



COVID-19 OUTBREAK OPERATIONAL UPDATE #11

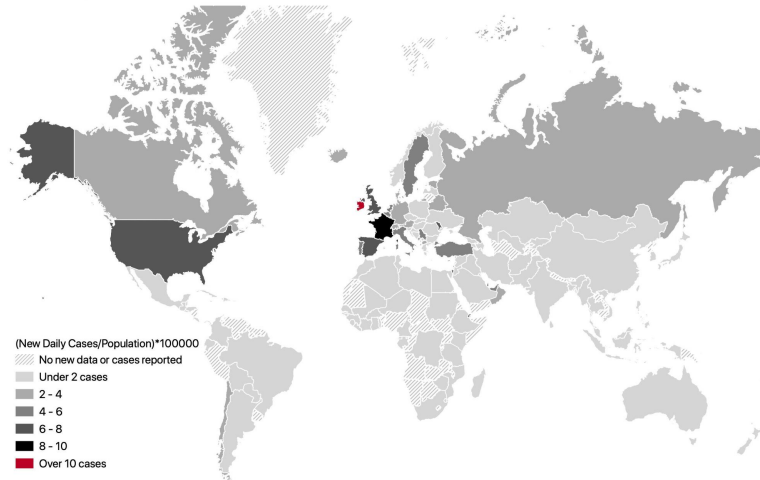
REPORTING DATE: 17 April 2020
GLIDE: EP-2020-000012-CHN
OPERATIONAL TIME FRAME: 31 JAN - 31 DEC 2020

Situation Update

1,954,724 confirmed cases globally
reported to WHO as at 2:00am CEST, 16 April 2020

COVID-19 Global View map shows new cases per population.

COVID-19 Global View
Produced 15 April 2020



This map does not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Produced by SIMS (2020).

Funding**

150,000,000 CHF Required

21% **68%** **11%**

■ Hard pledges ■ Soft pledges ■ Funding gap



** Funding gap calculated after factoring-in soft pledges as well as hard pledges.

National Society Response

160/192 National Societies reporting. Engaged in...

136
Health

144
RCCE

137
Institutional
Readiness

Number of National Societies engaged in selected activities:

Health:

- 66** Screening and contact tracing
- 75** Psychosocial Support
- 45** Clinical, paramedical, or homecare services
- 66** Emergency social services for quarantined individuals

Risk Communications & Community Engagement (RCCE):

- 101** Misinformation management
- 76** Community feedback mechanism
- 56** Stigma prevention messaging

Institutional Readiness:

- 89** Contingency Planning
- 62** Business Continuity Planning
- 107** Internal Risk Communications

Useful Links

Health

- New guidance on the [use of reusable cloth face masks](#) by the general public, including minimum technical specifications, instructions for use, and a high-level review of existing evidence
- A revised and simplified [health guidance](#) note highlights potential NS roles in clinical and public health in each phase of pandemic response, and supports decision-making before scaling up clinical interventions

Risk Communication and Community Engagement (RCCE)

- Guidance and tools available in multiple languages on the [GO Platform](#) and [Community Engagement Hub](#)
- [Key Messages and Actions for COVID-19 Prevention and Control in Schools](#) by IFRC, WHO and UNICEF

[Click here](#) for the detailed up-to-date information on the situation and guidance documents on [go.ifrc.org](#)
National Society Field Reports are [here](#)

The latest WHO sit-reps are [here](#)
Visualization and case numbers [here](#)

OPERATIONAL UPDATE

The Revised Emergency Appeal (26 March 2020) is available [here](#).

The Emergency Plans of Actions for COVID-19 [operation are available here](#).

Red Cross and Red Crescent activities globally

Health and Care

IFRC emergency health continues to provide technical and operational guidance to NS and regions through the provision of guidance documents, as well as through online meetings to address specific challenges. IFRC emergency health has developed evidence-based guidance for best practices and minimum standards for the use of reusable cloth face masks by the general public. This approach aims to reduce potential harm caused by cloth masks without minimum standards, and to increase their potential public health impact as barriers that may contribute to reducing the spread of the virus. With support from National Societies, the Health and Care department is compiling a comprehensive database of Frequently Asked Questions which will be part of phase one of the Health Help Desk. The Help Desk will be hosted by the Global Disaster Preparedness Centre; its development is well underway with anticipated launch on 20 April.

Mental health and Psychosocial Support

The IFRC PS Centre and several National Societies have produced tools and guidance material for various target groups and in a number of languages. These tools and guidance material can be downloaded from the [IFRC PS Centre website](#). The IFRC PS Centre is currently developing a series of Psychological First Aid online trainings/webinars and guiding material to support grieving processes. Together with World Vision and the IFRC CP the PS Centre is also involved in adapting material and activities that can be used for children and caregivers.

Finally, the IFRC PS team has initiated a mapping of all MHPSS activities being implemented and planned by NSs. This initiative is coordinated by the Global RRPSS delegate. Please provide any information or updates on MHPSS to the regional MHPSS focal person or to the [global RRPSS delegate](#).

Risk Communication and Community Engagement (RCCE)

IFRC work continues establishing a strong and cohesive RCCE partner coordination at global level to ensure alignments and provide recommendations on key topics such as Social Mobilization and Physical Distancing in low-resource settings or the recent RCCE subgroup for migrants, refugees and other vulnerable groups in the context of COVID-19 (UNICEF). A Story of COVID19 animation Video is on the pipeline in coordination with Global Health Media. The video will provide key facts on COVID19 and behavior change messages to general worldwide public.

Coordination with RCCE teams in the regions continues at a weekly and daily basis on specific topics to ensure priority needs and recent feedback is shared and documented to improve RCCE approaches, messages and engaging modalities. A shared FAQs excel spreadsheet has been developed to address generic but also granular key questions emerging at global and regional level. Topics such as the use of cloth face masks has been one of the priority discussions with the RCCE regional teams and ways of addressing messaging and how to respond to communities' concerns is part of the FAQ propose.

Work continues with the RCCE Training package which is now available in [French](#). Coordination with the Learning Platform team continues and currently revising the RCCE e-learning version.

National Society Preparedness

The ["Business Continuity Help Desk"](#), operated jointly by the Global Disaster Preparedness Centre and the IFRC, has become operational and is providing multilingual resources (including checklist, guidance, and training modules), self-support via interactive FAQ, direct technical guidance, examples of good practice and policies, and will be organizing learning webinars, and forums for good practice sharing. Conversations are ongoing to coordinate and align the various services of help desks to include several technical areas such shelter, CBI, health - with special focus on emergency medical services.

Support has also been provided to regional offices to plan and disseminate guidance for NS to assess, plan and implement key prioritized measures to ensure capacity to scale-up response to COVID-19 and other emergencies during

the pandemic, based on the PER Mechanism. Collaboration is ongoing with ICRC NSD on how to better link support to National Societies during the pandemic. Collaboration is also ongoing with IASC on the Emergency Response Preparedness (ERP) Approach to the COVID-19 Pandemic.

Based on experiences from previous epidemic and pandemic operations, IFRC is enhancing its approach to contingency planning for pandemic scenarios, including development of a brief guidance on contingency planning for NSs in all IFRC official languages. In addition, efforts over the coming months will include:

- Support to NSs in collaboration with their national and local authorities to review / develop plans and ensure services can be delivered to those affected given capacities and resources
- Collection of best practices and sharing of key recommendations to revise existing guidance materials
- Review the impact from COVID-19 operations on other scenarios and develop revised contingency plans for other crises situations

Business Continuity Planning and Security within IFRC Secretariat

COVID-19 creates substantial barriers to the IFRC Secretariat traditional ways of working and new working modalities have been established, tailored to the measures required by the various governments and the offices capacities. Business continuity is critical for IFRC Secretariat to provide an effective support to the Red Cross and Red Crescent's National Societies worldwide. The Secretariat has an operational mandate, and it has adopted all necessary steps to remain operational during the pandemic, but the main priority of business continuity plans is country-level health and welfare of staff and persons to whom the Secretariat has a duty of care. Steps taken effectiveness include:

- IFRC has been invest in whole-of-organization business continuity planning and activation of the different BCP plans
- Focused on the health, safety and wellbeing of staff
- Analyze scenarios, risks, capacities related to COVID and other potential shocks, and identify steps and resources required to address them.
- Has streamline and simplify processes, to improve agility and flexibility.

One of the major challenges is the impact of containment measures, especially related to the movement/travel restriction of personnel to affected areas and within affected areas and since the declaration of the pandemic 34 daily bulletins were produced and distributed through the worldwide network. In addition, dedicated support was given to all staff and NSs asking for special information.

Several related guidance and additional tools have been revised, updated and translated for business continuity planning and through regional BCP focal points and where required tailored support has been provide to the IFRC Secretariat offices in maintaining their functionality during crises and continue to provide timely and high-quality assistance to the stakeholders. A guideline how to recover and resume business processes is under discussion based in ongoing governments conversation how to de-escalate the confinement measures and Covid 19 regional and global scenarios. Joint analysis is constantly ongoing between BCP and security experts, because anti-humanitarian sentiment and increased hostility towards foreigners in continued to grow worldwide. The Global and Regional Security Units continue to actively support Cluster and Country Offices and well as National Society Security Managers and Focal Point through information gathering/sharing, providing security guidelines, security coordination and cooperation within the RC movement as well as with external partners and the humanitarian community.

Communications

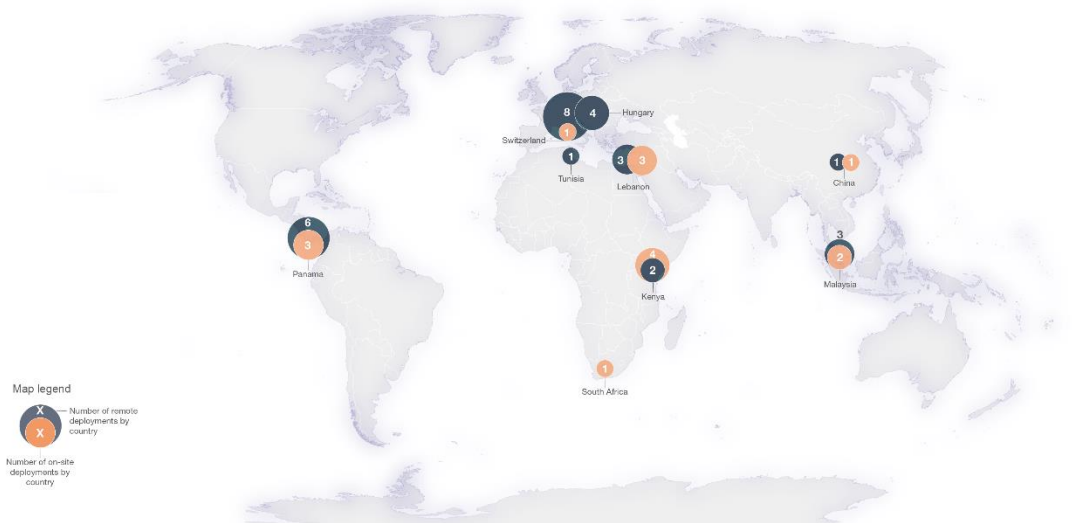
Key messages and a list of spokespersons are updated/shared regularly within IFRC, with ICRC and with National Society communication focal points. Media interest and coverage of Red Cross Red Crescent response remains high.

- A new set of infographics reflects our call for action for people to [#StayHome, show solidarity](#) and [keep their physical distance, but stay socially close](#). A [new infographic](#) on how antibiotics are not effective has also been developed.
- Social media highlights include: [Twitter, TikTok videos](#), Facebook and Instagram: [Antibiotics are not effective, We thank all volunteers \(emojis\) and animation](#) on our volunteers and staff around the world stay at work for you. LinkedIn: RED Talks on COVID-19: Tree Red Talks have been hosted in the past week one with [Turkish Red Crescent volunteers, another one with New Zealand Red Cross and mental health and one and another one on the cyclone in the pacific and Covid19](#).

Media highlights: [CNN interview by IFRC Secretary General](#) on COVID19 and [TRT World interview with Emanuele Capobianco, director of Health and Care.](#)

Global Rapid Response

A total of 55 people are deployed or in the pipeline to be deployed. In the last 2 weeks, there has been an increase in remote support due to new and existing travel restrictions. In order to facilitate the remote support engagement of rapid response personnel and alignment of the requests several documents have been disseminated (and are currently available on the [Go Platform](#)).

