

Emergency Plan of Action (EPoA) Croatia: Population Movement

DREF Operation n° MDRHR001	Glide n° OT-2015-000069-HRV
Date of issue: 2 October 2015	Expected timeframe: 3 months 1 October – 31 December 2015
DREF grant allocated: CHF 350,909	
Total number of people affected: until 28 September over 77,000	Number of people to be assisted: up to 20,000 (based on the average daily arrivals)
Host National Society presence (n° of volunteers, staff, branches): The total number of Croatian RC staff and volunteers expected to implement the DREF-funded operation is 175 persons. The National Headquarters and the local city branches from Osijek-Baranja county, Vukovar-Srijem county, Brod-Posavina county, Zagreb county, Karlovac county, Sisak-Moslavina county, Koprivnica-Krizevci county, Varazdin county and the City of Zagreb are involved.	
Other partner organizations actively involved in the operation: The Government of the Republic of Croatia's Headquarters for Crisis Coordination; the Ministry of Interior; the State Protection and Rescue Directorate; the State Commodity Reserves; UNHCR, UNICEF, Caritas Croatia, JRS; IOM; Centre for Peace Studies; Society for psychological assistance; the Islamic Community humanitarian organization "Meshihat" and other CSOs.	

A. Situation analysis

Description of the disaster

After the restrictive Hungarian border regulations came into force on 15th September, thousands of people on the move walking the Western Balkan trail have made a change in their route. In their attempt to reach countries further north in the European Union, most migrants travelling through Serbia changed the direction of their migration towards the Republic of Croatia. According to the Ministry of Interior of Croatia, some 44,000 migrants entered Croatia from 16 to 22 September, the majority of whom have already left towards Hungary and Slovenia on their way to Western Europe.

Since 16th September thousands of migrants have been arriving at the Croatian border crossings from Serbia. During the first two days people were transferred to five temporary reception centres organised by the Croatian Ministry of Interior in Tovarnik, Zagreb-Porin, Ježevo, Zagreb-Velesajam, and Sisak by buses and trains organized by the Croatian authorities. As the influx of migrants continued to grow on the second day, the Ministry of Interior opened temporary reception centres in Čepin and in Beli Manastir subsequently. The Croatian Red Cross was present at all the locations of the reception centres as well as at the entrance and exit border crossings providing food, water and hygiene items to the migrants. At the reception centres the Ministry of Interior organised the registration of the migrants upon their arrival.



Red Cross food distribution point in Tovarnik.
Photo: Croatian Red Cross

The Croatian Red Cross (CRC) has been requested by the Croatian Ministry of Interior to organise basic relief and care system for migrants in the temporary reception centres and at first reception at the border crossing points. The reception centres are set up and managed by the Ministry of Interior and its State Protection and Rescue Directorate. The daily administration of the centre and entrance and exit of migrants is organized by the Ministry of Interior.



Temporary Reception Centre, Opatovac.
Photo: Ministry of Interior

By Sunday, 20 September, all reception centres established during the first few days have been completely vacated as all migrants at the centres have left for Hungary and Slovenia. All people entering at the border crossing Tovarnik as well as border line in Bapska have been transferred since to the Temporary Reception Centre Opatovac – a tent settlement opened by the Ministry of Interior on 20 September in the vicinity of the Croatian border line with Serbia where the majority of migrants are entering Croatian territory. The temporary reception centre in Opatovac has a capacity of a maximum of 4,000 people. The migrants are expected to stay in Opatovac no more than 36 to 48 hours from where they are being transported in an organised manner by buses and trains toward the state border. Other reception centres used so far are prepared and in case of need can also be used for temporary accommodation. The Croatian Red Cross was present at

all locations and in case of need it is ready to come back and respond without delay.

After crossing the border line into Croatia, the Croatian Red Cross staff and volunteers distributed water and bakery products at the very spot before the migrants board buses to transfer them to reception centres. At the railway station in Tovarnik where people board the trains that take them to the border with Hungary, the Croatian Red Cross is present and distributes food, water and hygiene items while also taking care of sanitary conditions.

Facts and Figures

The Croatian Red Cross National Society has been present in the field from the onset on 16 September when the first migrants arrived in Croatia.

Table 1 - Number of migrants who received support by Croatian RC from 16 to 22 September

Border crossing in Tovarnik (entry point)	7,500
Railway station in Tovarnik (transfer point)	13,000
Border crossing in Botovo (exit to Hungary)	13,000
Reception Centre in Opatovac	4,000
Reception Centre in Beli Manastir	4,130
Reception Centre in Sisak	102
Reception Centre in Čepin	980
Reception Centre in Ježevo	1,378
Reception Centres in Zagreb	2,450

Number of migrants who have entered the country since 16 September¹ 44,000

Table 2 - Croatian Red Cross response so far²

On average, 450 Croatian Red Cross staff and volunteers on the ground on daily basis so far (777 at peak)
105,289 kg food cans (fish, beef, chicken) and other food distributed
17,009 kg bakery products distributed
3,438 baby food items distributed
97,567 litres of water distributed
16,351 ready-to-eat meals as well as cooked meals distributed
13,011 hygiene items (including for babies) distributed
18,545 raincoats distributed
4,551 blankets.

