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## Emergency Plan of Action (EPoA) Slovenia: Population Movement

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Operation n° MDRSI002</b>	<b>Glide n° OT-2015-000069-SVN</b>
<b>Date of issue: 3 October 2015</b>	<b>Date of disaster 17.09. 2015</b>
<b>Operation manager (responsible for this EPoA): Boris Plavšič, Disaster Management Coordinator, Slovenian Red Cross Tel. +386 1 2414 326; email <a href="mailto:boris.plavsic@rks.si">boris.plavsic@rks.si</a></b>	<b>Point of contact: Renata Brunskole, Secretary General, Slovenian Red Cross Tel. +386 1 2414 316; email <a href="mailto:renata.brunskole@rks.si">renata.brunskole@rks.si</a></b>
<b>Operation start date: 3/10/2015</b>	<b>Expected timeframe: 3 months; until 3/1/2016</b>
<b>Overall operation budget: CHF 286,074</b>	
<b>Number of people affected: 20,000</b>	<b>Number of people to be assisted: 10,000</b>
<b>Host National Society presence (n° of volunteers, staff, branches): Slovenian Red Cross, 500 volunteers, 13 HQ staff members, 12 Local Branch staff</b>	
<b>Other partner organizations actively involved in the operation:  Slovenian Government, UNHCR, local and international NGOs</b>	

## A. Situation analysis

### Description of the disaster

Due to the rapidly changing migration route in the region, Slovenia has been witnessing an increase in the number of migrants from Croatia on the Slovenian border. The first larger groups of 278 migrants arrived at the Slovenian border with Croatia on Friday, 18 September 2015. The majority of the migrants arriving to Slovenia are in transit to reach other destinations in western and northern Europe.

Between 18 and 22 September 2015, the Ministry of Interior of Republic of Slovenia registered 3,300 migrants altogether, out of which only 10 applications for asylum were submitted. The Interior Ministry anticipates that the influx of migrants will become bigger in the coming days and that there are indicators that the new wave will also affect Slovenia. All information about the migrants is published on the official website of the Interior Ministry at [http://www.vlada.si/pomoc\\_beguncem/](http://www.vlada.si/pomoc_beguncem/)

Already before the arrival of the migrants in Slovenia, the Slovenian Red Cross had been actively involved in order to respond to the population movement and it has an active part in the State Coordination Group. The State, under the coordination of the Ministry of Interior, has established 5 new processing centers as part of the response plan in preparation of the potential increase in the number of arrivals at the border line; mainly Brežice, Rigonce, Obrežje, Dolga vas and Gruškovje. After the registration of migrants in those five centers, they will be dispersed in different accommodation facilities across the country where they can stay not longer than 3 days. In addition, accommodation facilities across the country were identified, and the following locations were made completely ready to accept migrants for up to 3,140 people. The locations and capacities of the accommodation centers are as follows.

- Lenart (200 persons)
- Logatec (120)
- Postojna (250)
- Gornja Radgona (410)
- Maribor (100)
- Celje (250)
- Lendava (420)
- Slovenj Gradec (80)
- Vrhnika (910)
- Ljubljana (400)

Since 18 September 2015 the Slovenian Red Cross (SRC) has been present in the field in order to assist the migrants with food items and first aid. The response has included all three operational levels of NS structure: HQ, Local Branches and Local Organizations.

Brežice and Gornja Radgona municipalities and the corresponding SRC local branches are especially exposed to the challenges in assisting the migrants, so there were 12 First Aid teams activated based on the regional approach and 40 volunteers in assisting with food and hygiene items distribution.

Red Cross staff and volunteers were also present at Lenart, Lendava, Maribor and Celje at the accommodation centres, taking care of relief distribution (water, food) hygiene items and Restoring Family Links activities, as well as other activities enabling the efficient functioning of the centers.

In Slovenia it is the Interior Ministry that is leading the coordination of all migrants related activities. Since 20 September 2015, the Administration for Civil Protection and Disaster Relief, which is national coordinator of National Protection and Rescue System, has led the coordination of all migrant related activities in the accommodation centers in Slovenia with more than 30,000 professionals and volunteers, assisted by the military where necessary. The Slovenian Red Cross is a member of the Civil Protection HQ and has attended regular coordination meetings, at which the evaluation of the response and the planning for the future activities are carried out.