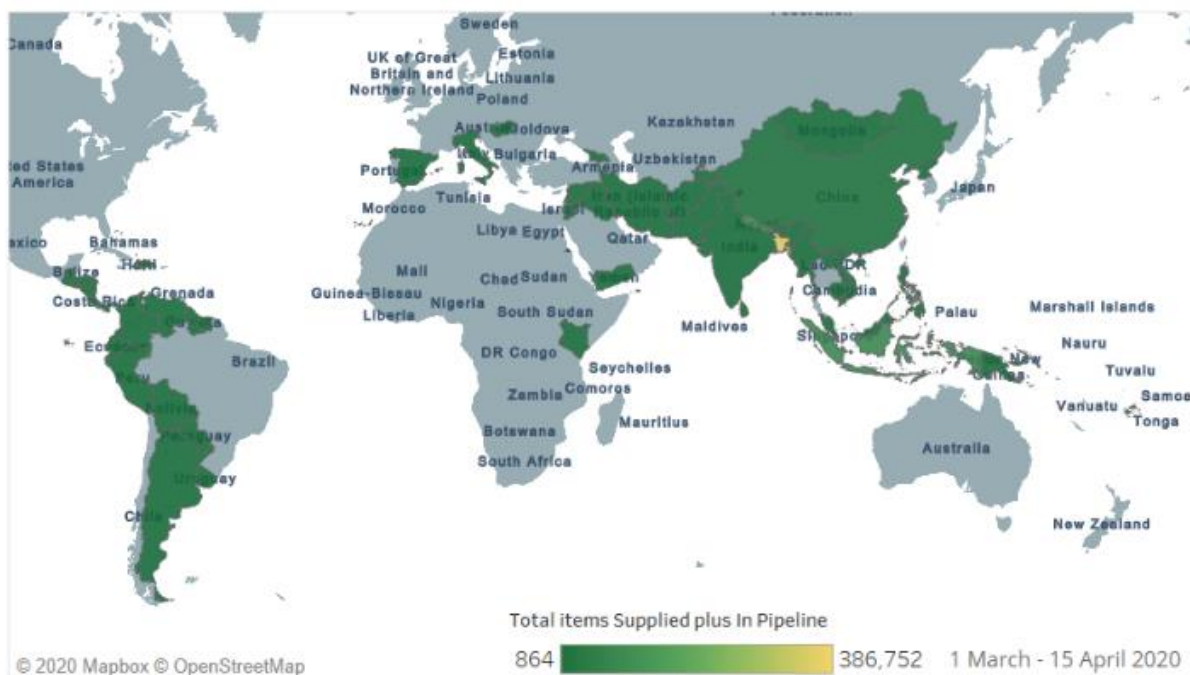


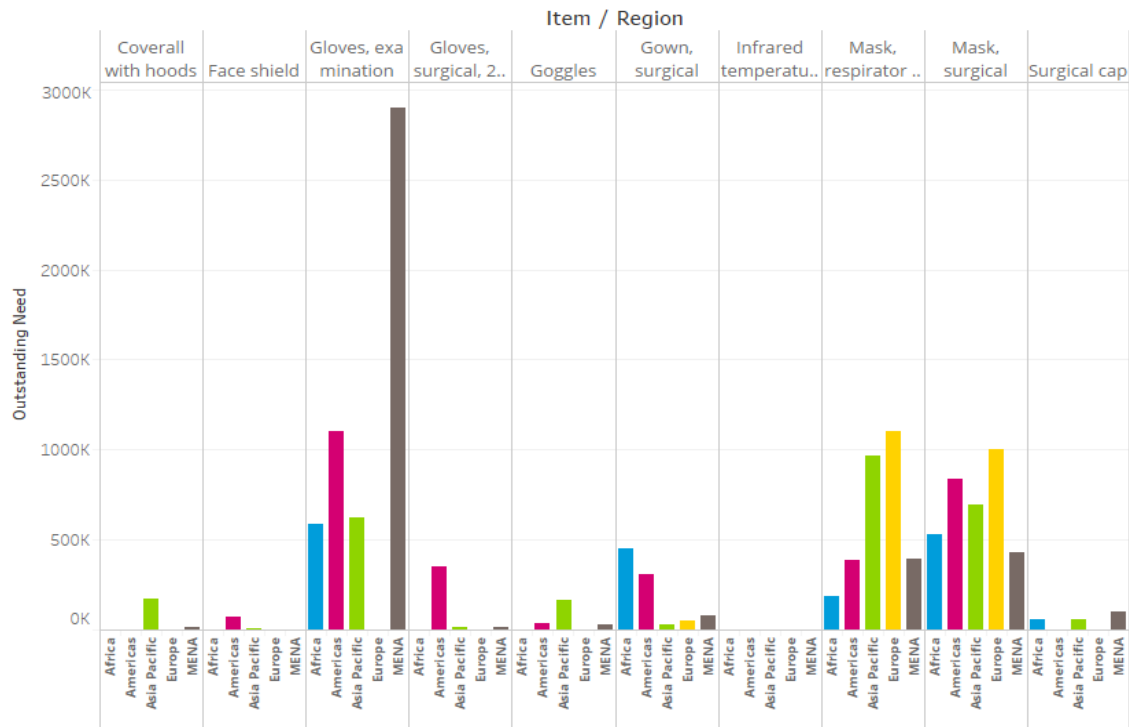
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Supply Chain

To tackle the problem of sub-standard and/or counterfeit products sent from China, China's Ministry of Commerce, General Administration of Customs and National Medical Product Administration has issued a co-announcement to manage export medical products. Only products manufactured by suppliers duly registered with China FDA can export certain items such as Testing Kits, Ventilators, Medical protective masks and Surgical Masks, Coveralls and Infrared temperature guns.

Locations - Goods Supplied or in Pipeline





Non-COVID-19 operations:

For contexts with ongoing humanitarian needs and context that are prone to large-scale disasters there has been stepped up interaction to ensure the federation membership has an aligned internal understanding of actions taken to integrate COVID-19 response. This concerns the ongoing work, the disruptions provoked by COVID-19 and of possible advocacy messages. Country-specific key messages have been developed to help with multiple queries from media and donors. Contexts at this stage are: DRC, Mozambique, South Sudan, Somalia, Venezuela and associated regional migration, Haiti, Afghanistan, Bangladesh, Myanmar, Philippines, Greece-Migration, Turkey-Migration, Ukraine, Iran, Iraq, Libya, Syria, Yemen.

Red Cross and Red Crescent activities by Region

Asia Pacific

Regional Overview

The IFRC Asia Pacific Regional Office (APRO) continues to provide guidance and coordination support to National Societies through five CCSTs and eight COs, with regular communications and coordination at all levels and through the fortnightly Joint Task Force (JTF) calls with the global headquarters in Geneva. APRO has been constantly monitoring the evolving situation in Asia and the Pacific and is actively keeping the region informed through the weekly meetings with COs and CCSTs. In the same manner, CCSTs and COs have been constantly updating the APRO on the progresses in-country for preparedness measures, trends in the number of confirmed cases, governmental actions, and activities being implemented or planned by National Societies. A Daily Report continues to be published to track activities and statuses of Business Continuity Plans across the Asia Pacific region. In the past week, a draft revision of the Asia Pacific Emergency Plan of Action (EPoA) had been shared with the global headquarters in Geneva and is now in the finalization processes. COs and CCSTs across the Asia Pacific have drafted Country Plans of Action (CPoA) for responding to the pandemic and these are being technically reviewed in parallel with the ongoing revision of the regional EPoA.

Food Security, Livelihoods and Basic Needs

In the past week, the Afghan CO has been working on and has completed developing a Country Plan of Action (CPoA) with a core component of Food Security and Livelihoods assistance. The type of livelihoods assistance planned has been termed as “livelihoods provisioning” and entails the provisioning of food packages to at least 50,000 households and multipurpose cash grants to 15,000 households affected by the COVID-19 pandemic, either due to quarantine measures, homebased care, or households that have lost their main source of income. The work on recruiting a Finance Service

Provider (FSP) is in progress – the FSP will support the IFRC and Afghan Red Crescent Society (ARCS) in distributing the multipurpose cash grants to the target population.

In Pakistan, multipurpose cash grants for 600 families have been planned for the coming weeks, households in remote areas are being finalized and targeted. So far, 410 families have received food packs through the Khyber Pakhtunkhwa provincial branch.

The regional Cash Working Group (CWG) convened an adhoc meeting wherein existing global guidelines and lessons from previous pandemics with cash and voucher assistance were discussed - IFRC co-chairs this regional CWG along with the World Food Program (WFP) and UNOCHA. The country Cash Working Groups also shared country updates and ongoing cash coordination efforts in response to COVID-19.

Civil-Military Relations (CMR)

The APRO is working with colleagues involved in advocacy for International Disaster Response Law (IDRL) and legal advisors to integrate updated information on police and military support employed in COVID-19 enforcement measures. IFRC APRO also took part in the first United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) civil-military coordination meeting and has been in close contact with the Center for Excellence in Disaster Management & Humanitarian Assistance (CFE-DM) on their contingency planning efforts. A CMR guidance has also been sent out to all COs and CCSTs.

Migration and Displacement

The IFRC Asia Pacific Migration and Displacement team has been actively engaging in regional inter-agency cooperation, especially the Asia Pacific Thematic Working Group on COVID-19, and Migrants and Refugees (hosted by IOM). Ongoing Movement coordination and cooperation are being maintained at the regional level (with the ICRC Regional Migration Advisor) and at the CCST and CO levels, especially on mutual areas including Restoring Family Links (RFL), Immigration, Detention, and aspects of Protection.

The IFRC Asia Pacific Migration and Displacement team continues to provide regional coordination and technical guidance to National Societies to support migrants, refugees and IDPs at risk from COVID-19 and its impacts. This includes:

1. Ongoing monitoring and analysis of regional developments, trends and risks related to migration and displacement.
2. Technical support and guidance for the development of National Society plans to address the needs of migrants, refugees and IDPs continues, with this week focusing on support to:
 - Thai Red Cross Society: developing specific activities to reach at risk migrant workers;
 - Myanmar Red Cross Society: ongoing analysis and development of activities to reach migrant workers, IDPs and returning refugees; and
 - Sri Lanka Red Cross Society: including support to develop activities to reach at-risk refugee communities in Sri Lanka.

The regional team continues to document and share best practices of National Societies across the region, for both internal and public communication and dissemination. The recent "Red Talk" on refugee and migrants was watched by more than 25,000 people from more than 100 locations around the world. The "Red Talk" continues to be available here: [Facebook](#); [LinkedIn](#); [Twitter](#); and [YouTube](#).

Country by country updates

Bangladesh Red Crescent Society (BDRCS)

Between 20 – 26 April, the Advanced Chemical Industries (ACI) will be distributing 34,000 food packages out of a total of 40,000 food packages to all 68 units, with the remaining 6,000 food packages remaining at the National Headquarters (NHQ). Unit level officers (ULO) are working in coordination with District Office.

Preparations have continued for the establishment of a 50-bedded Isolation Centre in Cox’s Bazar Population Movement Operation (PMO) in the same premises of BDRCS Field Hospital, maintaining the hospital activities with logistical support to be provided by the Qatar Red Crescent (QRC). Another 25-bedded isolation unit is also being prepped at the Holy Family Red Crescent Hospital. The Myanmar Refugee Relief Operation (MMRO) is providing support to 10,000 families in Cox’s Bazar.



Raising awareness in the streets and marketplaces of Satkhira District. **(Photo: BDRCS)**

Cambodian Red Cross (CRC)

In close collaboration and coordination with the local authorities and local health departments of all 25 municipality-provinces, CRC and its 25 Red Cross branches have actively mobilized staffs, Red Cross Volunteers (RCVs), Red Cross Youths (RCYs), together with communities to take actions in COVID-19 prevention and control measures. The IFRC Cambodia CO also had a coordination meeting with ICRC Phnom Penh team via Skype, updating on COVID-19 operations and the support that IFRC & ICRC are providing to CRC.

CRC Health Department has been keeping abreast with the daily updates in the number of COVID-19 affected cases, deaths and recovered cases globally and domestically. Adapting to the situation and continuing to provide technical support to all 25 Red Cross branches, the CRC-Emergency Health Sub-Department team is working on setting up online-communication for weekly reporting, information sharing, meetings and trainings as needed, with a tentative operational start date next week.



Staffs/Red Cross Volunteers are ready to bring the IEC material to targeted villages for delivery key message on COVID-19 prevention. **(Photo: CRC)**

So far, distributions by the CRC of IEC and hygiene materials to 13 Red Cross branches include: 810 pieces of soap; 100 units of PVC handwashing banners to 10 RC branches; 100 units of PVC banners about MoH-adapted material of COVID-19 prevention to 10 RC branches; 43,200 flyers about handwashing and MoH-COVID-19 prevention; and 20,000 Units of facial-mask to seven RC branches. In collaboration with local authorities, all 25 Red Cross Branches (senior management/staff/Volunteers/youths) have been equipped with hygiene material (sanitizing alcohol and soap), adapted IEC materials from MoH and IFRC (posters, flyers, radio spots, etc.), and actively disseminated key COVID-19 preventive messages through home-visits, public mobile loudspeakers, and mainstreaming into core activities of all branches’ development plans, reaching 37,433 persons (21,202 females) in 561 places across 25 provinces.

Red Cross Society of the Democratic People’s Republic of Korea (DPRK RCS)

Amid the evolving situation of the COVID-19 pandemic and its unprecedented worldwide consequences, the DPRK Central Emergency Anti-Epidemic Command is scaling up anti-epidemic activities by integrating them with the National Spring hygienic campaign in the country during March and April in order to contain the spread of the epidemic. The DPRK law on the prevention of the epidemics was also revised - the revised & supplemented law specifies the legal requirements related to the prevention of epidemics like disclosure and quarantine of the source of infection, interception of epidemiological links and emergency prevention of epidemics, which is of significance in providing the legal guarantee for ensuring the state’s security and the people’s safety by strictly establishing the system and directions in the prevention and treatment of epidemics. In line with these revisions, DPRCK RCS is developing its contingency plan

for COVID-19.

Around 11,020 DPRK RCS volunteers in the four target provinces of South & North Phyongan and South & North Hamgyong were fully engaged in various health services such as health and hygiene promotion against COVID-19, disinfection and cleaning in association with the national spring hygienic campaign for March & April.

The DPRK RCS, in collaboration with the IFRC CO, has revised and submitted its current EPoA and budget. As a follow up, urgent actions are being made to replenish the life-saving essential household items in order to provide timely and appropriate response to the possible natural disasters and epidemics caused by climate change. The procurement of 1,000 emergency family hygiene kits, 300,000 water purification tablets, 1,000 jerry cans, 5,000 blankets and 100 kitchen sets for replenishment of the Disaster Preparedness warehouse, which were distributed to the people under quarantine for the medical surveillance of COVID-19, is under progress. The purchase of other materials such as PPE, RC volunteer & youth training room support materials and WATA electrolyser (equipment for producing chlorine from table salt, it can run on solar power or car battery) are also in the pipeline.



After learnings from the RC volunteer, a grandmother teaching proper handwashing to her grandson. Tongrim county, North Phyongan Province. **(Photo: DPRK RCS)**

Indonesian Red Cross Society (PMI)

PMI Bogor Hospital was designated as one of the COVID-19 referral hospitals. To strengthen its capacities as a satellite hospital of COVID-19, the hospital set up an additional isolation room, standardized Infectious Disease Control (IPC) measures and implemented stress management for its medical personnel.

To date, PMI Hospital has been taking care of at least 72 people under investigation and is in close collaboration with the national referral hospital for COVID-19.

To date, 28 PMI chapters and 189 PMI branches have been involved in various activities, including disinfectant spraying at more than 23,400 points with a targeted population of 7,868,086 people, health services that have reached 56,027 people, health promotion that has reached 252,088 people.