The National Headquarters and the local Red Cross city branches from Osijek-Baranja county, Vukovar-Srijem county, Brod-Posavina county, Zagreb county, Karlovac county, Sisak-Moslavina county, Koprivnica-Krizevci county, Varazdin county and the City of Zagreb have been responding to this situation providing assistance to the people on the move. The other CRC branches are ready to deploy their staff and volunteers in shifts. From the onset the Red Cross has

¹ As of 23:59 pm on 22 September – data of the Ministry of Interior

² As of 4 pm 22 September in all reception centres and border crossings

been present at a total of 17 locations (all reception centres; all border crossings from Serbia to Croatia where people enter the country; all border crossings from Croatia to Hungary and Croatia to Slovenia where people depart from the country; the temporary accommodation centre in Opatovac). The Croatian Red Cross volunteers and staff are currently present at border crossings from Serbia to Croatia (Tovarnik and Bapska); the temporary reception centre in Opatovac; the reception centre in Beli Manastir; border crossings to Hungary in Botovo and Baranjsko Petrovo Selo. At all other locations that are not active at the moment, the Red Cross is on stand-by (reception centres in Čepin, Kutina, Sisak, and Zagreb; border crossings to Slovenia in Bregana and Harmica).

New reception centres as well as new border crossing points are being opened as the influx of migrants from Serbia is growing rapidly on a daily basis. The National Headquarters and local branches of the CRC stand ready to support. The mechanism of emergency response units has been activated and first units have been deployed.

The high number of migrants entering Croatia on daily basis and thus the increasing needs for humanitarian assistance, have challenged the sustainability of the operation. Therefore the DREF assistance would be required to sustain and upgrade the level of assistance to migrants and to meet and manage the operational challenges the Croatian Red Cross is facing.

Summary of the current response

Overview of Host National Society

The National Society has a very long history and strong presence in Croatia. The Croatian Red Cross has 110 city/municipality branches and 20 county (regional) branches. The National Society, with its local branches, has more than 10,000 volunteers and 1,182 paid staff; 83 in CRC Headquarters and 1,099 in the local branches that are providing humanitarian services to the vulnerable people.

The Croatian Red Cross's presence in humanitarian crisis is regulated by the CRC Law as well as Civil Protection Law whereby the Croatian Red Cross organizes activities on accommodation and relief assistance in emergencies to the affected population and is part of

National Crisis Headquarters. As part of its regular activities the Croatian Red Cross is assisting a large number of socially vulnerable people with food and non-food items and related services. The CRC's strong presence is also visible through its role in the field of the voluntary blood donation in Croatia.

Tracing Service is one of the oldest services of the Croatian Red Cross. The Tracing Service focuses its activities on tracing persons who went missing during the Homeland War, but also performs other humanitarian tracings. Services of tracing are also provided for asylum seekers and other migrants as well as to the victims of human trafficking. It also traces persons who went missing in disasters and traces family members who lost contact due to migration.

The Croatian Red Cross has an extensive experience in mobilizing volunteers, especially the ones motivated to respond to disasters and assist the affected population with distributing relief items, providing psychosocial support and basic first aid. Each county has an emergency response unit consisting of trained volunteers. A total of 1,413 persons have been trained so far for the emergency response teams. Out of that, a total of 30 emergency response teams have been established with some 700 members, the majority of whom are volunteers. For example, during last year's flood emergency situation, the Croatian Red Cross had a total of 426 members of emergency response units involved in the field operations for 4 months (on weekly rotation) along with other CRC staff and volunteers.

The National Society has always had some relief items on stock ready to be allocated where needed, and it can organize transport and distribution during the first hours of the crisis situations.

The Red Cross has provided assistance to refugees from neighbouring Bosnia and Herzegovina and internally displaced persons during the Homeland War in Croatia in the 1990s, when at one point there were more than 750,000 people in Croatia who were provided with assistance.

In the first few days of the migrant crisis in Croatia, an average of 450 CRC staff members and volunteers of the CRC and its local branches had been active in the field covering all the locations where Croatian RC was present – a total of 17 different locations. During the first weekend of the inception of the crisis when more than 12,000 persons entered the country in one day, there were 777 staff and volunteers deployed on the ground at 17 different locations of



*Red Cross food distribution point in Opatovac
Photo: Croatian Red Cross*

migrants' reception border points, reception centres and exit border crossings, and all headquarters staff engaged with the coordination activities.

After the stabilisation of the situation and bringing down the number of the reception points of migrants at the border as well as of the temporary reception centres, the total number of the CRC staff and volunteers was cut down to the number expected to implement this operation in the field, i.e. a total of 175 persons.

Out of what had already deployed to the field, 69 persons from the CRC Emergency Response teams and another 30 are ready to be deployed as the weekly rotation system is established. The rest of the CRC headquarters staff that is not deployed to the field is engaged with coordination and logistics of the field operations at the HQ.

Overview of Red Cross Red Crescent Movement in country

The Croatian Red Cross has been in contact with the IFRC Regional office for Europe in Budapest from the onset discussing the situation and receiving support and guidance.

The Tracing Service of the Croatian Red Cross has been in contact with the ICRC Delegation in Belgrade for restoring family link (RFL) issues and has received some material support from the ICRC.

On Monday, 21 September, the IFRC Secretary General visited the temporary reception centre in Opatovac where he witnessed the situation and the activities that the Croatian Red Cross was implementing to provide support to the migrants.