The situation regarding the number of migrants and migration routes is rapidly changing. The Slovenian RC monitors closely the situation that is very much dependent on the border control procedures in the neighboring countries. It is hard to anticipate the exact number of migrants approaching Slovenia, as it usually becomes clear only shortly before their actual arrival on the border.

## **Summary of the current response**

### ***Overview of Host National Society***

On the basis of the Law on the Slovenian Red Cross (*Article 9*), Disaster Preparedness and Response is carried out as a public function. SRC is an integral part of the National Protection System and is therefore in close cooperation with Administration for Civil Protection and Disaster Relief at Ministry of Defense responsible for implementation of health measures for the affected population in case of natural or other disasters; for admission, accommodation and supplying the affected population; for coordination and shipment of humanitarian aid and nevertheless to train volunteers in order to fulfill their tasks in emergencies. In the activities addressing the population movement, the Slovenian RC also has a public authorization in Tracing Service / Restoring Family Links.

SRC has a rich experience in assisting people in need, implementing relief distributions and organizing basic disaster response. SRC has 90 First Aid teams across the country and 4 mobile units with the capacity to accommodate 100 people each.

The Red Cross staff; namely the Secretary General on the national level and Local Branch secretaries on the local level, are members of the Civil Protection Headquarters, where activities and roles are jointly defined on a daily basis.

Out of the 56 Local Branches (LBs) of the Slovenian Red Cross, 7 branches are involved in direct assistance to migrants, namely in Brežice, Gornja Radgona, Lendava, Lenart, Celje, Maribor and Postojna. Neighboring LBs were also activated in ensuring rotation of the FA teams and other volunteers, as the SRC provided 24/7 services for three days. The rest of the network is heavily involved in collecting of material aid donated by the public and are in alert with all 90 FA teams being activated in case the needs arise.



SRC First Aid team members providing basic medical care and psychosocial support to families.  
Photo: Slovenian Red Cross



Preparing for the expected arrival of the migrants in Slovenia, the National Society immediately mobilized its internal resources and started the provision of relief items and food help to migrants. During the period from 18 to 22 September 2015 SRC assisted more than 1,000 migrants and distributed

- 50,000 bottles of water;
- 5,000 fish cans;
- 2,800 units of baby porridge;
- 4,100 units of pate;
- 10,000 slices of toast bread;
- 2,800 cereal fruit bars;
- 500 packages of diapers;
- 500 sanitary napkins.



The Slovenian Red Cross is also providing RFL activities; since the beginning of activities 5 tracing requests have been submitted. SRC volunteers active in the accommodation centers are also providing psycho-social support (PSS) through providing basic information, organizing play activities for children, etc.

#### **Overview of RCRC Movement in country**

The Slovenian Red Cross is in permanent contact with the IFRC Regional Office for Europe (ROE) in Budapest. On Friday, 18 September, the Head of Country Cluster for Western Balkans, visited Ljubljana and provided additional expertise and support. SRC is also in regular contact with the ICRC delegation in Belgrade concerning RFL activities. Besides that, sister National Societies in the neighboring countries are giving information about the developments and activities in their countries (Croatia, Serbia, the Former Yugoslav Republic of Macedonia, Austria). On the border crossing with Croatia (Obrežje / Bregana), also the Austrian RC is active with field kitchens and FA mobile units.

#### **Overview of non-RCRC actors in country**

On the level of the Slovenian Government, a coordinating working group on migrants has been established, led by the Minister of Foreign Affairs, with numerous governmental (Ministry of Interior, Ministry of Defense, Ministry of Labor, Social Affairs and Equal Opportunities) and non-governmental actors (Caritas, SLOGA, Slovene Philanthropy) providing services and assistance to migrants and asylum seekers in Slovenia. Among all those partners, SRC coordinates their respective activities and reports at the coordinating working group meetings.

The most active international and local organizations present in the field are UNHCR, UNICEF, Adventist Development and Relief Organization (ADRA), Amnesty International and Slovene Philanthropy.

### **Needs analysis, beneficiary selection, risk assessment and scenario planning**

Before submitting this DREF request, SRC had explored potential partnerships with national and international organizations. The DREF allocation will allow SRC to provide a much needed and complementary support to the efforts by the Government of Slovenia and will help build sustainable relations with stakeholders and partners.