Disinfection of public areas. **(Photo: PMI)**

PMI has been managing its community feedback through the hotline and social media. PMI NHQ has also distributed the following items to operations in the various provinces:

- Sprayer units: 3,528 units,
- Hazmat Suit: 2,614 sets,
- Raincoats: 1,332 Pcs
- Goggles: 2,801 Pieces
- N95 Masks: 3,700 pieces

- Rubber Gloves: 3,189 pairs
- Surgical Gloves: 821,972 pairs
- Boots: 3,803 Pairs
- Medical masks: 1,260,400 (to the public)
- COVID-19 prevention kits: 89,400 packs

Japanese Red Cross Society (JRCS) As of 14 April, there have been over 8,000 confirmed positive cases. While the state of emergency has been announced for seven prefectures, other prefectures have declared their own "state of emergency", which has no legal binding force but asks citizens for cooperation.

Following the state of emergency, the JRCS has developed some measures as part of its Actioning Business Continuity. These measures include enforcing staff working in these seven prefectures to embark on tele-working systems as much as possible, and to incorporate Business Continuity Plans into project plans, especially in areas where there are reports of active transmissions.

With the continuation of blood donation services under the State of Emergency, infection prevention measures have been strengthened across social welfare centres and all 91 Japanese RC hospitals, with JRCS headquarters prepared to take necessary measures to support the hospitals for fundraising, medical equipment, human resource, etc., and to ensure the blood bank has an adequate supply. In addition, while over one million masks have been donated to JRCS, the stock of medical materials is still limited, and suppliers are still being sought. JRCS Youth Volunteer Corps also organized an online meeting where around 70 members participated and discussed how youths can collaborate with one another to contribute towards the COVID-19 response, and agreed on sharing the information on COVID-19 JRCS official account and tweeting their own behaviours and activities with the hashtag #みんなで乗り越えよう (let's get over together). JRCS has also translated its MHPSS social stigma guide to an English version. The guide *"Three faces we must be alert to the novel coronavirus - A guide to breaking the negative spiral"* is available [here](#).

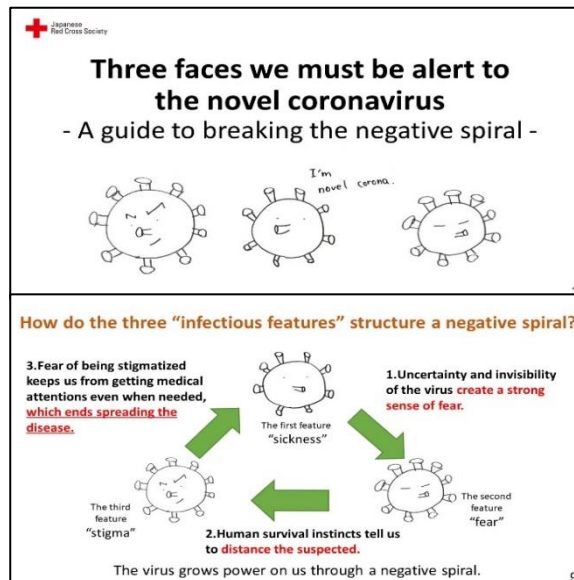
Mongolian Red Cross Society (MRCS)

On 11 April, a group of Mongolians returned home from Moscow, Russia. In addition, 214 staff and volunteers are also being mobilized to support monitoring of people who are in self-isolation at home. MRCS has been collaborating with UNICEF with support from USAID and has been implementing the "WASH in health institute" project to provide hand-soaps, hand-sanitizers, and disinfectant materials to health centres in all 21 provinces and 9 districts. MRCS has also adopted the COVID-19 rapid assessment tool developed by IFRC, UNICEF and the WHO, and is preparing to conduct assessments in the general public as part of community engagement.

Myanmar Red Cross Society (MRCS)

As of 15 April, there have been 74 confirmed cases with 4 deaths and 2 recoveries reported. In preparation for the Thingyan festival (13-16 April 2020), the largest nationwide holidays in Myanmar to celebrate the Myanmar New Year, MRCS volunteers have provided low-income families with food packages from the government throughout the country. This year's Thingyan holidays are unusually quiet with no water-throwing due to COVID-19. However, the visits from MRCS volunteers have brightened up people's days as stay home advisories remain in place.

Over the past week, Risk Communication and Community Engagement (RCCE) has been conducted in more than 100 townships throughout the country, aided by handheld speakers, loudspeakers or mobile amplifiers, and referring to the health education posters reprinted from the Ministry of Health and Sports (MoHS). MRCS volunteers have also been supporting the MoHS with temperature screening at border and cross-state checkpoints and have provided psychosocial support to a total of 24,358 people since 1 April. In consideration of social distancing, RCVs have been encouraged to conduct psychosocial support (PSS) via phone calls, messenger and other mobile tools. Additionally, a large-scale social media campaign is ongoing in both Facebook and Twitter, highlighting



"Three faces we must be alert to the novel coronavirus - A guide to breaking the negative spiral" has now been translated to English too.



Myanmar Red Cross volunteers distributing food items from the government to low-income families during the Thingyan holidays (to mark the Myanmar New Year).

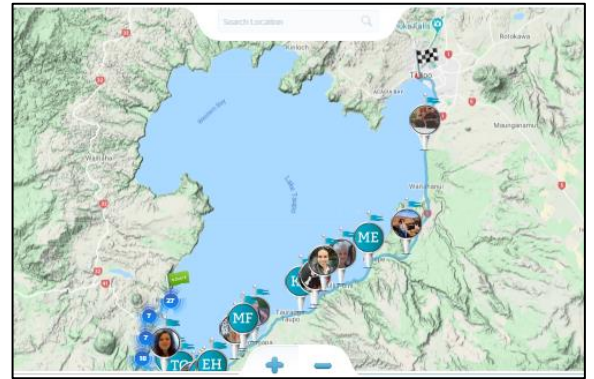
preventive measures on COVID-19 and the contributions of Red Cross volunteers in the response.

In Rakhine, in the week leading up to Thingyan, around 300 staff and volunteers have continued to undertake Risk Communications and Community Engagement (RCCE) and psychosocial support, as well as government support activities for COVID-19 in the areas of fever screening at check points, quarantine facility services, and fumigation. MRCS activities are reaching across 10 townships in northern, central and southern Rakhine. The MRCS COVID-19 dashboard is now ready for public access and will be updated every week [here](#).

New Zealand Red Cross (NZRC)

Over the long weekend, the *Meals on Wheels* initiative in many regions across Aotearoa have continued to deliver food to people in their communities. So far, 600-800 volunteers have been helping NZRC each week to sustain its delivery of 10,000 – 12,000 meals even during Alert Level 4, and more than 140 Kiwis have stepped up to help NZRC fill gaps in their rosters.

To advocate against inactivity at home, NZRC has launched the Red Cross Virtual Tour, a virtual run over a distance of 71km that takes in sights of the Lake Taupō area. The activity is being promoted on its website and participants have been encouraged to share pictures on social media with the hashtag #RedCrossVirtualTour to win prizes. All funds raised by participants will support NZRC's essential services - Meals on Wheels and Migration Programs – as well as their COVID-19 emergency response work alongside the Ministry of Health and local Civil Defence groups.



The Red Cross Virtual Tour covers a distance of 71km and is promoted as a way to keep fit amidst the COVID-19 pandemic. **(Screenshot extracted from NZRC website)**

Pakistan Red Crescent Society (PRCS)

The PRCS Muhafiz Force that was launched last week continues to work on raising awareness to communities on COVID-19 along with collecting and providing food to families-in-need. The PRCS Virtual Call Center at NHQ is operational through toll free helpline for guidance to public regarding COVID-19, and logistical support continues to be provided to government quarantine facilities in Khyber Pakhtunkhwa, Sindh, and Baluchistan. Throughout, the PRCS Corona Crisis Management Unit at NHQ and all seven PHQs have been providing 24/7 services. While PRCS NHQ continues to collect blood with a view to donating to more than 500 registered Thalassemia patients in Islamabad faced with a shortage of blood, the establishment of a 10-bedded ICU with ventilators along with a 100-bedded isolation facility are in process at the existing PRCS hospital in Rawalpindi.

In Khyber Pakhtunkhwa, PRCS has distributed 1,272 sets of PPEs, 5,574 hygiene kits, food packages to 1,433 households, and 1,238 Non-Food Items (BFIs) across various quarantine facilities. PRCS is already providing logistic support to government quarantine facilities in KP, Sindh and Baluchistan. In Karachi, a team of First Aid Responders (FAR) is performing duties at the Attendants Facilitation Counter at Field Isolation Expo Center (Quarantine and isolation facility by government), equipped to conduct mobile diagnostic services. Across the country, 10 PRCS ambulances with First Aiders have been deployed at different locations for transportation of confirmed or suspected cases.

Philippines Red Cross (PRC)

As of 14 April 2020, the Philippines Department of Health (DOH) has reported 5,223 cases of COVID-19 in the country, with 291 new cases over the past 24 hours. A total of 335 deaths have been reported.

The impact of the COVID-19 outbreak on economy and livelihoods is becoming increasingly apparent. The National Economic and Development Authority (NEDA) has estimated GDP growth to be zero per cent due to the COVID-19 outbreak. This presents a setback to the Philippines' efforts to reduce poverty by 11 per cent by 2020 and is compounded by the increase in population expected to result in lower income per capita for all Filipinos and the unprecedented movement restrictions being enforced through the Enhanced Community Quarantine (ECQ) which was announced on 16 March and currently extended until 30 April 2020. This has extensively disrupted people's access to livelihoods, leaving them with reduced or no sources of income. An estimated 3 million people travel every day to Metro Manila to work. However, the ECQ has left people either stranded in the capital or unable to travel to their places of work. This has disproportionately affected those living in the most densely populated impoverished communities, who were already vulnerable to begin with. Foreign travel restrictions have also reduced the ability of Overseas Foreign Workers (OFWs) who accounted for US\$33.5 billion in remittances to the Philippines in 2019, to either return to the Philippines or continue their work in the countries where they reside. It is estimated that the COVID-19 outbreak could reduce remittances by 20–30 per cent. The Philippine Government has announced plans through the Bayanihan to Heal as One law to provide monthly allowances to the most affected families, while the Department of Labour and Employment (DOLE) is proposing assistance to 150,000 OFWs who have been affected by the COVID-19.



PRC is providing body bags to public hospitals with request for proper management of the dead. Recently, the PRC provided 50 body bags to East Avenue Medical Center, a public hospital, which reported that unclaimed dead bodies have started to pile up in their morgue. PRC has also delivered body bags to the National Center for Mental Health. **(Photo: PRC)**

Activities

The National Center for Mental Health (NCMH), through its Material Management Section, requested PRC for PPE for their front liners on duty. PRC coordinated the request and immediately delivered the PPE to NCMH. Currently, NCMH has nine patients with mental illness who have been tested positive with COVID-19 and around six patients remain under investigation, together with doctors, nurses and support staff who are under monitoring. On 10 April 2020, PRC provided cadaver bags due to the number of COVID-19 deaths in the facility, in addition to the provision of 70 assorted meals donated by PRC. There were media reports that the East Avenue Medical Center in Quezon City has an increased number of unclaimed cadavers awaiting results for the COVID-19 test. Accordingly, 15-20 cadavers are piling up at their 5-person capacity freezers in the morgue. Other cadavers have been placed inside the hallways of the hospitals. To respond to this need, the PRC Welfare Service provided 50 cadaver bags to the hospital.

PRC continues to scale up its response to COVID-19 through its wide network of chapters and volunteers. PRC continues to support the healthcare system and authorities by providing surgical masks and PPEs in hospitals and government offices. To date, PRC has been able to distribute 455,609 surgical masks, 4,958 PPEs and set up 18 units of medical tents in 11 hospitals. These tents are used as medical units for overflow from the COVID-19 hospitals and also for the quarantine centers being set up.

The PRC help desk at the National Head Quarters continues to be operational with 30 volunteers on the phones and a doctor on call for referrals. As of reporting, there are 558 calls received. On average, the PRC helpline is receiving 17 calls per day. Batangas, Davao Oriental and Nueva Viscaya Chapters have started to set up specific helpline for COVID-19 to provide psychological first aid and refer people to respective agencies depending on the services needed.

As mentioned, one of the needs caused by the community quarantine is the disturbance of livelihoods especially for the poor. PRC Disaster Management Service (DMS), together with Rizal Chapter, conducted a focus group discussion (FGD) in Barangay West Crame, City of San Juan to identify recipients for cash assistance. The FGD was participated by barangay officials, barangay health workers, and sectoral representatives (women, people with disabilities, youth and informal workers/vendors). During the FGD, mapping was conducted to identify the vulnerable families inside the barangay where general criterion for beneficiary identification and selection were also set. PRC is developing a new set of guidelines for

Cash and Voucher Assistance (CVA) to address the challenges under enhanced community quarantine and strict social distancing policy of the government while maintaining community engagement and accountability. This is a pilot activity of CVA, targeting 1,000 families, and will be replicated in other cities and municipalities.

Thai Red Cross Society (TRCS)

During the period 27 March - 15 April, TRCS planned to distribute 45,489 relief kits (total value of approximately 885,000 CHF) with drinking water to people across 33 provinces who are under quarantine at home for 14 days and who are the most vulnerable, lack basic necessities, and have never received assistance from any organizations. On 13 April, TRCS' Relief and Community Health Bureau provided 5,000 tubes of alcohol gel to Thailand Association for the Blind to prevent COVID-19

So far, the following Health Stations have distributed the following:

- Health Station no. 1 Surin:

- On 10 April, handed over 1,619 relief kits to Kalasin Provincial RC Chapter who would do the distribution in 4 districts.
- Provided health care to lactating mothers and their babies with preventive measures (social distancing) at the health station 3)
- On 12-13 April, handed over 1,676 relief kits to local authority and village health volunteers who would distribute to those in need in 16 districts in the province, and provided 3 temples in the province with 18 relief kits.

Health Station no. 7 Ubon Ratchathani:

- On 7 April, handed over 3,239 relief kits and drinking water to Sakon Nakorn Provincial RC Chapter who would do the distribution to 18 districts in the province.
- On 11 April, prepared and handed over 77 relief kits with drinking water to Ubon Ratchathani Provincial RC Chapter who would do the distribution in the province.
- Health Station no. 14 Pang-nga:
 - Together with Pang-nga Provincial Red Cross Chapter and local authority, went to Yao island on 10 April to provide 289 relief kits to those under quarantine who needed assistance especially after the province found the first confirmed case of COVID-19.
- Chumphon Provincial Red Cross Chapter:
 - Provided 33 relief kits with drinking water to those under quarantine who needed assistance in the province.