Overview of non-RCRC actors in country

The Croatian Government appointed the Headquarters for Crisis Coordination to coordinate all activities related to the arrival of migrants in the Republic of Croatia; it meets regularly and makes decisions. (Croatian Red Cross participates as one of the members.)

The Ministry of Interior (MoI) as the responsible governmental body for migration and asylum is heading the country response to population movement crisis; the Minister of interior heads the Headquarters for Crisis Coordination; the MoI is in charge of the reception of migrants.

The State Protection and Rescue Directorate provides logistic support in organisation and management of the temporary reception centres.

The State Commodity Reserves provide a significant portion of the food and non-food items distributed so far by the Croatian Red Cross as well as some material resources used for accommodation

Croatian Red Cross was requested by the Government to coordinate international organisations and the civil society sector such as:

- UNHCR and UNICEF that are present in the field with their staff and partner CSOs providing migrants with psychosocial assistance including facilitation of the child-friendly corners in temporary accommodations in Opatovac as well as the medical teams recruited by some of their partners,
- Caritas Croatia providing relief items and other food and non-food assistance to the CRC and its field operations,
- Zagreb Islamic Community Meshihat (food, water) with its humanitarian organization Merhamet providing food assistance to the CRC and its field operations as well as recruiting Arabic and Farsi speaking volunteers deployed to the field,
- IOM providing its expertise on the population movement crises on large scale, and
- CSOs such as JRS and Centre for Peace Studies as well as others providing volunteers and psychosocial support.

Needs analysis, beneficiary selection, risk assessment and scenario planning

Needs analysis, beneficiary selection, risk assessment

The Croatian Red Cross is monitoring the migration situation continuously. The current proposal is based on needs assessment conducted at the end of September by its staff and volunteers working on assistance to migrants during their first reception after crossing into Croatia in the municipalities bordering with Serbia as well as information provided by different partner organisations and the Croatian Government. As the CRC is a member of the Government of Croatia appointed Headquarters for Crisis Coordination headed by the Ministry of Interior, the CRC has based this operational plan on up-to-date information.

The Croatian Red Cross, with its partners, has identified women and children as well as sick and injured people as the most vulnerable groups amongst the migrants. These groups make up close to 30% of the total number of persons sheltered at the Temporary Reception Centres so far.

The DREF allocation would be used to cover the needs of migrants in the temporary reception centres of women and children as the most vulnerable segments and some sick and injured male beneficiaries, a total of 20,000 beneficiaries in the course of 60 days with the duration of their stay for which is lasting for approx. 2 days (48 hours).

Some more general activities such as provision of information and the restoring family links services will be provided to all the migrants during the period of this operation implementation, supported bilaterally by Spanish RC.

Upon their arrival to Croatia, all the migrants are in immediate need of food and water, place to be sheltered to have a place to sleep in and wash and basic hygienic items. Those basic needs can be met in the temporary tent reception centres organised by Croatian authorities close to the migrants' entering points into Croatia. Due to deteriorating weather conditions, there is an increased need for raincoats and other warmer clothes. For the tent shelter of the most vulnerable persons – especially mothers with small children, sleeping bags are required in order to provide them with quality accommodation even for a short term.

The hygienic conditions along the migrants' route are difficult to manage and they can result in the spread of different diseases. Providing hygiene kits is thus an urgent need in order to ensure a basic health and hygiene status and prevent infectious diseases.

Special attention needs to be given to women including those pregnant or lactating, as well as new-borns and small children due to their relatively weaker physical condition to resist diseases, as well as and persons who got sick or injured along the way. For that the basic medical checks and before that timely screening and referral of the most vulnerable groups upon migrants arrival is essential in order to prevent the spreading of diseases. The provided first aid kits are essential for persons with small injuries who are not qualified for priority medical check and often leave those injuries untreated for some time after which it can become serious and even life threatening.³

Many of the migrants are in a difficult psychological condition due to the harsh experience before and during the displacement. The displacement situation is particularly traumatizing for children who are oftentimes adversely affected by their parents or caregivers' anxiety. By offering individual consultations to traumatized adults and to parents of migrating children as well as organising appropriate games for children, the Croatian Red Cross aims at provision of basic psycho-social assistance and a safe place to play in a view of difficult, uncertain circumstances.

Along the migratory route a significant number of families have been separated especially during bus or train transport which represents another hardship for already tired and exhausted individuals. In the first days of migratory influx to Croatia, the CRC Tracing Service had some 20 cases of separated families on a daily basis. Majority of them have been successfully resolved, a few pending but more are emerging as the new arrival continues. Essential for the successful outcome of those unfortunate situations is to set up a RFL service in the temporary reception centres. In order to decrease emerging of new cases the prevention activities of this service at the field are essential as they keep track of all persons who are separated especially in the cases of persons sent to hospitals when the rest of family is left in the reception centre.

Lack of information regarding the place they are sheltered, no information on their further transport, no contact with their families as well as language barriers, represent another hardship for migrants and build up on their uncertainty and unrest. They are basically looking for basic information and small assistance to be provided such as charging their cell phones, etc.

Beneficiary selection

Within this operation, the Croatian Red Cross is targeting the improvement of the well-being of migrants temporarily accommodated at temporary reception centres – at the moment one in Opatovac, in the first place of the most vulnerable persons –women and children as well as a limited number of sick and injured adult male beneficiaries.

