC on the general progress of the operation. A satisfaction survey and post-distribution monitoring will be conducted as part of the monitoring and evaluation, using random check mechanism and individual interviews with people affected by the population movement and Red Cross activities. A lessons' learned workshop will also be conducted to share the breadth of experience gathered and challenges encountered during the operation among the CRCS, IFRC, ICRC and government actors involved in the response. In addition, the IFRC in close cooperation with the CRCS will conduct an operation review with the aim to define best practices and challenges and based on those the key areas where longer term support will be required.

Human resources

The CRCS Director General will be responsible for the overall coordination of the DREF operation and the operational activities will be managed and conducted by the Migration Officer, supported by the CRCS-PSS Officer and Processes Management Officer. The operation will be implemented by two CRCS social workers (to be hired), one RFL officer (to be hired) and 10 volunteers.

The IFRC ROE will provide technical support through a deployment of RDRT in procurement and logistics and in terms of operation management including migration, finance, monitoring and reporting, where necessary.

Information technology

All relevant information and photos will be shared with partners and stakeholders through the social media of the CRCS(website, Facebook) and communicated through national and local printed and electronic media. The CRCS-HQ and the warehouse have well established software that keeps track of all distributions and records all the payments enabling transparency in the work of the National Society. Local branches have their own internal software, which also keeps records of distributions and payments.



Migration

People targeted: 1,500

Male: 1,000

Female: 500

Requirements (CHF): 7,460

P&B Output Code	Migration Outcome 1: Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit and destination)	The needs of migrants and their families are supported															
	Migration Output 1.1: Assistance and protection services to migrants and their families are provided and promoted through engagement with local and national authorities as well as in partnership with other relevant organizations.	1,500 people reached with message on CRCS services 2 social workers employed															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP036	Employment of two social workers (part-time)																
AP036	Preparation and printing of information brochures on CRCS Services for migrants																
P&B Output Code	Migration Output 1.3: "Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster"	# of people reached with RFL services (actual figure to be reported along with the progress of the implementation)															
		Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
AP083	Distribution of cards with information on RFL service and contact details																
AP083	RFL Officer visiting the Centre in dedicated days and hours.																
AP083	Placing posters in the centres with information about RFL services																

Strategies for Implementation

Requirements (CHF) 14,150

P&B Output Code	Outcome S2.1: Effective and coordinated international disaster response is ensured
	Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards

D. Budget

The budget of the DREF operation is CHF 112,546. Please click [here](#) to see the budget.

Click here

1. Click [here](#) to return to the title page.

Contact information

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

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How we work

All IFRC assistance seeks to adhere to the [Code of Conduct](#) for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief and the [Humanitarian Charter and Minimum Standards in Humanitarian Response \(Sphere\)](#) in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace**.

DREF OPERATION

MDRCY001 Cyprus - Population Movement

18/10/2013

Budget Group	DREF grant budget
Shelter - Relief	656
Shelter - Transitional	0
Construction - Housing	0
Construction - Facilities	0
Construction - Materials	0
Clothing & Textiles	55,500
Food	0
Seeds & Plants	0
Water, Sanitation & Hygiene	24,700
Medical & First Aid	0
Teaching Materials	2,392
Utensils & Tools	0
Other Supplies & Services	819
Emergency Response Units	0
Cash Disbursements	0
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	84,066
Land & Buildings	0
Vehicles Purchase	0
Computer & Telecom Equipment	0
Office/Household Furniture & Equipment	0
Medical Equipment	0
Other Machinery & Equipment	0
Total LAND, VEHICLES AND EQUIPMENT	0
Storage, Warehousing	2,000
Distribution & Monitoring	0
Transport & Vehicle Costs	0
Logistics Services	0
Total LOGISTICS, TRANSPORT AND STORAGE	2,000
International Staff	0
National Staff	0
National Society Staff	6,760
Volunteers	150
Total PERSONNEL	6,910
Consultants	0
Professional Fees	0
Total CONSULTANTS & PROFESSIONAL FEES	0
Workshops & Training	3,200
Total WORKSHOP & TRAINING	3,200
Travel	7,800
Information & Public Relations	700
Office Costs	0
Communications	1,000
Financial Charges	0
Other General Expenses	0
Shared Support Services	0
Total GENERAL EXPENDITURES	9,500
Programme and Supplementary Services Recovery	6,869
Total INDIRECT COSTS	6,869
TOTAL BUDGET	112,546