Since Friday evening, there have been 200 RC employees and volunteers active in reaching the affected people, conducting rapid needs assessment and distributing basic relief items, water, food items, hygiene items, as well as providing basic FA, RFL and psychosocial support. During the period from 18 to 22 September 2015, SRC assisted more than 1,000 migrants

This DREF request is based on the average of 500 migrants entering the country each day, and an estimate on the number of migrants who will be in urgent need of food and non-food items as well as access to basic health, hygiene and further protection activities. The DREF allocation would be used to cover the needs of migrants at registration and accommodation centers with daily rations for up to 200 people (including babies) per day, complementary to ongoing government actions, and aims to reach up to 10,000 people over the next 90 days.

#### **Beneficiary selection**

Within this operation SRC is targeting the most vulnerable migrants as beneficiaries, according to the following criteria:

- Families and/or women with children,
- unaccompanied children,
- single migrants in poor health.

The health conditions of the migrants are seriously challenged with the long and exhausting walk under more and more severe weather conditions (rain, cold) and the lack of regular food and water intake. Based on information available to date, there is a high number of young men at risk travelling alone. As a result, the National Society, through DREF, plans to support these men, specifically those with poor health, with hygiene kits.

Some highly vulnerable migrants including families with babies will receive food and non-food (hygiene) items at the registration and accommodation centers before they move on to an official asylum center or decide to leave Slovenia.

Migrants, especially vulnerable groups, lack the necessary information to make informed, safe and sound decisions. They are not only in need of assistance – for example, in the form of shelter, food and water – but also of critical information and engagement that will support healthy and safe behavior and living conditions and ensure their well-being, dignity and safety while in transit. Fulfilling the needs of these people implies also listening to their voices and understanding what their real needs and plans are.

Providing hygiene and FA kits is also an urgent need in order to ensure 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 newborn babies and children due to their relatively weaker physical condition to resist diseases.

Migrants arriving at the Slovenian borders are vulnerable for multiple reasons. There may be victims of trafficking, and or violence, and many have been traumatized by their journey to reach Europe. Many migrants have lost contact with their families. Unaccompanied minors and women are particularly vulnerable, and it is therefore essential to maintain RFL assistance.

The general activities including information and RFL services are targeting all the migrants in the different facilities with an estimated number of 10,000 during the DREF-funded operation.

### **Risk assessment**

There are some risk factors such as psychological stress of NS staff / volunteers, heavy workload of NS staff and volunteers, stigma against the migrants/ and the people who try to help the and decreasing stocks and resources influencing service delivery of SRC.

The reach of NS volunteers to the most vulnerable groups (children and women) could be limited because of cultural and language barriers (e.g. hampered interaction with male volunteers).

SRC plans to anticipate these risks with providing activities that will sensitize the local population and decrease stigma and violence against migrants

SRC is working in close cooperation with Interior Ministry and Administration for Civil Protection and Disaster Relief, which is actually in charge of the coordination of overall response to the migrant crisis.

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

As the migration crisis in Slovenia and the whole region is predicted to last beyond the timeframe of this DREF operation, the SRC is not relying only on DREF funds but is seeking assistance from other sources as well, through national organizations and national fundraising campaign. The National Society is disseminating information of the current humanitarian challenges among stakeholders and other interested donors and organizations.

### **Overall objective**

Address the immediate the nutrition and hygiene needs of 10,000 individuals (6,000 adult males, 3,000 adult females, 1,000 children) at 12 registration/accommodation centers, with a special focus on the hygienic needs of women and infants in addition to providing protection activities including “restoring family links” (RFL) services and provision of psychosocial first aid.

### **Proposed strategy**

To accomplish the overall objective, the National Society is aiming at building contingency relief item stocks in its warehouses to be able to support the needs of the expected arrivals of the fleeing people (migrants / refugees).

SRC staff and volunteers will focus on the improved access to sanitation with hygiene kits and hygiene promotion for men, women and children, taking into consideration the size of the family.

The planned activities are as follows.

- Provision of food portions to the extremely vulnerable migrants (for up to 200 people, babies included, daily) sheltered in the registration and accommodation centers.