Food items and information activities are targeting the whole group of 20,000 DREF beneficiaries sheltered at the temporary reception centres. RFL services will be provided to migrants in distress who were separated from their family members along their long route to Croatia.



Reunited family, Red Cross RFL in Opatovac.
Photo: Croatian Red Cross

³ According the experience of the migrants reception in Croatia, so far some 10% of them were provided with medical assistance with the majority of beneficiaries being children and women with a significant proportion of pregnant women.

For more specialized support, the Croatian Red Cross will target two highly vulnerable groups: women and small children as well as elderly and sick or injured persons. Basic hygiene kits will be provided to female with small children (up to 6 years of age) as well as those who are sick or injured.

Within the psychosocial support activities a special focus will be given to children by providing appropriate games and activities.

The needs of other migrants as well as the other needs of the most vulnerable not covered by the DREF operation will be covered by the CRC from own funding or by the Croatian Government.

Risk assessment

As there is an obvious increase in the number of the arriving migrants, it is difficult to forecast the flow of migrants even for a short time. In addition, migration routes might change in the near future.

Reaching of the most vulnerable groups (children and women) could be limited because of cultural and language barriers. Cultural awareness and safety-security are addressed within this operation by providing relevant trainings and briefings to Croatian Red Cross staff and volunteers in addition to a basic communication tool in several languages.

The below factors are considered to be the major risk factors for the National Society.

- Psychological stress of NS staff / volunteers;
- Unclear situation without a certain end date;
- Long term commitment is not easy for some volunteers for personal reasons;
- Heavy workload of NS staff / volunteers;
- Decreasing stocks and resources.

Sustainability of the operation

The Croatian Red Cross is working in close cooperation with the Ministry of Interior and the Government of Croatia Headquarters for Crisis Coordination as well as with the State Protection and Rescue Directorate and the State Commodity Reserves. Engagement and coordination of the CRC efforts with a number of international organisations and CSOs should be also mentioned here.

At the moment a significant portion of the food and non-food items are covered by the State Commodity Reserves. Also the most imminent migrants needs have been covered from the funding raised by the CRC domestic campaign. Ready-to-eat meals and other food and non-food needs of migrants at the temporary reception centres are and will continue to be covered by those two sources. Complementary to this, some 20,000 most vulnerable people will get some of their needs covered by the DREF operation as described above.

As the migration crisis in Croatia and the whole region is predicted to last beyond the timeframe of this DREF operation, the CRC is not relying only on DREF funds but is seeking funding from other sources as well. The Croatian Red Cross is continuously monitoring all the calls for proposals and grants on handling the migrant situation and funding the activities and is actively writing proposals for calls.

The in-country collection and distribution of in-kind donations and service delivery by the branches will be continued in the future, and the Croatian Red Cross will be actively engaged in the provision of additional assistance.

B. Operational strategy and plan

Overall objective

The immediate needs of the 20,000 most vulnerable migrants – women and children as well as a limited number of adult sick and injured males, handled by the Temporary Reception Centres are met through the provision of food, hygienic and non-food items as well as providing basic first aid in addition to “restoring family links” (RFL) and beneficiary communications services with a special focus on the most vulnerable persons.

Proposed strategy

Under the Emergency Plan of Action, the National Society will focus on the following immediate actions at the first reception points of the migrants after crossing the Croatian border and in the temporary reception centres:

1. Supplementary food relief distribution
2. Non-food relief distribution
3. Hygiene items distribution
4. Restoring Family Links (RFL) and information service
5. First aid assistance including screening and referral
6. Psychosocial support

The activities detailed here are aimed to be covered by the Emergency Plan of Action funding and supplemented by contributions of other partners and own resources.

This operation will be implemented in the temporary reception centres and at the border points where migrants are entering Croatia. Active at the moment is Opatovac temporary reception centre with Beli Manastir reception centre as backup and 2 migrants' border crossings into Croatia – Bapska and Tovarnik. At the moment the operation is limited to the area of Vukovar-Srijem County with prospective extension to Osijek-Baranja County. According to the change of situation, the operation placement may be shifted to other locations of the reception centres and migrants first reception points.

1. Supplementary food items for relief distribution

The operation includes distribution of bread and bottled water to the 20,000 most vulnerable people at the temporary reception centres. The bread and bottled water will supplement the ready-to-eat meals⁴ and distributed all together by the Croatian Red Cross staff and volunteers, contributed by the Croatian Government – the State Commodity Reserves and donations of other partner organisations as well as local citizens.

Beneficiaries of this activity are the most vulnerable arrivals for the period of 2 months.

The bread and bottled water supplementary to other food will be distributed to beneficiaries of this operation immediately upon their arrival at the reception centres for two to four times depending on the duration of the migrants' stay at the shelter – beneficiaries who are staying at the temporary reception centres for approx. 2 days (48 hours).

The bread and bottled water for 20,000 beneficiaries is aimed to be covered by the Emergency Plan of Action funding. Food from different contributing organizations is gathered in the CRC warehouses in Županja, Vinkovci or/and Zagreb and from that locations distributed to the location of food distribution to migrants at the points mentioned before.