Distribution of relief items by the Relief and Community Health Bureau. **(Photo: TRCS/IFRC)**

Due to the global shortage of masks and under the project of 10 million masks by TRCS, the Provincial Red Cross of Petchaburi produced cloth masks to be distributed to those in need. TRCS, together with MedAsa, Senior Citizen Society of KCMH and Thailand Post, is recruiting volunteers to make face shields for medical personnel in hospitals all over the country. On 13 April, TRCS' Youth Bureau met with Ministry of Labor and some garment entrepreneurs to provide 67 rolls of fabric to produce 100,000 facemasks for those in need under TRCS' project of 10 million masks. On 10 April, Red Cross Youth produced 2,000 cloth masks for villages health volunteers and those who conduct home visit of people under quarantine in Prae province, and the Red Cross Youth Club in Chiangra distributed 300 cloth masks and 150 bottles of alcohol gel at the screening point in Mae Suay district.

The King Chulalongkorn Memorial Hospital (KCMH), under TRCS, is one of the hospitals in Thailand that can test or confirm COVID-19. During the period 1 Feb - 13 Apr, there was a total of 8,606 people going to KCMH for COVID-19 testing. Of these, 4,368 people were transferred to the Emerging Infectious Diseases (EID) clinic for further treatment, 25 were hospitalized and 173 were confirmed cases of COVID-19. On 14 April, TRCS' Relief and Community Health Bureau staff and health communication volunteers provided 16 relief kits to people under quarantine who needed assistance in 3 districts in Bangkok.

Viet Nam Red Cross

At the National Headquarters, VNRC organized a meeting of the Steering Committee on COVID-19 Prevention at NHQ and control to assess the responses and develop the action plan upcoming time. So far, a collaboration is being achieved with the Trade union of Health sector of Vietnam to distribute the dairy products donated by Abbott Company for hospitals in Hanoi.

In addition, Country Plans are being collected and updated on the COVID-19 Outbreak, and support plans will be shared for Provincial Red Cross chapters soon. To date, more than 6,190 communication sessions have been conducted, more than 1.4 million people have taken part in media events organized by the VNRC, and 1,912 people have received cash for basic needs.



Distribution of relief items. **(Photo: VNRC)**

Africa

Regional Overview

Since mid-March, the IFRC Africa Regional Office has opened 43 projects across the Continent to support our membership. To date, 39 NS have received funding to kickstart response operations. Further financial allocations are forthcoming through the Global Appeal and Regional fundraising initiatives, which will result in continued funding rounds for our NS' to augment their activities. Large emphasis has been placed on resource mobilization with significant leads under development with several corporate partners. To augment this and continue growing private sector partnerships, a Business Development and Strategic Partnerships profile is being sought to support the operation.

Similarly, an extensive effort is being made to track financial contributions to the African NS from multilateral and bilateral donors as well as the continued activities of the National Societies. The Africa Region expects to have a fully functional and interactive visualization of this financial and activities data for the next reporting period.

Movement partners with active operations in Africa are being actively involved in operational coordination and a weekly Movement Operations Group meeting is held each Wednesday at 1400 NBO time. All interested partners are welcome to join the call and should reach out to the Head of Operations for COVID-19 in Africa, Jamie LeSueur (Jamie.lesueur@ifrc.org) for an invite. Similarly, regional health and CEA teams are actively participating in interagency coordination meetings, including the Regional Health Partners meeting, as well as technical working groups (TWG) focused on: RCCE (co-chaired by IFRC and UNICEF), community feedback (led by IFRC), surveillance, mental health and psychosocial support (MHPSS), and case management. At the country level, National Societies and IFRC are actively participating in Government-led coordination structures and are observers to, and participate in, meetings of the HCT and Inter Cluster Coordination held both during disasters and non-emergency times.

Forty-seven (47) Africa National Societies have so far responded to the NS Activity Monitoring survey by the third week of its roll out.

3. 94% of them being part of their respective country's COVID-19 National Strategy plan
4. 93% are working closely with MoH in COVID-19 related activities
5. 73% are conducting RCCE related activities
6. 53% conducting health related activities.
7. 57% have trained their Staff and Volunteers in RCCE.
8. 79% have developed a Contingency Plan
9. 61% have a BCP in place.

The health unit has been working with a consultant to produce a think piece and Africa-specific guidelines on pandemic mitigation in remote and fragile settings and exploring the provision of testing kits to support NS plans with public authorities. The unit has been on the forefront in supporting National Societies to supplement government efforts in. Below are some of the interventions that were implemented during the past week through the NS. The greatest challenge the National Societies are facing is comprehension of scientific information of a new disease, while at the same time tackling various myths and fears about COVID-19 while devising alternative means of service delivery, taking into consideration the context of social distancing.

Risk Communication and Community Engagement

The NS were engaged in RCCE activities to build community feedback mechanisms to counter rumours and misinformation at the community level. This past week,

- 10.** 20 National Societies conducted risk communication activities to provide community members with information on COVID-19, protective behaviour, as well as the response efforts.
- 11.** 7 National Societies organised radio shows while 5 National Societies produced a video on COVID-19.
- 12.** 16 National Societies collected community feedback relating to COVID-19, analysed it and used it to make operational decisions as well as inform information provided to community members.

The CEA team is also engaged in further discussion and activities to strengthen RCCE for COVID-19. These are:

- 13.** Internal and external coordination is ongoing, with regular calls with the Africa CEA team and the global CEA team.
- 14.** A process of sharing, analyzing and discussing community feedback priorities was shared by members of the community feedback sub-working group was developed and agreed upon.
- 15.** Development and input into regional and global of RCCE tools, translation of materials into French and systematic sharing of all RCCE materials with clusters and NS. Subsequently, a training package for a one-day training on RCCE was finalized.

Planning, Monitoring, Evaluation, and Reporting (PMER)

The PMER team developed the first draft of the monitoring and evaluation plan that was shared with the technical units. Input from the technical leads is currently being consolidated to produce a final Monitoring and Evaluation Plan. The unit supported in conducting interviews for real learning for COVID coordinated by the Global PMER team in GVA. PMER collaborating with the technical units developed and disseminated a reporting template to enable them provide inputs to the weekly reports.

Information Management

The team at AfRO mapped and streamlined the data products and tools, including the activity mapping tool, Partner 3W matrix and Kobo tool. The Partner 3W has already had several inputs from different partners. This activity aims to improve and better structure how information is submitted from national societies, input from partners and information being shared externally. Worked with volunteers to extract data from existing approved country plans of action into a standardized format in a spreadsheet. This format is intended to be simpler in terms of overview and analysis of all NS together. It is anticipated that this will serve as a source for the activity mapping and furthermore as a basis for support planning, progress tracking etc. We are developing a new template which aims to add clarity and structure to the reporting visual, as well as automate and streamline some elements of the data integration and visualization steps.

Country by Country Update

Red Cross of Benin

The Red Cross of Benin has submitted an PoA for activities spanning over the next 30 days, which have a focus on RCCE and NSD. They are working on providing information about COVID-19 to support people to adopt safe practices and address rumours and misinformation, education and communication services. These include 12 radio shows and several jingles, as well as messages on social media platforms (WhatsApp, twitter, Facebook, websites) to raise awareness, hoping to reach at least 60% of the population across the different platforms. Within the community they will conduct mass sensitization activities using megaphones, aiming to reach 20000 people, as well as establishing 60 handwashing demonstration facilities. They are also establishing feedback mechanisms in which they can collect feedback through FGDs (such as community leaders, women's groups, youth and volunteers), as well as WhatsApp and Social media. To support these activities, they are conducting 12 training of trainers (TOT) for volunteers on COVID-19, risk communication and community engagement and aim to train 90 volunteers on prevention, signs, and symptoms, referrals, communication skills and feedback mechanisms.

Burkinabe Red Cross Society (BRCS)

The Burkinabe Red Cross Society has submitted an PoA which has a strong focus on NSD, with an element of RCCE. Their plan focusses on the training of 150 volunteers and staff for preventive measures (personal protection measures; Stay Safe online course), as well as further trainings in disease control, contact tracing, helpline, cleaning infected areas

and RCCE. They also aim to reach out to community leaders to raise awareness on COVID-19 in the community.

To support the above country plan, the BRCS conducted the below activities in the week of 7 April

- Mobilization of more than 600 volunteers throughout the country; 120 volunteers for RCCE activities
- Setting up Toll Free line with 50 call centres
- Contact tracing in 4 regions Ouagadougou, Banfora, Bobo Dioulasso and Hounde.
- Continuation of disinfection activities together with MoH professionals, in the homes of confirmed patients, with an average of 10 homes disinfection per day.
- Continuation of follow-up contacts until 24 March, with funding from WHO.
- Continued participation of the CRBF at strategic and operational level in the various crisis coordination meetings.
- Two Strategic Coordination meetings set with IFRC Dakar cluster office, ICRC in Burkina Faso and BRCS to discuss coordinated ways to support BFRC in its plan.
- EU has pledged 1,500, 000 Euros for support to BRCS COVID-19 response plan.

Cameroon Red Cross Society (CRCS)

The Cameroon Red Cross Society have created a plan to be undertaken over the course of 6 weeks which focusses on RCCE, with elements of NSD in order to facilitate these activities. A number of information, education and communication products will be disseminated about COVID-19 to support people to adopt safe practices and address rumours and misinformation, including over local radio, social media, “noisy bikes” [“tricycles sonores”], FGDs and Lifeline journalists' platforms in order to raise awareness on COVID-19. Beyond this they will reach out to community leaders and set up feedback mechanisms to capture information and rumours to inform content of key messages. To achieve this, there will be a number of capacity building exercises, including training of volunteers and supervisory staff in RCCE, including 60 (10 volunteers with “noisy bikes” in poorest neighbourhoods of Yaoundé; 10 volunteers for each of the 3 radio partners; 4 volunteers to collect data on social media; 16 for the FGDs). They also plan further training of volunteers for preventive measures (Stay Safe online course; personal protection measures)

The NS has supported in the activities below.

- Four (4) training sessions of one day each involving 100 volunteers were organized in Yaoundé on 11 April 2020 with a focus on RCCE and general knowledge on COVID-19.
- These training have been launched within the framework of the IFRC technical and financial support to the Cameroon Red Cross COVID-19 response plan.
- Collected more than 100 community feedback different communities’ trusted channels and shared as part of the weekly feedback report produced to address rumours, questions, fear and suggestions from communities on COVID-19.
- 21,719 people have been reached with sensitization messages around COVID-19 delivered by 700 volunteers in the three main affected cities of Douala, Yaoundé and Bafoussam. This is done through social media surveys, mobile teams in markets, streets, supermarkets and other crowded places.
- Revision of the USAID proposal for Cameroon is ongoing
- Participation in national coordination meetings at central and regional levels
- Movement coordination meetings continue to take place on a daily basis to provide appropriate technical and financial support to the Cameroon Red Cross’s response plan against COVID-19
- Perspectives for the week: training of 100 volunteers in Douala (planned dates 14 and 15 April) on RCCE and general knowledge on COVID-19 as part of IFRC support to the National Society.

Red Cross Society of Cote D'Ivoire

The current interventions that the NS is implementing to curb the spread of COVID-19 includes setting up a telephone call centre in the Cocody town hall - to collect the concerns of residents and provide them with the necessary support. Environmental Disinfection: Support to the health district and the INHP for the disinfection of the market preceded by the training of volunteers by the local INHP (Boundiali). Production of media tools (posters, awareness video) and COVID-19 awareness sessions in French and local languages in addition to meeting with community leaders to raise awareness and get their commitment to participate in the response. The awareness activities on handwashing including the use of hand sanitizers. Screening: Screening at the entrance of cities (corridor) are on-going. The NS is finalizing proposals to the Swedish RC, IFRC and the Dutch RC.

The Comoros Red Crescent

The Comoros Red Crescent has submitted a PoA which outlines activities which span Health, RCCE and NSD. For health,

they intend to support surveillance of COVID-19 in Comoros, including setting up management committees and alert mechanisms for 10 high risk villages. For RCCE, they intend to disseminate Information, education and communication material to support people to adopt safe practices and address rumours and misinformation via radio shows (local radios), social media, and social mobilization by volunteers (media, 1000 posters, leaflets, door-to-door, focus groups, SMS, mobile speakers). They intend on reaching 80% of the general public through these channels. They also will maintain a feedback mechanism to capture rumours and community information to inform health approaches and messages to inform content of key message. Whatsapp will be used for internal communication on data collection. They will also train taxi drivers on preventive measures and 150 volunteers on RCCE and prevention, with a further 25 trained on surveillance. Activities conducted to support the above plan include:

- Mass sensitization on barriers behavior reaching 36,000 people
- Setting up of community engagement committees in high risk villages
- Two volunteers have been put in charge and carried out rumours tracing through social media.
- Addressing rumours and misinformation through communities and volunteers' platforms such as: WhatsApp groups for volunteers, WhatsApp groups for community coordination and Facebook
- 50 volunteers, 25 people from civil society and 20 RC local committees' members have been trained on COVID-19.

Gabonese Red Cross Society

The Gabon Red Cross Society plan for the next two months will focus on RCCE and NSD to raise awareness, collect data as they conduct community engagements. The NS will train all its volunteer volunteers for preventive measures (Stay Safe online course; personal protection measures) as well as train 100 volunteer in RCCE (50 in Estuaire and 50 in Woleu-Ntem). The volunteer will engage in RCCE activities which include dissemination information and community education through, radio, social media, greenline 1440, door-to-door awareness raising and interviews with Key actors. They will also develop feedback mechanism to capture rumours and misinformation that will be used to inform content of key messages shared with community.

The NS implemented the following activities in a bid to support the Government efforts to combat COVID-19.