<b>Food parcel – 10,000 units</b>
Canned tuna fish
Fruit marmalade 28g
Chocolate cream 20g
Cookies
Fruit porridge
Cereal fruit bars

- Provision of hygiene kits to the extremely vulnerable migrants (females, males, children) sheltered in the registration and accommodation centers. Volunteers/staff will also carry out hygiene promotion activities among the beneficiaries regularly in order to prevent the spreading of infectious diseases.

<b>Hygiene kits for females – 3,000 units</b>
Tooth brush
Tooth paste
Shower gel
Sanitary pad

<b>Hygiene kits for males – 6,000 units</b>
Tooth brush
Tooth paste
Shower gel
Shaving foam
Razors

<b>Hygiene kits for children – 1,000 units</b>
Diapers
Baby shampoo
Baby lotion
Feeding bottle
Wet wipes

- Provision of basic relief items in accommodation centers lent to the most vulnerable beneficiaries in a rotational system for those migrants who are held up for several days, not only for a few hours. Volunteers/staff will also provide relief items for most vulnerable migrants in case of need because of extreme weather conditions. Those lent items for multiple use will be properly disinfected after each use.

<b>Relief items – 1,000 units</b>
Sleeping bags
Sleeping pads
Blankets

<b>Relief items – 22 pieces</b>
Tents for 5 persons each for RC staff/volunteers for field work

- Provision of FA kits for volunteers who will render first aid to adults and children transiting and sheltered at the registration and accommodation centers.

<b>FA kits for volunteers – 1,000 units</b>
Wet wipes
Metalized foil
Sterile gauze
Bandage 8 cm/10m
Triangle kerchief
Patch different sizes
Physiological degrees 250 ml
Spitaderm 350 ml
Virplast 2,5cm x 5 m

### Tracing Service/Restoring Family Links (RFL)

Migrants are helped with establishing contacts with their families through the Red Cross;

Distribution of posters and leaflets in reception centers and near the transit roads;

Deployment of mobiles with Wi-Fi communication sets enabling migrants to recharge their mobile devices and to use the services of the free Wi-Fi.

## Operational support services

### Human resources

500 Slovenian Red Cross volunteers and 26 staff members from national and local level are involved in the emergency operation. No international staff deployment is foreseen within the DREF implementation period.

As the local capacities of the implementing branches are limited, the SRC will mobilize its volunteers and staff from the NS HQ including the mobilization of the SRC first aid teams and national disaster response teams where needed.

Within this operation SRC will provide insurance coverage for its volunteers under the IFRC Volunteer Insurance Scheme.

For the success of this operation SRC will employ a temporary staff, who will be covered by this DREF operation.

### Logistics and supply chain

The SRC 'Regulations on Purchase and Sale' (adopted in 2011) governs the procedures for the procurement of goods and services in the Slovenian RC. The regulations are in line with the in-country legal requirements and include three different procedures that vary according to the documentation required, while the choice of procedure depends on the value and type of order.

To the value of the contracts in the amount of € 1,000 + VAT using the national procedure, for procurement of goods over € 1,000 and € 20,000 and to € 40,000 + VAT for building works, using a simple procedure and for all the other orders above this value however, a bidding process is required.

Logistics capacities, human and material wise are not sufficient; therefore, the DREF budget includes costs of additional manpower and transportation.

### Information technologies (IT)

Slovenian RC will maintain communication with staff and volunteers through mobile phones, situation updates and coordination meetings and therefore a certain amount to cover costs of the phone usage is foreseen in DREF budget, also related to the RFL activities.

### Communications

The visibility of Slovenian Red Cross activities in the field will be reinforced with regular daily press releases to all national media regarding National Society communication activities aimed to sensitize public opinion and bring attention to the suffering of people on the move and their situation of high risk and vulnerability:

- participation in the RCRC global campaign that will raise awareness and sensitivity towards migrants at local level
- engage in a call locally to stop indifference about the plight of people on the move, recognizing a universal responsibility to protect humanity

All new developments will be also regularly updated on the SRC's web page [www.rks.si](http://www.rks.si) and the Facebook page. Regular operation updates will be sent to the IFRC Regional Office for Europe.

### Security

As already mentioned, safety concerns are high due to possible harsh weather conditions (cold, wind) and long hours of active involvement of volunteers in some Local Branches. Due to possible health risks, SRC will provide protective outfits to the RC staff and volunteers with the following items: protective gloves, protective masks, antiseptic hand gel and protective clothes (RC vests).