All of the food items procured by the CRC and the other sources are gathered by the CRC, sorted, transported and distributed to the temporary reception centres by the CRC whose staff and volunteers are responsible for the distribution to the final beneficiaries in the reception centres. The CRC is in daily coordination and makes a request to the State Commodity Reserves for new quantity of food when needed. All donations in food are also gathered by the CRC and distributed according to the requests by our field teams in the reception centres in charge of food distribution and coordination of other activities.

2. Non-food relief items

As the weather conditions are deteriorating very quickly, rain coats are very much needed as well as sleeping bags for the most vulnerable migrants in the reception centres, in particular to women, children and sick or injured persons.

Some 20,000 beneficiaries will be provided with raincoats for bad weather.

Every day the CRC will use the same sleeping bags and provide them to the most vulnerable beneficiaries as needed. The sleeping bags will be retained at the transit centre for use.

3. Hygiene items distribution

Improve access to sanitation and provision of hygiene kits to migrants with a focus on women and small children up to age of 6 in particular as well as the most vulnerable persons who are sick or injured, that includes following activities:

⁴ The supplementary food for ready-to-eat meals funded by other CRC sources includes the following: For adults and children: canned fish 115 g or fish pate (95 g) or chicken pate (135 g) or marmalade (860 g) with bread and bottled water (500 ml) funded by DREF. For babies: baby food as baby porridges (fruit, chicken or vegetable) and baby-biscuits.

- Distribution of 11,000 female and children hygiene kits for women with small children sheltered at the temporary reception centre facilities including sick children over age of 6.
- Distribution of 1,000 adult male kits for sick and injured male beneficiaries.⁵

Due to the rainy weather conditions and consequently lots of mud, migrants are arriving to Croatia on their route from the Former Yugoslav Republic of Macedonia via Serbia very dirty. The first thing they want to do is to wash and therefore they need a new hygiene kit, as the sets they may have received in Serbia or the Former Yugoslav Republic of Macedonia would be exhausted or thrown away as extra luggage.

Table 3 - Contents of individual hygiene kits for females, children and males

7,000 female hygiene kits :	4,000 children hygiene kits:	1,000 male hygiene kits:
soap – 1 piece	Soap – 1 piece	soap - 1 piece
paper tissues – 10/1	hygiene (wet) tissues – 10/1	paper tissues – 10/1
hygiene (wet) tissues – 10/1	face and body lotion – 35ml	hygiene (wet) tissues – 10/1
shower gel – 35ml	protective children’s cream – 35ml	shower gel – 35ml
shampoo – 35ml	shampoo – 35ml	shampoo – 35ml
tooth brush – 1 piece	ear cleaning stick (Q-tips) -10/1	tooth paste – 35ml
tooth paste – 35ml	paper tissues – 10/1	tooth brush – 1 piece
sanitary napkins – 9 pieces	tooth brush – 1 piece	shaving cream – 35ml
intimate soap – 35ml		razors – 2 pieces

Diapers for infants are provided through donations by large retailers in Croatia and the distribution is carried out through CRC warehouses directly to Temporary Reception Centres.

4. Restoring Family Links (RFL) and information to the migrants

The action includes following activities:

- Providing Tracing service/Restoring Family Links activities to migrants
- Set up the field Info Spots in the temporary reception centres (to be funded bilaterally)
- Providing the migrants with basic information and assistance
- Distribution of RFL leaflets at the reception centres

Tracing Service/Restoring Family Links (RFL) and information service includes following:

- Migrants are helped with establishing contacts with their families through the Croatian Red Cross using ICRC established procedures of RFL and ‘trace the face’ tool.
- Re-unification of the separated members of families like pregnant women and sick persons transferred to the hospitals with the rest of their families, including keeping track of such separated members when the transport of the family is organised.
- At the Info Spots set up at the temporary reception centres with the bilateral support of the Spanish RC, the migrants are provided with the basic information on their accommodation and organised transport as well as assistance to re-establish contact with their family they are separated from along migratory route or are in third countries, as well as charge their mobile devices.

Trained persons for restoring family links from the National Society and local Red Cross branches are involved in this activity. The info leaflets and other written material for the migrants with basic information and on the restoring family links has been prepared by the CRC in a few languages. Also the materials provided by the ICRC are used.

⁵ The CRC will supplement the DREF funded activities by provision of liquid soap and paper towels at the water stands and sanitary tents in order to improve general hygiene and sanitation situation at the temporary reception centres.

5. Psychosocial support

The provision of psychosocial support includes following activities in the reception centres:

- Psychosocial Support Service Point set up at the temporary reception centres in the cooperation with UNICEF and other non-governmental partner organisations
- Psychosocial activities for people in distress (personal consultations)

Psychosocial support for children as the most vulnerable (children activities organised in cooperation with UNICEF in child friendly spaces with play kits, group games for children, drawings, etc.)

The psychosocial support activities that are performed by the CRC partner organisations are coordinated and supported by the CRC and its staff. The CRC is coordinating those activities on the daily basis mainly through every day briefings headed by CRC field team with other partner organisations including the representatives of the Croatian authorities in the reception centres.

6. First aid assistance including screening and referral

Upon arrival of migrants at the temporary reception centres, the medical teams of Croatian public health service under auspices of the Ministry of Health are providing the migrants with the basic medical check. The CSO MAGNA Children at Risk that is working under the CRC umbrella is providing assistance to the public medical teams.