- Household visits implemented in partnership with the MoH have been suspended on 22 March due to the increase of the number of cases
- And the reinforcement of the barrier measures decreed by the Gabonese government: last week of door-to-door sensitization reached 3463 people (Akanda – 732; Owendo – 594 and Libreville – 2137)
- 11 volunteers have been trained by WHO on the use of the Go data. They have equally joined the contact tracing teams to support active contact tracing. They are monitoring the appearance of the first symptoms for high risk contacts who have been placed on residential confinement / quarantine. they also ensure these contacts are aware of the risks, apply proper hygiene measures for their safety and that of their loved ones. A rotation of 9 volunteers have been mobilized for contact tracing activities, working 2 days for each rotation.
- A weekly feedback report has been issued by the NS covering the week from 30th March to 05 April
- A total of 50 Red Cross volunteers have been mobilized and involved in response activities
- Participation in coordination meeting at different level
- Ongoing process to finalize e-contract and funding transfer to the GRC from the IFRC global appeal
- Technical support and follow-up with NS on the use of RCCE tools and guidelines developed to support response activities

The Gambia Red Cross Society

The Gambia NS is engaged in mass sensitization using caravan fitted with megaphones and distribution of communication materials (posters and flyers) in all the regions. The volunteers reached 16,105 people for sensitization (Adult M- 7,200, Adult F- 6,890, Children M-1,300, and Children-F 715). Referral of people showing symptoms of COVID-19 to treatment centers are also made. The radio and television programs on risk communication are continuing. Following the request of MoH, the hygiene volunteers are engaged in disinfecting and incinerating all the health waste within the GRCS premises. Commercial vehicles are also disinfected by spraying. The NS also invested on training of GRCS, Gplus, staffs and volunteers on infection prevention and control. The NS is actively participating in the taskforce meetings and coordination meetings at national and regional levels.

Liberian Red Cross Society (LRCS)

The Liberia Red Cross Society has submitted their country plan of action for the next 30 days, which contains a specific focus on RCCE and NSD. In terms of RCCE they intend to host radio shows and jingles targeting 60% of the high-risk population to provide information about COVID-19 that will support people to adopt safe practices and address rumours and misinformation. This will be done through, social media (WhatsApp, twitter, Facebook, websites), hosting small focus group discussions, mass sensitization activities using megaphones targeting 20,000 people, establishing 35 handwashing demonstration facilities and collecting feedback through various platforms like WhatsApp, Twitter, leaders, youths and volunteers. LRCS will train 90 volunteers on prevention, signs, and symptoms, referrals, communication skills and feedback mechanisms.

Presently, the NS has done the following- Trained 80 volunteers in Montserrado and Margibi Counties, installed 35 hand washing points in strategic locations and facilitate risk communication and printing and started distribution of 1,200 flyers, 300 posters, 700 stickers, 17 banners and 130 t-shirts. The flyers and posters are being distributed by the volunteers at the handwashing stations.

In the upcoming week to engage in mass awareness using volunteers' action, social media, radio jingles, talk shows, and live discussions on the COVID-19 and LNRCS' operations. They are planning also to provide minimum IPC materials support to 8 chapters which will include handwashing buckets, sanitizers (amongst others) for volunteers. The Lebanese Community in Liberia distributed 2500 kgs of rice, 15 tins of vegetable oil and 10-cartons of clora through the Liberian RC to people living in the poor neighborhood in Monrovia. This was a recognition to the NS as the expat community considers the NS as a credible agency for humanitarian work.



Malagasy Red Cross Society

The NS has set up a First Aid post with an equipped ambulance and volunteers in Antananarivo. Disinfection activities were carried out in the main car parking in Antananarivo. Within the whole week the NS conducted community sensitization where #stayAtHome messages reached about 250,000 people through social media and leaflets. The NS Facebook page is <http://facebook.com/croixrougemalagasy/> A hotline number 034 3081112 has been set up and communicated to the community for any information about COVID-19.

Mauritius Red Cross Society

Ambulance service equipped with medicine and oxygen cylinders has been commissioned for action. Awareness of NS activities through Facebook page <http://facebook.com/croixrougedemaurence/> and Website <http://redcrossmauritius.org>. Two NS psychologists and 14 volunteers are providing psychosocial support to identified people. Training of volunteers on COVID-19 transmission, signs, prevention measures, PSS and proper use of PPE has been completed. Communication line and initiatives with Mauritius partners such as Ministry of Health, IFRC and PIROI.

Nigerian Red Cross Society

The NS plan of Action was submitted and focuses on sharing information about COVID-19 to support people to adopt safe practices and address rumours and misinformation through RCCE activities. Staff and volunteers will be trained for RCCE activities as well as provided with protection kits. RCCE activities that will be carried out include holding two radio shows per state, radio jingles which are carried out three times a day and 30 jingles per state, 18 awareness sessions per state, IEC materials and visibility materials like t-shirts. A community feedback mechanism is also being set up to capture rumours and inform health approaches and messages. A toll-free line will be set up for each State. Staff and volunteers will be provided with personal protection kits as well. NRCS is working with other partners who are: Nigeria Centre for Disease control, MoH, UNICEF, WHO, AFENETCDC and World bank.

The NS was involved in the following activities: Production of Jingles in three additional languages (Shuwa, Hausa, Kanuri) and plan to implement the activities in 7 ICRC supported states. The Delta State Branch is working with 129 Volunteers is carrying out Contact tracing in Collaboration with the State government. NRCS has joined the Presidential Task Force on COVID-19 that is coordinating and leading the response in Nigeria. NRCS jointly produced the incident action plan for response to mass care with NEMA as the coordinating body and other relevant stakeholders such as Ministry of health, Ministry of Humanitarian Affairs and security agencies (amongst others). NRCS Has mobilized 200 volunteers to carry out beneficiary enumeration amongst vulnerable populations in 58 communities in Federal Capital Territory for food distribution.

Sierra Leone Red Cross Society (SRCS)

The Sierra Leone Red Cross Society has submitted their country plan for the next 30 days, which contains a specific focus on RCCE and NSD. They intend to train 130 staff and 360 volunteers on COVID-19. They have plans to introduce a hotline system, host radio shows and TV broadcasts targeting 60% of the high-risk population per region with the aim of providing information to dispel common misconceptions and rumors. They also intend to utilize social media to disseminate this information.

The NS has been engaged in the following activities so far.

- The NS has been supporting with surveillance in border entry points in Kailahun and Kambia.
- They also distributed water and other essentials to medical personnel and vulnerable people in Kenema and Moyamba.
- They did a sensitization campaign during the three days lockdown on COVID 19 in Kabala, Kambia, Port loko, Pujehun, Kono, Tonokolili, Bo, Bombali, Bonthé and Kenema.

In the upcoming week they plan to facilitate a TOT on the following topics: *COVID-19, Risk Communication and Community Engagement (RCCE), Interactive radio show in all SLRCS operational Districts and Training of Hotline officer and some few HQ staff on feedback and Complaints system.*

Zimbabwe Red Cross Society

ICRC, Finish, Belgian, and Danish Red Cross Societies along with IFRC are supporting Zimbabwe RC Society. Seizing on the lock down opportunity ZRCS has engaged the humanitarian ambassador to record audio messages in partnership with Star FM. As a process of integrating COVID-19 into existing interventions, ZRCS will print COVID-19 messages on food packages to be distributed in the ECHO food security project. ZRCS also distributed buckets, soap, jerry cans in all provinces for the promotion of hand washing to key institutions such as clinics, police stations, old people's homes, orphanages as well as distribution sites for the ongoing food security operation. ZRCS has trained 1042 staff and volunteers on Trainer of Trainer on health and hygiene promotion throughout the country. The Social Welfare department also requested buckets for use at the isolation center set up at the border town of Plumtree where 110 immigrants were received and were put on mandatory isolation at the border for 21 days. The handwashing materials- buckets and soaps- were from the prepositioned stocks supported by UNICEF. The ZRCS clinic has opted to remain functional during the National lockdown. With the reported closure of out-patient departments of some public hospitals and full closure of some private hospitals, there is an increase in number of individuals seeking health services at the ZRCS health facility. The services that have been offered includes bleeding emergencies, miscarriages etc., services that would generally require an admission capacity.



The Americas

Regional Overview

The Americas Regional Office IFRC has activated its internal Emergency Operations Centre (EOC) as of 9 March 2020. Coordination meetings are being scheduled from 9 to 11 am daily. Internal coordination meetings are being held to give IFRC Staff Health Guidance.

ARO is working on the Regional revision of the Plan of Action. Operational Budget allocation with current funding for NS is in progress, and bank transfers started last week. So far, 16 NS have received the funds.

Rapid Response Members deployed to Panama to support regional actions:

- Pandemic Preparedness
- Risk Communication
- Community Engagement and Accountability (CEA)
- Three rapid response Data visualization specialists

The IM team developed an [Americas Region: COVID-19 Outbreak - Red Cross Movement Mapping and Funding Dashboard](#). The information is being updated continuously by Red Cross several partners.

American Red Cross (AmCross)

In coordination with the U.S. Food and Drug Administration (FDA), the AmCross is seeking people who are fully recovered from the new coronavirus to sign up to donate plasma to help current COVID-19 patients. AmCross has developed newly information and distributed to support individuals and families with hygiene and social distancing measures, the experience of sheltering-at-home, and amplifying critical updates from the Centers for Disease Control and Prevention (CDC) and other partner agencies. Virtual home-based preparedness opportunities, primarily for children and families, are currently being provided in multiple regions. AmCross is supporting community-based feeding efforts for vulnerable populations, those directly impacted by the pandemic, and medical personnel surge in profoundly impacted areas. Current efforts primarily focused on school-age children. AmCross is providing technical support to partners and providing virtual delivery of Psychologic First Aid and other mental health resources. AmCross is carrying out virtual condolence visits, including mental health and health services, to families of all COVID-19 fatalities. It has coordinated provision of referrals and community connections for additional resources and provided communication support for families (end of life reconnection). AmCross has updated its operational structure and strategy on how to respond to disaster events with a large percentage of virtual workers.

Canadian Red Cross (CRC)

CRC has purchased personal protection equipment for the Cuban Red Cross for a value of 20,605 American dollars (USD) to be sent by air. At the request of the Public Health Agency of Canada (PHAC), the CRC is providing care and comfort services designated to travelers who, upon arrival, declare sign/symptoms of COVID-19. Travelers will remain 'quarantined' in hotels until their isolation period is completed. Also, at the request of PHAC, CRC is providing virtual relief support to asymptomatic returning Canadians who cannot complete the self-isolation period in their home. This support will be provided virtually utilizing local Personal Disaster Assistance (PDA) teams within each province. Referrals will be received from Canada Border Services Agencies (CBSA) in coordination with PHAC.

At the request of the British Columbia Ministry of Health, the CRC is providing components of their emergency field hospital, along with a team of seven (7) technical personnel to assist people in the Vancouver Coastal Health region in response to the COVID-19 pandemic. The Canadian Red Cross emergency field hospital equipment will be used to augment existing health infrastructure in downtown Vancouver in response to the COVID-19 outbreak. Vancouver Coastal Health will provide all clinical health services. In Quebec, CRC is increasing efforts to reach isolated individuals and seniors through its Telephone Assurance programme. This program helps decrease a sense of isolation by providing a friendly and regular phone call. On behalf of the Government of Quebec, New Brunswick, the Canadian Red Cross is assisting with the registration and distribution of funds for eligible residents of Quebec whose income has been impacted by COVID-19. This includes self-employed individuals, international students, individuals who have lost their job due to COVID-19 and others who are otherwise not eligible for employment insurance and unable to work or continue with studies as a result of the impact of COVID-19.

At the request of the Provincial Governments, the Canadian Red Cross is also providing virtual support for people isolated due to COVID-19. Red Cross personnel are available over the phone to provide information and referrals, and safety and wellbeing to support individuals and families through their isolation period. CRC is also engaged with multiple provinces in the coordination of accommodations and provision of emergency response stock (most notably cots, blankets, comfort kits) to support individuals and families unable to isolated at home. CRC Panama office is facilitating a Canadian government contribution of 20,000 Canadian dollars to Panamanian RC for COVID19. CRC is supporting all over the world in its bilateral project initiatives to address COVID19 preparedness and response and lobbying with its donors to such initiatives. So far, CRC is engaged in COVID-19 initiatives in 17 countries. CRC is providing additional support with PPE equipment to the Cuban RC. A second batch is under procurement. CRC launched a public COVID-19 global appeal to support the global response to the outbreak. In response to the IFRC Rapid Response alerts, CRC is supporting the deployment of Canadian Rapid Response personnel in Africa, MENA, and the Americas region.

Mexican Red Cross (MRC)

MRC has equipped 98 ambulances with bio-contingency capsules to attend to suspected or severe cases and follow a protocol when it is detected symptoms of COVID-2019. MRC has installed 20 orientation modules to take the temperature of people with infrared thermometers, explain hygiene measures, and provide information on COVID-19 at metro stops and main squares in the country's capital. MRC continues to conduct awareness campaigns in schools about prevention measures with hygiene promotion and sharing awareness material through social media. MRC continues to strengthen protection measures for doctors, nurses, and emergency medical technicians in the institution. MRCS permanently participates in the State's Health Committee. MRC Ambulances are being equipped to respond with

equipment for respiratory diseases and follow a protocol when it is detected symptoms of COVID-2019.

Costa Rica Red Cross (CRRC)

CRRC distributed Personal Protection Equipment (PPE) to pre-hospital care personnel, and the following have been sent to the branches: Tivek suits, N95 masks, surgical type mouth covers, Nitrile gloves, disposable gowns, among others, as well as a large number of gallons of alcohol gel, disinfectant, hand soap and chlorine. Each region is responsible for distributing these supplies according to the number of cases handled in the areas of responsibility of each branch or committee. CRRC developed a tool for assessing the needs of branches or auxiliary committees on safe water issues. CRRC participates daily in the virtual meetings of the National Health Sector Roundtable. CRRC participates through the Regional Operations Coordinators in the sessions convened by the Regional Emergency Committees, a structure that the law typifies as part of the National Risk Management System. CRRC is supporting the SINAGER in the distribution of large water reservoirs for educational centers, health care centers and other facilities to support the national drought response. CRRC has made available to the IFRC Health Department two rapid response staff, a physician and a psychologist, both National Chiefs of Health.



Salvadoran Red Cross Society (SRCS)

SRCS has provided 4,160 services at the emergency clinic and 389 pre-hospital care services. SRCS donated 400 blankets, 248 hygiene kit, 600 mats, water and two wheelchairs to the quarantine centers implemented by the state and public dormitories. SRCS has provided 4160 services at the emergency clinic and 331 pre-hospital care services. SRCS keeps distributing drinking water in communities lacking access. Sanitation spaces have been adapted in the facilities of the SRCS. Personal Protection Equipment (PPE) has been delivered to SRCS to branches. SCRS has delivered 92 personal hygiene kits to migrants of Nicaraguan nationality (housed in the department of La Unión) under the Monarch Project. SRCS has set up a telephone line to provide services for Resting Family Links (RFL). SCRS launched a telephone line and a Facebook account to receive calls and requests for assistance from the citizens. SRCS volunteers gave talks on handwashing to people who came to the banks for financial assistance, and educational posters were placed in public areas in the municipalities of Rosario and Juayua.