SRC also raised security concerns with the Slovenian Government in regard of various humanitarian actors present at the border crossing Obrežje/Bregana ("no man's land").

### Planning, monitoring, evaluation, & reporting (PMER)

Slovenian RC will monitor the implementation of relief distribution activities and participate in the final evaluation of the operation on the state level. Before the standard operation evaluation, led by Administration for CP and Disaster Relief, SRC will organize an evaluation meeting with the LB and Governing Board DM Commission in order to identify strengths and weaknesses and improve SRC performance in a future response to population movements.

## 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.

## Contact information

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

### Slovenian Red Cross

- Renate Brunskole, Secretary General;  
phone: +386 1 2414 316 email: [renata.brunskole@rks.si](mailto:renata.brunskole@rks.si)
- Boris Plavsic, Senior Officer;  
phone: +386 1 2414 326 email: [boris.plavsic@rks.si](mailto:boris.plavsic@rks.si)

### IFRC Secretariat Regional Office for Europe

- Mette Petersen, Head of Country Cluster,  
  
phone:+36 1 888 4515; email: [mette.petersen@ifrc.org](mailto:mette.petersen@ifrc.org)
- Alberto Monguzzi, Disaster Management Coordinator;  
  
phone:+36 1 888 4500; email: [alberto.monguzzi@ifrc.org](mailto:alberto.monguzzi@ifrc.org)

### IFRC Secretariat Geneva

- Cristina Estrada, Operations Support,  
  
phone: +41 22 730 4260, email: [cristina.estrada@ifrc.org](mailto:cristina.estrada@ifrc.org)







# DREF OPERATION

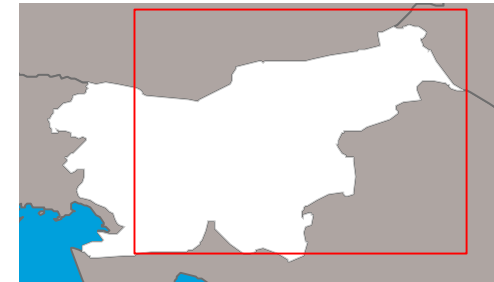
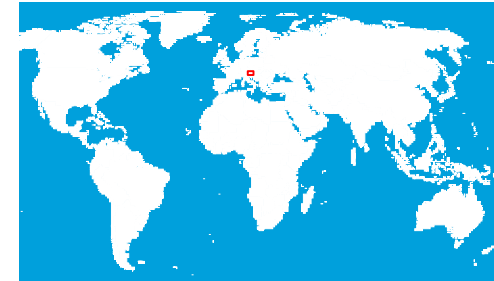
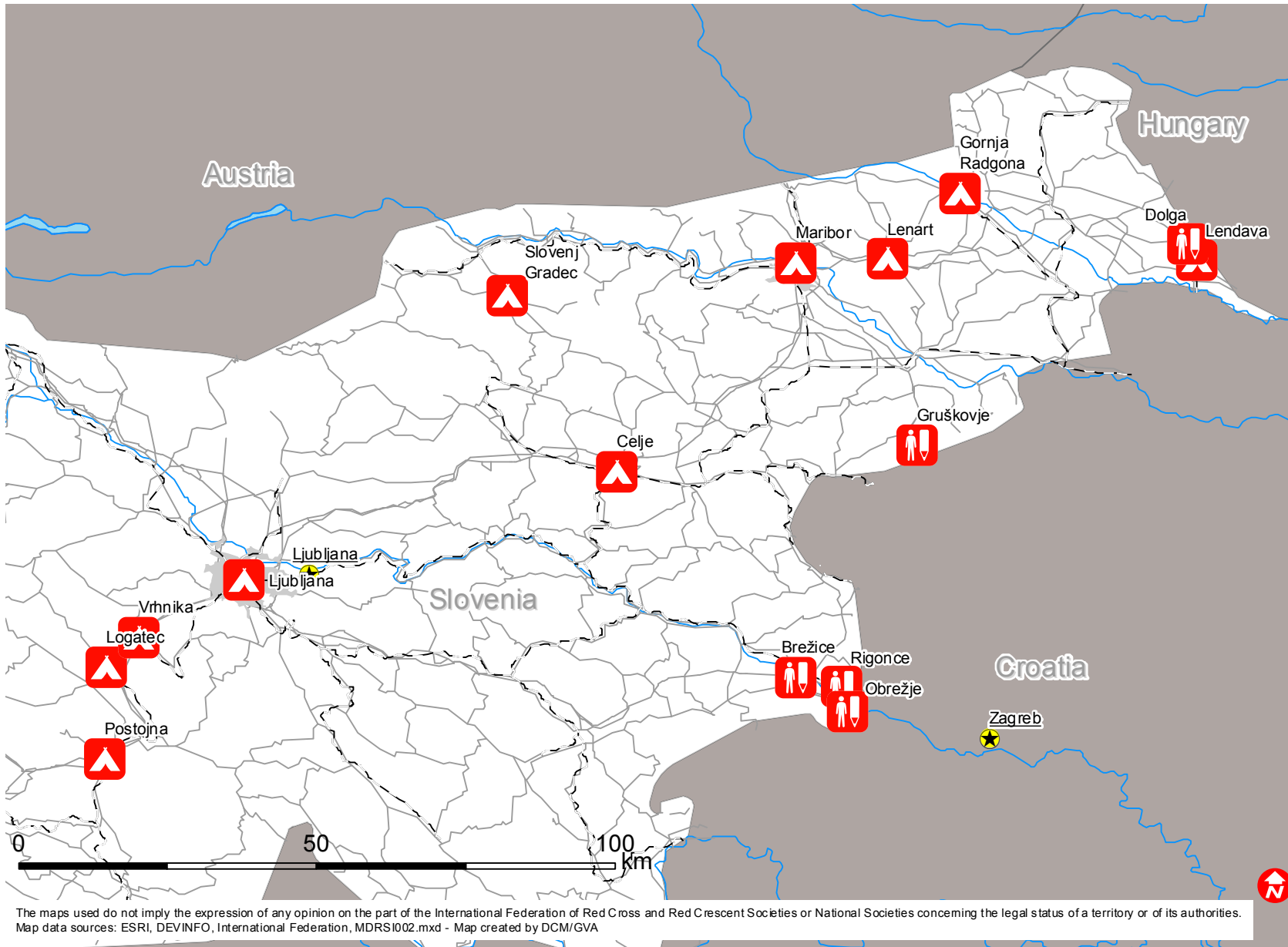
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APPEAL APPEAL NAME