The CRC staff is providing the basic medical check teams with the screening and referral of migrant upon their arrival to the reception centres.

Besides the screening and referral of migrants towards the basic medical checks, the CRC is providing first aid kits for up to 1,000 injured migrants.

Table 4 - Content of first aid kits

Waterproof plasters – 20/1
Dressing first aid – 1 piece
Gauze bandage – 3 pieces
Sterile gauze compress - small, medium and large
Triangular bandage – 2 pieces
Foil thermal blanket – 1 piece

Operational support services

Based on the demand for the technical and coordination support required to deliver the Emergency Plan of Action (EPoA) framework, the following support functions will be put in place to guarantee an effective and efficient technical coordination by the Croatian Red Cross

In addition, support will be provided in the budget to enable ongoing communications and flow of information among the CRC staff at the field and the CRC Headquarters in order to meet the immediate needs of migrants, to adapt operation to developing field circumstances including deploying additional staff and volunteers, to gather feedback and ensure all assistance is appropriate and well-targeted. It will also aim to provide a voice for vulnerable migrants.

Human resources

This operation will be implemented by the Croatian Red Cross headquarters in cooperation with its 110 municipal branches and 20 regional branches.

The total number of the CRC staff and volunteers expected to implement this operation in the field is 175 persons.

The plan is to engage 20 National Headquarters staff members to coordinate the operation in the field, 80 staff from the CRC local branches and 45 volunteers who are members of the emergency response teams and 30 other CRC volunteers. All of them will be rotated on a weekly basis.

As the local capacities of the implementing local branches in Vukovar-Srijem region are limited – 4 local branches with 89 staff members and 1,464 volunteers⁶ but no emergency response team established, the Croatian Red Cross

⁶ The very region was struck by destructive floods last year. For that reason, many volunteers had been recruited, but they are not trained for the emergency response situations.

mobilized its staff from the NS HQ and neighbouring local branches as well as the Red Cross emergency response teams from all over Croatia to be weekly rotated. The majority of emergency response teams' members are volunteers. Some additional volunteers are recruited especially speakers of Arabic and Farsi and many volunteers from the partner CSOs and IOs.

Some 40 staff of National Society Headquarters and local CRC branches have passed the training to work with migrants and asylum seekers during the CRC preparatory plan before the population movement crisis outbreak in Croatia.

During this operation the DREF funds will be used to cover per diem (food), travel and accommodation costs for CRC staff and volunteers.

The Croatian Red Cross and Croatian Red Cross branches are regularly providing insurance coverage for their staff and volunteers through annual insurance with insurance companies present in Croatia. For volunteers and members of intervention teams recruited to implement this operation, Croatian Red Cross will provide insurance by Croatia based insurance company. The insurance cost is not included in the budget of EPoA operation and will be covered by the CRC funding.

Logistics and supply chain

All the items will be procured locally in accordance with the National Society's administrative procedures.

In the light of the actions, different procuring processes are needed.

The purchase of fuel for the CRC vehicles used for transport and distribution of humanitarian assistance as well as for transportation of CRC personnel is included in the DREF budget. Rental of vehicles (trucks, vans and cars) is included in the DREF budget as well.

Within this operation, the costs of the CRC HQ Zagreb warehouse and the CRC Županja, Vinkovci and Osijek local branch warehouses will be covered. Warehouse costs include rent, increased utilities, fuel for forklifts, travel costs for drivers, travel costs and per diems for volunteers as engaged supporting staff for this operation and garbage disposal costs, as well as trucks fuel for short distance drives.

The DREF will cover the costs of fuel, highway toll, vehicle maintenance for the vehicles of the Croatian Red Cross as well as rented vehicles – a total of 15 trucks, vans and cars.

If the capacity of CRC vehicles cannot meet the needs, additional vehicles will be rented to transport staff and the humanitarian aid to the field. For the need of operation, other vehicles may also be rented.

Communications

The Croatian Red Cross posts updates on the operation on its webpage and Facebook page on the regular basis. Also the CRC public relations team provides media with information and public releases on a daily basis. The CRC spokesperson provides a lot of information for media from the field of the migrants receptions and sheltering, as well as other CRC staff and volunteers present at the field.

The overall media coverage of the CRC activities during the migrants crisis is quite frequent providing high and strong media visibility of the CRC role in the crisis. CRCs media visibility is also endorsed by public acknowledgment by the Croatian Government officials and other partner international organisations as well as CSOs.

The costs of increased telephones communication including cellular and internet usage will be covered by the EPoA.

Security

As there are cultural differences inside the target groups of migrants and the location of this operation is under the control of the police forces, some tensions could arise including a slight chance of violent incidents. In order to deal with it, the Croatian Red Cross will provide security and cultural awareness briefing for the CRC staff and volunteers as well as partner IOs and CSOs to mitigate potential tensions inside the target group of migrants due to their cultural differences, distress caused by hardship experienced along the migration route and concern on their future.

The hygiene and health related challenges have increased safety concerns (higher risk of infectious diseases). To reduce the vulnerability of the staff and volunteers working at the reception centres, the Croatian Red Cross provides uniforms and protective sanitizer kits for its staff and volunteers.