Guatemalan Red Cross (GRC)

GRC is participating in the country's Health, Nutrition and Water, Sanitation and Hygiene clusters. An update of the Cleaning and Disinfection procedures was developed. 46 new patients have been transferred by GRC to the National Specialized Hospital of Villa Nueva Temporary Hospital in the Parque de la Industria, adding up to a total of 79 transfers, an action that has been carried out in coordination with the Ministry of Public Health and Social Assistance. GRC socialized the Government Authorities' guidelines for the proper management of solid waste during the COVID-19 Coronavirus Emergency, which includes key messages on hygiene measures to all branches.



The

Disaster Coordinators of the Delegations have motivated volunteers to participate in the online course on basic information on the COVID-19 Coronavirus, given by the Spanish Red Cross and the Federation. GRC's Delegations have participated in the Departmental and Municipal Coordinators for Disaster Reduction for the response and containment actions of the Coronavirus COVID-19. Virtual meetings have been developed with Directors, Staff and volunteers from the Delegations to update procedures and context (Case definition, PPE Procedures and Solution Concentrations). 10 men and 3 women have been trained in Protection and Infection Control procedures.

The participants were Doctors, Nurses and Pilots from the Temporary Hospital of Parque la Industria (MSPAS), with emphasis on Pre-Hospital Care and transfer of patients with COVID-19, and preparation of personal disinfection areas and transfer units. Teleconferences are held with delegations to summarize topics such as profiles required for response, updating the volunteer database, remote registration, and participation, recruitment, security analysis, etc. GRC has stocked up on adult hygiene kits. GRC continues communication with the Secretary of Social Wellness and the Public Ministry of Puerto Barrios.

Psychosocial support services are provided to volunteers who are carrying out response actions in Delegations that serve migrant populations in transit and return. In the Quetzaltenango delegation, the following have been delivered: visibility material on the prevention of the virus, correct hand washing, psychosocial support material for returned children and adolescents, hygiene kits for children, adolescents and adults, pre-hospital care for returnees, as well as screening for possible symptoms of COVID-19 and the distribution of basic snacks for returnees.

At the Tecún Umán Delegation, people referred from the UNHCR National Protection Network have been attended to for laboratory tests, medical consultations, and persons with asylum procedures. A banner of the 12 steps of hand washing, pre-hospital supplies and medicines have been delivered to the Tecún Umán, Quetzaltenango, Coatepeque, Mazatenango, Puerto Barrios-Izabal and Petén Delegations, for the attention of the migrant population. GRC carried out training in procedures for the prevention and control of infections during health care in the context of COVID-19 (for lifeguards, doctors and nurses) and training for triage in clinics (admission, classification, isolation and referral). GRC collected a total of 95 units of blood to supply national hospital blood banks.

Honduran Red Cross (HRC) The network of HRC branches at the national level continues to develop coordination and support actions in the delivery of humanitarian assistance at the national level. As part of the coordination efforts with the National Risk Management System SINAGER, HRC has initiated a process of delivering food to 2,340 families in municipalities that were initially affected by Drought and have continued to be impacted by the issue of COVID-19. HRC leads the roundtable of Cash and Voucher Assistance in the country, for the emergency COVID-19.

The SINAGER requested technical support in the identification and analysis of scenarios to provide support in strategies for approaching with Cash and Voucher Assistance (CVA). HRC 70 health professionals have been trained in COVID-19 guidelines for integral care. 48 psychological care sessions have been held for affected and serving HRC volunteers. HRC developed criteria and a proposal for providing remote medical and psychological counseling to 911 personnel and people in the community. The government is supporting the National Drought Operation in the Central District by providing water to the affected regions. The Water Distribution Plan has distributed 88,460 gallons of water, reaching 1,608 families. New members have joined the National Intervention Teams specialized in Water and Sanitation to coordinate hygiene promotion actions. HRC provides follow-up to cases transferred by COVID-19; suspected, probable, and confirmed. The HRC Council Network has joined the strategic planning efforts of the different Municipal Emergency Committees and is involved in operational actions and reduction of COVID-19 contamination. Hygiene promotion actions have been developed in return centers. Messages on the prevention of the COVID virus19 and messages for the displaced and returned population have been disseminated through social media with community leaders and teachers' networks in the target communities. HRC provided care to two flights (one from Mexico and one from the U.S.) with 225 adults (182 men and 43 women), including administrative, health, and psychosocial support staff and volunteers). HRC developed the virtual course: COVID-19



HRC ambulance disinfection process, April 2020. Source: HRC

Approach Guidelines for HRC Health Personnel and keeps the Institutional Basic Training to emerging professional volunteers of the Councils at national level. HRC has an agreement with the telephone company Tigo for the connectivity of its equipment, simcards have been donated. Through this donation, medical and psychosocial care is provided to people affected by COVID-19.

Nicaraguan Red Cross (NRC)

NRC produced an infographic that summarizes the services carried out during Holy Week at the national level. NRC volunteers who provided services in tourist areas continued to take measures to protect themselves from COVID-19 and promoted different preventive measures against the virus, such as correct and frequent hand washing and physical distancing, among others. NRC held a meeting with personnel from the Federation in order to seek alternatives to improve radio communication in the Pacific area, which has 14 branches. El Rama and El Boaco branches implements protocols for the attention of users who process the drive license, to prevent the spread of COVID-19 by locating hand washing stations. It has also provided administrative staff with means of protection for permanent use. El Matagalpa branch installed a hand washing station for all users, to facilitate and sensitize the population for the prevention of Covid-19.

Red Cross Society of Panama (PRC)

PRC is coordinating to establish a telephone helpline, as well as virtual online platforms for the attention of volunteers, their families and collaborators. PRC in support of the Ministry of Health of Panama, Procter & Gamble (P&G Panama) made available 200 hygiene kits, which are essential for medical staff and internists, delivered in 4 hospitals in the province of Panama and the Fundación Jesus Luz de Oportunidades. PRC supported the Fundación Amigos del Niño con Leucemia y Cáncer, transferring the children by ambulance to various hospitals so that they could receive their treatments. PRC with the support of donors distributed bags of non-perishable food and hygiene items to more than 600 families, affected by the restrictions of the state of alert. 46 PRC volunteers participated in a workshop on the use and removal of personal protective equipment, and decontamination (ambulances, basic relief units, logistical support and personnel transport vehicles). PRC is delivering daily meals to homeless and vulnerable people on Boca Isla, to help mitigate the conditions of lack of food.



Panamanian RC volunteers being trained on the use and removal of PPE and decontamination. Source: PRC

Antigua and Barbuda Red Cross Society (ABRCS)

The Antigua Today's Daily Observer published a story about the ABRCS planting initiative with the Ministry of Agriculture. The National Emergency Operations Centre (NEOC) was activated on March 30, and the Government has established two hotels to house persons on quarantine and is doing contact tracing. ABRCS will be included on the list of the essential services with exceptions to the restriction of movement and will be issued passes. ABRCS was asked by the Government to ensure that all volunteers were activated to support the national response. ABRCS volunteers are planting seedlings that will eventually be distributed to community members for backyard gardening in collaboration with the Ministry of Agriculture to assist with food security and encourage isolation but providing activities to avoid loneliness. The ministry provided the seeds, and the soil and the NS assisted with volunteers for the planting. The volunteers planted 35,000 seeds with beans, ochro, and pumpkins. The Antigua and Barbuda Red Cross Society (ABRCS) Barbuda branch has set up handwashing stations using buckets. The ABRCS is planning a National Hand-Washing Day in partnership with the Ministry of Health. The ABRCS Society continues conducting school campaigns and distributing information through various businesses in the country. ABRCS continues sharing communication materials from the IFRC website and related technical guidance. ABRCS continues conducting awareness-raising activities that include using the materials in electronic billboards and adapting it to prepare parents to speak to their children about COVID-19.

Bahamas Red Cross (BRC)

Bahamas Red Cross Society (BRCS) ambulance and emergency medical team (EMT) members are assisting the Bahamas Ministry of Health with testing and transportation. BRCS set up a Volunteer Hotline to register people who wish to volunteer to help in the fight against COVID-19. The BRCS WASH Project response installed handwashing stations at the entrances of the BRC Headquarter and in two Shelters housing Evacuees of Hurricane Dorian. Epidemic Control and PSS activities and messaging strengthened and increased education on preventative measures for transmission of COVID-

19 and coping mechanisms facilitated at the BRC for staff, clients and at the shelters. COVID-19 sessions were facilitated for preschool staff members, primary school students in by the BRCS New Providence branch and family islands and health care providers. Brochures, leaflets, and pamphlets were developed, branded, discussed and distributed widely among staff and the community by BRCS. Virtual PSS training is being developed to train Rd Cross Family Island Branch Leaders to provide PSS at the community level. Leaders are being contacted to identify appropriate time and media to conduct this training. Virtual PSS and sharing of COVID-19 information for Bahamas Red Cross staff via social media, BRCS WhatsApp Group chat. This chat group is intended for BRC staff members to express themselves and unwind to cope with the mental burden of the COVID-19 Pandemic. BRCS Volunteers Unit is collaborating with government and non-government agencies to package and distribute food items to vulnerable families and groups, including those who have lost income due to Social Distancing COVID-19 preventative strategy. Volunteers and Group Leaders at BRC Branches in the Family Islands are assisting NGOs to package and distribute water and food items to individuals and families who have lost their jobs due to social distancing preventive effort for COVID-19. BRCS continues with its daily meals on wheels services to shut-ins to promote and maintain social distancing. Food items were boxed and distributed by volunteers to 115 of the 65 families in this programme.

Barbados Red Cross Society (BRCS)

BRCS continues talks with community representatives in assessing needs of families hard hit by the social and economic fallout related to COVID-19. The NS also developing partnerships with NGOs to provide food supplies, daily meals, and personal care packages to a wide cross section of the vulnerable population. Support needs assessments are conducted, and the social impact of COVID-19 is being assessed. BRCS is working in partnerships with different businesses and community groups to implement long-term sustainable support initiatives. The NS is working on recommendations to the authorities for preventive messages related to COVID-19, as well as incorporating messages of well-being at the household level.

Belize Red Cross Society (BRCS)

BRCS Branch Office in Toledo District (south Belize) is being used by the Ministry of Health for delivering babies out and away from the hospital. The NS submitted a proposal to the Belize Bank LTD to help with food for people affected by COVID-19. BRCS jointly with the Ministry of Health (MOH), Mental Health Department, Ministry of Human Development, and Salvation Army, relocated homeless persons to a shelter for the quarantine period of the state of emergency. Home Care Givers certified by BRCS are working on shifts to attend people in the shelters. BRCS donated mattresses, pillows sheets, blankets, and hygiene kits for the isolation and quarantine centers. Medication will be provided every day by the MOH and meals by the Ministry of Human Development. The NS has written to the Government for inclusion and recognition of the organization as essential services and to facilitate waivers for crucial personnel. Awaiting approval of a proposal to a local donor for a substantial donation to procure and distribute food parcels to 5,000 families countrywide. The MOH is training 26 BRC Volunteers to assist at isolation centers. There is a scarcity of PPE for volunteers, and there are concerns due to the lack of insurance coverage.

Dominica Red Cross (DRC)

DRC distributed 126 food and hygiene packages to persons at the quarantine unit. DRC completed training with six volunteers who will be managing the PSS hotline. DRC plans to commence screening of persons using the National Society's ambulance service and temperature gauges from the Environmental Health Department. DRC started a Text message blast campaign. One blast per day is being distributed via Digicell Dominica, with key information relating to COVID-19. Due to lack of insurance, DRC volunteers are no longer providing screening services at Dominica-China friendship Hospital. Logistics are being put in place to resume such services in the future. The DRC is having a discussion with telecommunication networks (Digicell and Flow) regarding setting up a hotline for PSS support to persons affected directly and indirectly by COVID-19, including staff and volunteers. This venture is being supported by the Dominica Psychological Association. DRC partnership with IOM and IsraAID continues.

Grenada Red Cross Society (GRCS)

GRCS provided PSS to its staff and volunteers. GRCS continues to participate in meetings of the National Disaster Office. GRCS continues with public sensitization sessions using various forms of social media. GRCS is attending the meetings of the Health Service Committee to plan the national response. GRCS has developed a guideline for staff and volunteers, based on IFRC guidance. The National Society continues to source PPE (face masks and hand sanitizers).

Guyana Red Cross Society (GRC)

GRC worked alongside the Civil Defense Commission to pack and distribute food hampers to vulnerable communities

across the country. GRC provided PSS and PFA services with staff and volunteers. GRC continued to provide PSS support to the general public through the Ministry of Public Health's hotline service. GRC is a member of the Emergency Operation Center and Platform which has been activated.

Jamaica Red Cross (JRC)

JRC participated in a television programme where it spoke about its actions in response to the pandemic and the importance of psychosocial support. The JRC prepared 349 sanitation packages for distribution. The JRC is being supported by parish disaster coordinators to develop a comprehensive list of vulnerable persons to be targeted, mainly the elderly, shut-ins and the disabled. The JRC held discussions with the Jamaica Diaspora which wishes to partner with the National Society to feed vulnerable persons across the country. Educational materials are still being circulated to the branches and staff for distribution and to help raise awareness on COVID-19. The JRC youth section and public relations committee are developing educational materials for social media platforms, and plan to recruit social media influencers to assist with COVID-19 anti-stigma messaging. The Jamaica Red Cross Society continues to distribute educational materials on the prevention of IDOC-19 to its branches and staff. It also continues to distribute messages on social networks (Facebook, Instagram, Twitter), encouraging people to stay at home, to end the stigma about COVID-19 and for the dissemination of the National Society's response activities. The National Society received food donations from the Glastonbury Purveryor Company to support the Meals on Wheels programme. Telephone and television interviews (Edge 105 FM - Smile Jamaica TVJ) were conducted to discuss the role of the Jamaica Red Cross as an auxiliary to the public authorities during the VID-19 pandemic and on response activities. The importance of the role of psychosocial support in this situation was emphasized. National Society staff and volunteers prepared more than 349 sanitation kits at headquarters with the following items: bleach, disinfectant, soap bars, tissue rolls, hand sanitizer, etc. The National Society Development Officer is in contact with all branches to obtain a list of vulnerable people served within the parishes, focusing on elderly, disabled or isolated people, to create a complete list and start distributing the sanitation kits. Links are being made between Jamaica and Canada to work together on a response approach to vulnerable communities in the food security sector of COVID-19. Assistance continues to be provided in the distribution of food and hygiene kits to people in quarantine at Corn Piece.