<b>Budget Group</b>	<b>DREF Grant Budget CHF</b>
Shelter - Relief	
Shelter - Transitional	
Construction - Housing	
Construction - Facilities	
Construction - Materials	
Clothing & Textiles	89,429
Food	38,075
Seeds & Plants	
Water, Sanitation & Hygiene	84,189
Medical & First Aid	18,385
Teaching Materials	
Utensils & Tools	
Other Supplies & Services	
Cash Disbursements	
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>230,076</b>
Land & Buildings	
Vehicles	
Computer & Telecom Equipment	630
Office/Household Furniture & Equipment	
Medical Equipment	
Other Machinery & Equipment	
<b>Total LAND, VEHICLES AND EQUIPMENT</b>	<b>630</b>
Storage, Warehousing	
Distribution & Monitoring	
Transport & Vehicle Costs	5,182
Logistics Services	
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>5,182</b>
International Staff	
National Staff	
National Society Staff	15,795
Volunteers	3,750
<b>Total PERSONNEL</b>	<b>19,545</b>
Consultants	
Professional Fees	
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>0</b>
Workshops & Training	4,250
<b>Total WORKSHOP &amp; TRAINING</b>	<b>4,250</b>
Travel	
Information & Public Relations	1,500
Office Costs	659
Communications	3,771
Financial Charges	
Other General Expenses	3,000
Shared Office and Services Costs	
<b>Total GENERAL EXPENDITURES</b>	<b>8,931</b>
Partner National Societies	
Other Partners (NGOs, UN, other)	
<b>Total TRANSFER TO PARTNERS</b>	<b>0</b>
Programme and Supplementary Services Recovery	17,460
<b>Total INDIRECT COSTS</b>	<b>17,460</b>
<b>TOTAL BUDGET</b>	<b>286,074</b>



# Slovenia: Population movement



-  Registration centers
-  Accommodation centers