The Croatian Red Cross will provide protective sanitizer kits for the volunteers and staff involved in the operation in order to ensure their well-being. A protective sanitizer kit will have following items: hand sanitizer, disinfectant tissues, cleaning disinfectant, disposable gloves and disposable masks.

Planning, monitoring, evaluation, & reporting (PMER)

The planning process is based on the activities carried out by Croatian Red Cross staff and volunteers in the reception centres and the points of first reception of migrants at Croatian border with Serbia (in the very vicinity of reception centres).

The management of Croatian Red Cross will monitor the activities using standardized reports and by personal visits and telephone discussions with the volunteers and staff working in the area. Daily briefings in the CRC HQ as well as in the reception centres will be used as mechanism to insure flexibility of organization and enable quick answer to any emerging needs.

It is difficult to forecast the flow of migrants. The migration routes might change in the near future, and thus further reception centres might be opened. It might be required to review the planned activities and the level of engagement especially if a dramatic increase in the number of reception centres and consequently a greater need for the organization and distribution of humanitarian assistance would ensue.

This operation is expected to be implemented over three months, and will therefore be completed by 31 December 2015; a final report will be made available three months after the end of the operation, by 31 March 2016.

Lessons learned during the very implementation of this operation will be exchanged with all involved organizations as they are learned during the CRC weekly briefing meetings with partner organisations and other non-governmental organisations of civil society (CSOs). At a HQ level coordination meetings with CSOs and IOs are organized on a weekly basis, while in the field in the temporary reception centres the coordination meetings take place every day. At those meeting the exchange of information on emerging needs as well as lessons learned of all involved stakeholders takes place which can result in fast reaction. After this operation, lessons learned will be disseminated to all stakeholders, in particular to partner organizations and the Government as well as to IFRC.

The majority of the CRC staff and volunteers involved as the core group coordinating and/or organising activities in the field, have been already trained to deal with migrants and asylum-seekers including members of the CRC emergency response teams. If needed additional trainings can be organised especially for the new recruits.

All of this will ensure the quality of this operation and improvements if needed.

Administration and Finance

National Society and IFRC Secretariat operational administrative support and office costs are included in the operational budget. Click [here](#) to see the budget of the DREF operation.

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Health & care

Outcome 1: The medium-term risks to the health of migrants are reduced														
Output 1.1 Psychosocial support is provided to some 20,000 migrants with focus on children and other vulnerable persons														
Activities planned	Week / Month	1	2	3	4	5	6	7	8	9	10	11	12	
PSS Service Point set up at the temporary reception centres		■												
Providing PSS to people in distress (personal consultations)		■	■	■	■	■	■	■	■	■				
Providing PSS to children as the most vulnerable (personal consultations and children's activities organized in cooperation with UNICEF and child friendly spaces with play kits, group games, drawings, etc.)		■	■	■	■	■	■	■	■	■				
Outcome 2: The immediate risks to the health of migrants are reduced														
Providing basic health screening to arriving migrants		■	■	■	■	■	■	■	■	■				
Providing referral services to arriving migrants		■	■	■	■	■	■	■	■	■				
Output 2.1: 1,000 first aid kits are provided to arriving migrants with injuries														
Activities planned	Week / Month	1	2	3	4	5	6	7	8	9	10			
Purchase of first aid kits		■	■											
Distribution of first aid kits		■	■	■	■	■	■	■	■	■				