Saint Kitts and Nevis Red Cross Society (SKNRC)

SKNRC loaned the Health EOC two (2) tents that were erected by SKNRCS Volunteers and the Military at the Mary Charles and Pogson Hospitals over the weekend. Flyers were developed and are being distributed virtually. SKNRCS continues to support the NEOC through dedicated staff and HEOC through the PSS Team. SKNRCS continue to meet virtually daily. A budget for essentials was sent to the Regional Office for consideration.

Saint Lucia Red Cross (SLRC)

SLRC delivered 300 parcels of bread to homes for the elderly, for persons in homeless shelters and to the children's orphanages. An additional 100 food parcels were delivered to individual families including persons in quarantine. The SLRC distributed 65 blankets to a shelter that accommodates street people, and prepared and served meals for 40 homeless persons. The SLRC visited the home of a young person in quarantine and provided PSS and a food package.

Saint Vincent and the Grenadines Red Cross

SVGRC printed leaflets and information on the prevention and symptoms of COVID 19. Volunteers trained in PSS under Zika will provide support to local authorities (Ministry of Health and NEMO). The NS will distribute PSS care packages consisting of stress balls, a comic book on COVID-19, a comic journal for family interaction, and a recipe book. The SVGRC will print bumper stickers for public transportation. Spray bottles will be provided to assist the ministry of health with their sanitation activities. The NS will assist the Ministry of Health with the distribution of 25 cleaning kits and blankets for isolated people. The SVGRC will mount billboard messages in areas frequented by the commuting public. The NS is assisting 15 families who have been quarantined because of a person returning from New York and were quarantined with immediate effect and had no time to prepare. Due to water restrictions and drought conditions, the NS will provide jerry cans for water storage and leaflets on educational material on boiling water for consumption.

Suriname Red Cross (SRC)

Suriname Red Cross (SRC) developed a campaign to thank its volunteers for their efforts during the COVID-19 activities. SRC is coordinating the surveillance of the persons in home quarantine. SRC volunteers are on standby to work with local authorities for logistical and administrative activities. The SRC volunteers assisted with the hotline service established by local authorities and the digitalization of information. Awareness sessions done for volunteers and staff.

Trinidad and Tobago Red Cross Society (TTRC)

TTRC provided educational materials to the Immigration Detention Centre and 40 blankets to the Decanter Centre for persons waiting to return home. TTRC PSS hotline ran throughout the Easter break and volunteers followed up on contacts over the weekend in the areas where most calls were made. TTRC continued to support local health authorities in the national response to COVID-19. TTRC is finalizing discussions with a local authority to reach the prison population with education materials and care packages. TTRC distributed donations of soaps and posters for the nine (9) prisons in Trinidad and Tobago. TTRC prepared treat packages and feelings check posters to support the doctors and nurses at the hospitals. TTRCS Feeling charts are up and being used by staff. They were also sent to prison, hospitals and well as the detention centres. TTRCS is in the process of creating a PSS plan for the 14 patients moving into the transition phase before they can return home.

Netherlands Red Cross overseas territories (Aruba, Bonaire, Curaçao, Saba, Sint Eustatius, and Sint Maarten)

COVID-19 specific activities carried out by the Netherlands Red Cross overseas branches (Aruba, Bonaire, Curaçao, Saba, Sint Eustatius, and Sint Maarten):

Aruba RC

- Educational sessions for volunteers on risks and prevention of COVID-19, use of personal protection equipment and psychosocial support.
- Distribution of risk communication materials to the community.
- Preparation of ambulances to transport patients infected with COVID-19.
- Work was done and the response action plan was finalized.
- Food was delivered to 30 people in isolation and more than 200 people in the street.
- The buddy system of the elderly program was activated; phone calls were made to accompany them.
- The National Society is preparing to carry out large-scale distribution of food kits and vouchers to people who are migrants or in vulnerable situations
- Messages about the importance of psychosocial support and about false news distributed are transmitted through social networks.

Saint Martin RC

- Educational sessions for volunteers on risks and prevention of COVID-19, use of personal protection equipment and psychosocial support.
- Distribution of risk communication materials to the community.
- The National Society will support the government with the distribution of 1500 food kits and 1500 hygiene kits.
- Live Facebook messages are broadcast to over 700 people.
- Four radio spots on health issues during pandemics, especially for older people, focusing on psychosocial support and hygiene.
- Mobilization of the WASH delegate to support the sector in the government's response to COVID 19.
- Dissemination material was also produced and distributed in Spanish Creole.

Bonaire RC

- Educational sessions for volunteers on risks and prevention of COVID-19, use of personal protection equipment and psychosocial support.
- The National Society will support the registration of 225 people returning to Bonaire.
- Vitamin C and hand disinfectant have been distributed to 80 elderly people.

Curaçao RC

- Educational sessions for volunteers on risks and prevention of VIDOC-19, use of personal protection equipment and psychosocial support.
- A special telephone line has been opened for the accompaniment of older adults.
- The National Society is preparing to carry out large-scale distribution of food kits and vouchers to migrants or people in vulnerable situations
- The National Society provides support with medical supplies to staff providing medical care to irregular migrants on the island.

Saba RC

- Educational sessions for volunteers on risks and prevention of COVID-19.
- Distribution of risk communication materials to the community.

- Needs assessment of vulnerable families on the island.

St. Eustatius RC

- Educational sessions for volunteers on risks and prevention of COVID-19.
- Distribution of risk communication materials to the community.

PIRAC – French Red Cross on overseas territories (French Guiana, Martinique, Guadeloupe, St Martin, St Barthélemy)

French Red Cross on overseas territories - PIRAC is supporting the reception in airports and transportation of patients and providing information and guidance. It also is supporting collective centers for the care of positive cases and providing caretaker services at home/accompaniment of confirmed cases (non-critical and non-hospitalized). Information on personnel and volunteers is being updated and collected to mobilize them if needed. PIRAC assisted in the disembarkation of cruise ship passengers and accompanied supported authorities in the transfer of passengers from buses to planes maintaining biosecurity measures. Attention was provided to people with limited mobility. Branches from French Guiana, Martinique, Guadeloupe set up a welcome area for passengers disembarking and between flights providing food and beverages, Wi-Fi, electric outlets to recharge cell phones, beds for rest, and provided emotional support for distressed passengers and served as liaisons between passengers, the Cruise Company and local authorities. From March 13 to 20, more than 4,800 people of 27 nationalities were evacuated from cruises to 14 countries in the European Union and around the world. The branches supported in the screening of passengers to and from flights while ensuring appropriate distancing and infection control practices (distributed information pamphlets created by the local public health authority instructing of a 14-day isolation period). The Guadeloupe branch set up a tent beside the airport medical centre to provide a triage area dedicated to symptomatic people. The Guadeloupe branch received a request from the Local Government to participate in the supply of drinking water to the five communes of Guadeloupe. The branch plans to train municipal staff on the management of community water distribution points (especially on sanitation measures). The French Guiana branch, in coordination with partner associations, is conducting a dissemination campaign via megaphone and through a telephone line in vulnerable communities.

British Red Cross Overseas Branches (Anguilla, Bermuda, British Virgin Islands, Cayman Islands, Montserrat, Turks and Caicos Islands)

All British Red Cross Overseas Branches are supporting with 1) providing information via social media and other platforms in English, Spanish, Haitian Creole and Tagalog where appropriate, 2) psycho-social support hotline run by trained PSS volunteers and, 3) assisting vulnerable groups with collecting groceries and medication.

Anguilla RC (ARC) had 141 people express interest in volunteering. ARC has set-up a PSS hotline and have collaborated with the Ministry of Health to interview 13 households who had recently returned to Anguilla after travel. ARC is planning to set-up a PSS hotline, and collaborate with the Ministry of Health to interview residents who have recently returned to Anguilla from overseas but are waiting for PPE to arrive.

Bermuda RC has been tasked with contacting passengers from all incoming flights to conduct a health check and follow-up on any symptoms, reporting back to the government, and are in the scoping phase of setting up a PSS hotline for those who work for health and emergency services. Also received a donation of 125,000 masks and are discussing how to distribute with the Health Department.

British Virgin Islands (BVI) RC have sourced PPE for staff and volunteers and set up a PSS hotline. Volunteers are picking up prescriptions and groceries for the sick and elderly. BVI RC have partnered with the government to distribute food items; they recently coordinated a food distribution to 100 persons identified as in need by Social Development. Discussions with government are taking place around designing a cash programme

Cayman Islands RC have an MoU with their government to manage the national volunteer response; to recruit, train and deploy volunteers. Volunteers will then either support government agencies or directly support vulnerable groups in communities. Cayman Islands RC have also recruited seamstresses to prepare masks for frontline workers and are using a pattern designed and approved by the HSA and materials purchased by the government and donated by the private sector. CIRC have also released their handwashing music video project – a compilation of footage of local children washing their hands, [link here](#).

Montserrat RC (MRC) is awaiting response from phone companies regarding the setting up of a PSS helpline. MRC has received permits allowing volunteers to start providing a grocery and medicine delivery service to the most vulnerable in the community.

Turks and Caicos (TC) RC has set up a PSS hotline and is providing clothing and hygiene items for detainees (the national gymnasium has now been converted into a detention centre due to sloops arriving with migrants from Haiti). Government has requested support with a voucher/food programme. TC RC has also received donated food and have distributed it to a detention centre, social services, and a children's home.

Cuban Red Cross (CRC)

CRC is working with a local company that will facilitate the printing of COVID-19 awareness materials. CRC is closely working with IFRC to facilitate the shipment of PPE and printed materials to support the response actions. Movement coordination is maintained for enhanced support to CRC in its role for this response. The CRC initial preparedness and response plan has been designed to support the Cuban Red Cross considering the scarcity of goods available on the island based on past emergency response experiences. The Cuban RC continues to coordinate the response of the authorities at the community, municipal and provincial levels. Hygiene promotion, prevention, symptomatology and case referral messages are being shared with the population and in student centres. Ten members of Cuban RC operations and relief were mobilized to support community actions. CRC plans to provide PPE for the team, and the printing of handling material. The National Society has set up border control posts for disinfection of vehicles arriving in the Placetas area

Dominican Red Cross (DRC)

DRC branches nationwide continuously implementing COVID-19 response activities promoting protection measures, nationally coordinated response actions, RFL and PSS. DRC has been included by the Ministry of the Presidency as part of the Provincial Prevention, Mitigation and Response Committees. DRC is preparing audiovisual materials to create awareness to the general population on Psychosocial Support, handwashing tips, and COVID-19 (prevention, infection, transmission, patient care, Restoring of Family Links, others). Handwashing and hygiene established in key locations: Dominican Red Cross branches, Ministry of Defense, Armed Forces Central Hospital. DRC branches in the Metropolitan Area, Cibao, and South Region are providing temporary tents for patient transfer, are partnering with local organizations for communication campaigns, are training municipal leaders, and sharing information through social media. The DRC is in constant communication and shares messages with the national COE. The DRC is performing equipment hygiene controls in 120 ambulance units assisting at the national response. DRC is providing daily updates to staff and volunteers. Only essential staff are working at the headquarters and branches. The DRC is doing the follow-up and accompaniment by the Psychosocial Support team to the ambulance staff, and a hotline for PSS has been established to provide services. Virtual volunteering reporting focal points have been established in each branch, and volunteers are taking the Spanish Red Cross Virtual Volunteering course. The Dominican Red Cross continues strengthening its 911 ambulance service capacities through the implementation of protective measures for staff and public attended during interventions. Dominican Red Cross personnel continue to work in the Call Centre established in the Emergency Operations Centre (*462) providing attention to COVID-19. Specific COVID-19 protocols are being designed and implemented, in strong coordination with authorities and the Ministry of Health. DRC implements public awareness campaigns based on material made available by the Ministry of Health and the IFRC. Humanitarian diplomacy actions planned to support enhanced coordination between the Dominican Republic and Haiti.

Haiti Red Cross Society (HRC)

HRC is carrying out sensitization campaigns and installation of handwashing stations. 20 Volunteers from the HRC Committee and Delmas City Hall were trained on essential protection measures, social distancing and key messages for the COVID-19 response. Enhanced movement coordination to support the HRC in strengthening and adapting its ambulance service to respond to surge the demands of a potential outbreak. The HRC is monitoring migration flows at unmonitored border points where there have been reports of mobilization of about 5,000 Haitians. A direct line of contact established between the President of the HRC and the Ministry of Health. The HRC created a working group/task force to enhance monitoring and preparedness. The task force is composed of HRC Senior staff and volunteers, as well as Movement partners. With the direct support of IFRC, the bi-national agreement has been activated to enhance support between Haiti and the Dominican Republic, through their respective National Societies. Activation of a humanitarian corridor to improve the procurement of items in the Dominican Republic.

Argentine Red Cross (ARC)

In the Tecnopolis building (a science, technology, industry and art mega exhibition), a temporary lodging was set up for 2500 people with Coronavirus that transmit the disease as mild patients. The operative coordination of the shelter is carried out by the ARC, coordinating with organisms of the National and Provincial State, the Ministry of Public Health

of the Province of Buenos Aires the Nation and the Ministry of Culture of the Nation. 300 migrant families were identified by ARC and will be assisted with food and hygiene kits in coordination with ADRA and CAREF. The situation of 63 migrants arriving in CABA from La Quiaca who are in quarantine is being monitored by UNHCR and IOM.

Bolivian Red Cross (BRC)

Bolivian Red Cross (BRC) is providing transportation to cancer and kidney patients to be transferred to the health centre for oncological treatment and dialysis. The Oruro Branch delivers food kits to people in need. National Society already receive Appeal funds to implement local interventions. BRC began the management of a shelter located in Pisagua (border with Chile) for the quarantine of Bolivians returned from Chile. The call tool is used to reestablish contact family links for people in shelters. BRC is producing radio spots in native languages and livestreaming on Facebook. The BRC Migration Working Plan is underway with the support of the Swiss Red Cross. Ongoing proposal negotiations with Nestle.