DREF OPERATION

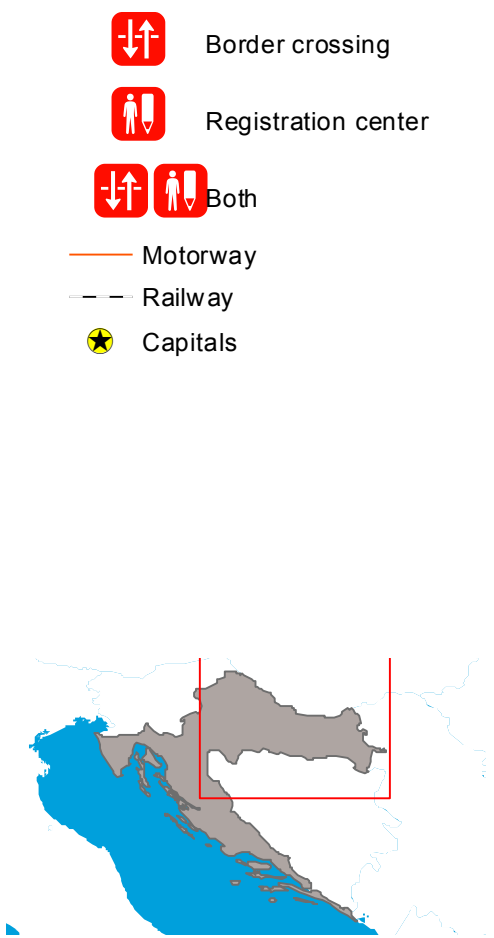
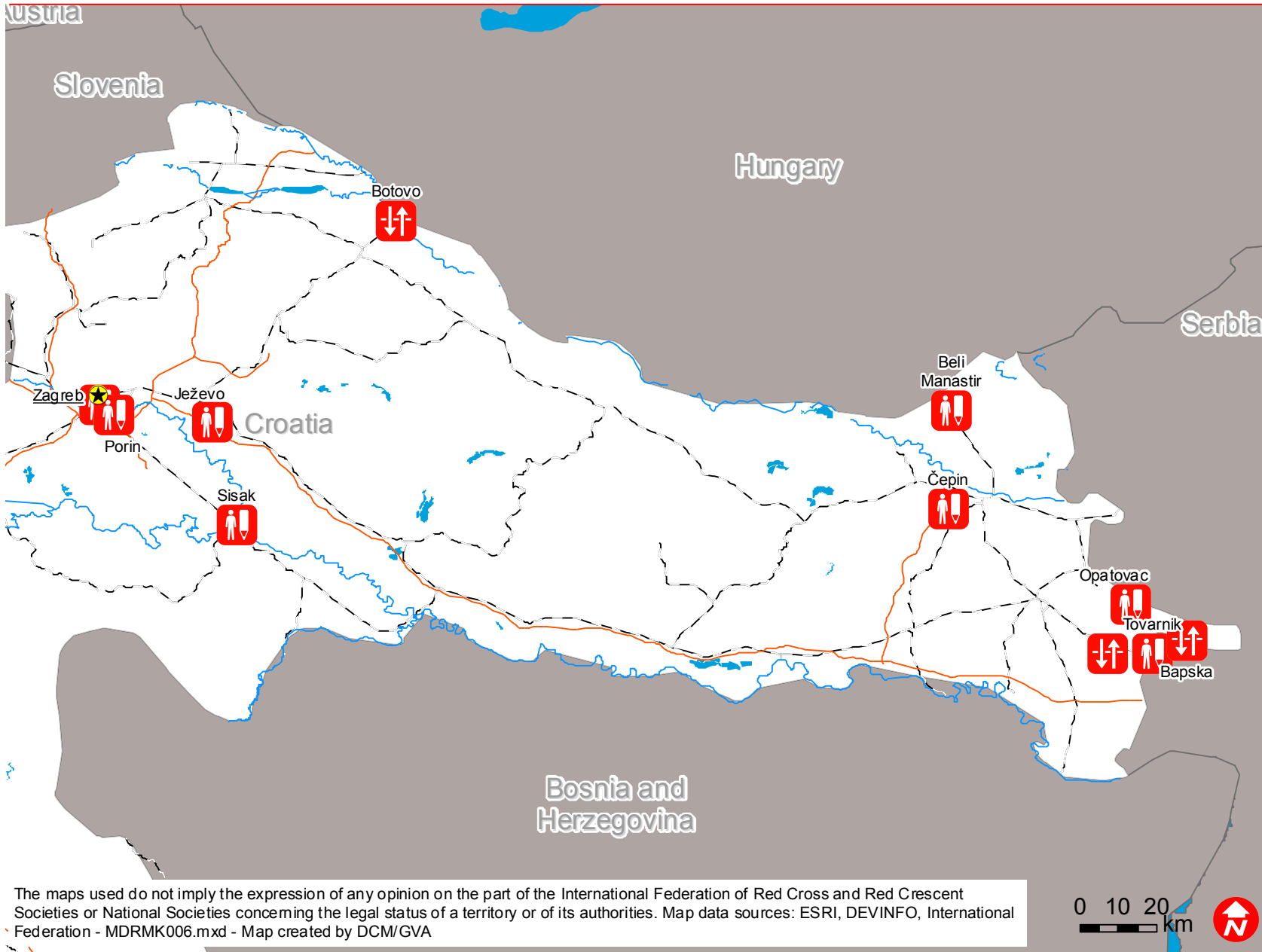
30/09/2015

APPEAL APPEAL NAME

Budget Group	DREF Grant Budget CHF
Shelter - Relief	
Shelter - Transitional	
Construction - Housing	
Construction - Facilities	
Construction - Materials	
Clothing & Textiles	75,658
Food	56,808
Seeds & Plants	
Water, Sanitation & Hygiene	72,055
Medical & First Aid	6,305
Teaching Materials	
Utensils & Tools	
Other Supplies & Services	
Cash Disbursements	
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	210,827
Land & Buildings	
Vehicles	
Computer & Telecom Equipment	
Office/Household Furniture & Equipment	
Medical Equipment	
Other Machinery & Equipment	
Total LAND, VEHICLES AND EQUIPMENT	0
Storage, Warehousing	8,647
Distribution & Monitoring	
Transport & Vehicle Costs	34,150
Logistics Services	
Total LOGISTICS, TRANSPORT AND STORAGE	42,796
International Staff	
National Staff	
National Society Staff	50,996
Volunteers	22,712
Total PERSONNEL	73,708
Consultants	
Professional Fees	
Total CONSULTANTS & PROFESSIONAL FEES	0
Workshops & Training	
Total WORKSHOP & TRAINING	0
Travel	
Information & Public Relations	
Office Costs	
Communications	2,162
Financial Charges	
Other General Expenses	
Shared Office and Services Costs	
Total GENERAL EXPENDITURES	2,162
Partner National Societies	
Other Partners (NGOs, UN, other)	
Total TRANSFER TO PARTNERS	0
Programme and Supplementary Services Recovery	21,417
Total INDIRECT COSTS	21,417
TOTAL BUDGET	350,909



Croatia: Population Movement



The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Map data sources: ESRI, DEVINFO, International Federation - MDRMK006.mxd - Map created by DCM/GVA