Brazilian Red Cross (BRC)

BRC developed a Dashboard to provide to the Red Cross Movement and Brazilian public authorities with real-time monitoring of the overall panorama of the pandemic in Brazil, the number of volunteers mobilized nationally by SN, partners and financial resources raised and structure and resources materials available for NS's response to the pandemic. The BRC is working with the Ministry of Health on joint activities and dissemination of IFRC material in the media. The BRC and the International Committee of the Red Cross (ICRC) migration project has purchased 350 hygiene kits for the migrant population at risk of COVID-19.

Chilean Red Cross (ChRC)

As a concrete way to help reverse the negative effects of the COVID-19 pandemic, the Atacama-Coquimbo regional committee of the Chilean Red Cross (ChRC) is carrying out an intense blood donation campaign on behalf of the San Juan de Dios Hospital in La Serena, considering that an appropriate reserve is required to meet the health needs of the local population. The branch El Loa is collaborating in the categorization of patients, support in vaccination, orientation and attention in several strategic points of the city. An interdisciplinary team of volunteers from the Esmeralda-Colina branch carried out an educational exercise at the largest free fair in Colina, where they distributed 600 masks to clients and tenants, who were taught the correct way to use them and, at the same time, they demonstrated the use of a sanitation tunnel installed by the local municipality.

Colombian Red Cross Society (CRC)

CRC is monitoring the increase in migratory flows (returnees to Venezuela) during the last few days. There is a daily monitoring of population mobility in the most affected areas and adaptation and orientation of the response at the key branches. CRC is delivering food kits, shelter kits, and hygiene kit. CRC community leaders are being mobilized to disseminate key messages. CRC is advocating for the rights of the vulnerable populations, at the local and national level. CRC launched the #YoDonoEnCasa donation campaign to support the country's most vulnerable communities and address the needs arising from this pandemic.

Ecuadorian Red Cross (ERC)

ERC established an evaluation and triage module on the emergency area of the Los Ceibos Health Center. The Specialized Medical Center from the NS is carrying out COVID-19 tests. A line of emotional support is kept active for volunteers and staff of the ERC. The disinfection of streets and neighborhoods in the province of Santo Domingo de los Tsáchilas has been carried out. A Manual for the Use of Cleaning and Disinfection Equipment was also prepared, which is complemented by the in-house production of chlorine for disinfection work. Personal protection equipment has been delivered early this week to Ecuador same as Appeal funds to support activity implementation.

Paraguayan Red Cross

PRC opened its donation lines to raise funds for the response to this emergency. PRC Members of the National Intervention Team will be installed in the transitory shelters of affected people where they carry out health care and support with the coordination of them. PRC is working with the Ministry of Education and Science to provide food bags for people in quarantine, taking care of health measures. The PRC is collaborating with sanitary controls for the prevention of routes of the country in coordination with sanitary entities. The NS has been supporting health care centres with the installation of tents for triage support and support at border posts; personal protection equipment has been provided for volunteers. The PRC has been providing resources and personal protection equipment to its Maternal and Child Hospital in Asunción. Due to the declaration of a health emergency and the isolation of the population, regular

activities have been suspended, and the personnel has been working from their homes. A Surge member was mobilized to provide care under the DREF Dengue Outbreak response and is providing support.

Peruvian Red Cross (PRC)

PRC is providing medical support to migrants in the shelter established by IOM and UNHCR on the northern border. Also, is providing safe water continues to migrants located in temporary shelters implemented by UNHCR and IOM in Tumbes. PRC is carrying out stress management talks to health personnel from the public health centers. PRC delivered to 87 hygiene kits to migrants in a local shelter in Lima. With the support of the IFRC, PRC set up a virtual PSS line for humanitarian workers and vulnerable people (migrants and locals). So far, 23 people have received PSS services, and 91 people have been monitored. PRC is managing a WhatsApp Business line with the support of the IFRC. So far, 192 users have been contacted and got reliable information about COVID-19. PRC submitted a project proposal for the prevention of COVID19 to Bayer with focus on the dissemination of key messages and epidemiological control through temperature monitoring in transit areas and migrant shelters. PRC has delivered cleaning supplies and protective equipment for some PRC branches. The PRC is providing PPS support for the staff and partners through a telephone line and skype. In less than two weeks, about 80 people have been attended. The PRC distributed safe water to UNHCR shelters in Tumbes (northern border). PRC, under the Migration Appeal, is providing humanitarian aid to the migrant community in quarantine in Peru. PRC jointly with the Migration Cell developed a specific Contingency Plan to support people in a situation of human mobility. PRC care posts have been reinforced with personal protective equipment. Border care services have been reduced, due to the decrease in demand. The humanitarian network has been activated, and the PRC is participating in the meetings and in meetings with the Movement. The PRC Whatsapp pilot has been launched to provide information on COVID-19. The PRC is conducting a social media campaign on the importance of hand washing, hygiene practices, and key preventative-promotional messages about COVID-19 in coordination with the Ministry of Health. Information has been provided to PRC health personnel working on migration, hygiene promotion, and self-care for personnel. PRC is participating in the inter-agency health committee, which is mapping of agency actions. Regular activities have been limited.

Uruguayan Red Cross (URC)

URC is offering remote assistance (tele-assistance) and accompaniment to people, with priority given to the elderly using the Spanish Red Cross mode, including PSS support to volunteers. An online First Aid course is available on the National Society's website, free of charge. The URC through its branches in Maldonado and Rio Negro provided a total of 5,000 food boxes to local people in need

Venezuelan Red Cross (VRC)

VRC received 45 tons of humanitarian aid from the Regional Office with medical supplies to support the COVID-19 response in the country VRC branches and sub-committees are conducting educational sessions on prevention measures against COVID-19. As 4 April, 19 branches are reporting, and 7,559 people have been reached through these activities. VRC is regularly sending relevant scientific information on the evolution of the COVID-19 pandemic to the different levels of the Venezuelan Red Cross health network. With the technical support of IFRC, a triage protocol is being developed. In the VRC branches of Zulia and Falcon Venezuela Red Cross volunteers have begun to provide health guidance through telephone lines and PSS support. VRC distributed PPE to 15 branches, volunteers, and essential personnel. The NS is sharing information and hygiene promotion material and tracking rumours. Radio spots with national coverage are being produced. Current programmes and projects are including prevention information and sharing hygiene practices. With the declaration of emergency, emergency services are being continued at the level of the VRC's network of hospitals and health centres. Plan of Action developed including pillars of psychosocial support, communications, health care, and epidemiological surveillance. Promotion of key messages through social networks. Active participation in national meetings of health and WASH clusters. Building key messages for managing anxiety and preventing collective panic (PSS).

Europe

Regional Overview

Situation with spread of COVID – 19 continue to evolve. More than 51% of global cases and more that 71% of global deaths observed in the region. Large increases in COVID-19 cases and deaths continue to be reported from most of the countries of the region. Almost all countries of the region are seeing widespread community transmission of COVID-19. Currently, following countries of the region demonstrate deteriorating of situation with rapid increase of the number of cases and deaths: Spain, Italy, Germany, France, UK, Turkey.

Europe regional COVID-19 response team has been constantly monitoring the evolving situation in the region and is actively keeping the NSs informed through the daily situation reports. Regular communication with the national societies, ICRC, external partners as well as donors' community ensured.

The IFRC Europe Regional COVID-19 Response team jointly with Country Cluster Support Teams and Country offices continues to provide guidance and coordination support to National Societies. 46 National Societies of the region implement several types of COVID-19 response actions.

In total 28 NSs requested financial support from IFRC. Funds for 12 of them have been allocated within the first round of allocation of the Global Emergency Appeal: Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, North Macedonia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan. Funds for 12 NSs: Albania, Bosnia and Hercegovina, Croatia, Greece, Montenegro, North Macedonia (additional allocation), Poland, Serbia, Slovenia and Russia were allocated this week. Project Proposals have been processed by Europe Regional and Global Ops Teams. This week COVID-19 response team has been working closely with Italian RC, French RC, Hellenic RC, Malta RC, Russian RC, Serbia RC, and Turkish RC to develop Country Proposals for Emergency Appeal funding.

IFRC ROE continues to organize and facilitate thematic meetings and knowledge sharing on different sectors Health, RCCE, PSS, migration.

Online meeting of European Psychosocial Support Network (ENPS) jointly with IFRC Europe Health Team and IFRC PSS Reference Center was organized. PSS experts of 25 NSs of the region participated. During the meeting following points discussed: Scientific Overview and long-term effects of pandemics, collecting documents on PSS "Response" and "Best practice", to ensure best ways of support to the NSs on MHPSS Covid-19 response in Europe.

A study on knowledge and information needs around COVID-19 was conducted by Turkish Red Crescent Society (TRCS) as a part of its community-based migration program supporting refugees and local communities, to ensure two-way communication and feedback. Online meetings were conducted with pre-established community forums consisting of 150 advisory committee members (locals and refugees). Information was collected about the existing knowledge on COVID-19 and gaps and barriers identified, for example a lack of information in appropriate languages. Data were also collected around existing beliefs and participants stressed the need for increased information sharing via distance learning.

Second PERCO Webinar on the Impact of the COVID-19 Crisis on Migrants' vulnerabilities in Europe was organized jointly with IFRC Europe Migration focal point. Representatives of 24 NSs, RCEU office, ICRC, IFRC GVA participated. Following points were discussed: ICRC guidance on public communication with authorities; immigration detention, IFRC Mid- and long-term impact of the COVID-19 crisis on migrants vulnerabilities and key messages document on "The inclusion and protection of migrants in the face of COVID-19 pandemic in Europe", advances examples of the NSs: Bulgarian RC, Icelandic RC, French RC, Swedish RC, Italian RC were presented.

Cooperation with WHO Europe: IFRC Europe Health/RCCE focal points participated in the WHO organized Regional consultation "Vulnerabilities in the context of COVID-19" with the focal points of UN Agencies and Red Cross Movement in Europe Region. Representatives of WHO, UNHCR, IOM, UN-women, UNFPA, FAO, participated in the meeting.

The main outcomes of this meeting:

- Identification of needs, preliminary action/activities and monitoring mechanisms to streamline possible collaborations through the WHO-UN-Red Cross Regional Platform for COVID19 regarding vulnerable populations and addressing the socioeconomic and secondary consequences of COVID-19.
- Established mechanisms for operationalizing work on the regional level in alignment and coordination with HQ and country level.
- Established guiding principles and definitions of the scope of the working group to structure and coordinate work between WHO, UN Agencies and Red Cross Movement aimed at addressing the broad range of vulnerabilities in the context of COVID19.

Country by country

Albanian Red Cross

Albanian Red Cross distributed standard food packages for people in need. The distributions are made by maintaining the distance as well as using protective equipment. Blood donations continue in some branches. Additionally, awareness raising activities continues through social media about COVID-19 for prevention and sharing facts-based information on the disease.

Andorra Red Cross

National Society has been arranging the transfers of the people suffering from COVID-19 using Red Cross vehicles and personnel in PPE at the demand of the Health Ministry. We have volunteers, including psychological support staff, working alongside the

medical and hotel personnel in shifts in 24/7. The national society has more than tripled its volunteer-base since the beginning of the confinement period, total number of volunteers being 830 of which more than 550 have joined since the beginning of the COVID-19 situation.

Volunteer teams are organizing all sorts of services for people confined to their homes including delivering medicines, hot meals, shopping, and dog walking. The Red Cross is paying for the meals and medicines upfront, with those able of reimburse being charged after delivery, while those with financial difficulties are receiving it all for free. National Society has also provided support to establish a national COVID-19 hotline service.

Additionally, Andorra RC is involved in the establishment and running of facilities set up in hotels for the elderly and dependent persons taken out of care facilities to minimize risk for them to get COVID-19.

Armenia Red Cross

ARCS psycho-social support centers operate in emergency mode, based on the needs the volunteers visit lonely elderly and disabled people and provide assistance, including helping in daily shopping.

All ARCS care services continue to operate in the same mode, assistance is being provided to lonely elderly, disabled people and migrants in the frameworks of the ongoing projects.

From March 27 to April 12, the Armenian Red Cross Society sorted out, packed and distributed food donations to more than 2,300 beneficiaries in total, in cooperation with the Government, particularly the Prime Minister's Office and the RA Ministry of Labor and Social Affairs. Beneficiaries in Armavir, Shirak, Lori regions and Yerevan, lonely elderly, disabled people, orphanage graduates, people living in nurse houses and the homeless people received food packages.

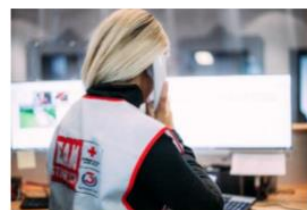
On April 7-10, in cooperation with the "My Step" Foundation, food and protective measures parcels purchased by the Foundation were distributed to more than 300 elderly people and people with disabilities in Aragatsotn region.

Austrian Red Cross

Austrian Red cross continues providing emergency medical services, non-emergency ambulance transportation, and transportation of suspected and confirmed cases to health facilities. It is planning to develop online education refresher for former alternative civil servants, as well as an online course on first aid during COVID-19 times.

COMMUNICATION AND PUBLIC AWARENESS

- Supporting the governmental telephone [hotline 1450](tel:1450) with staff and handling 2,000+ calls each day re COVID19 health requests
- "[Stopp Corona](#)" Application (Android / IOS): voluntary tracking of contacts and notification to contacts in case a person gets tested positive. Supports tracing through digital handshake, breaks the contact chain and lowers workload on doctors of public health authorities
- Running a streaming radio station to provide youth Red Cross content and music at <https://henri.fm/feed>



It continues supporting COVID-19 testing. About 20 drive-in facilities for suspected cases are active, and more than 80 mobile teams conduct daily testing at home, care institutions, hospital as other places. To date, more than 2,000 are tested every day, and more than 122,000 help-line calls have been handled.

The Austrian Red Cross also provides psychosocial support for staff and volunteers, including peer-support for EMS staff and volunteers, and a telephone hotline for staff. For the general public it handles the general psychosocial support telephone line; and is an advisory of government bodies in the subject.

Azerbaijan Red Crescent Society

Azerbaijan Red Crescent Society continues its efforts, supporting public authorities in its COVID-19 response efforts, through mobilization of hundreds of volunteers and with support of corporate sector.

Support has been provided in 32 local branches and covers 476 beneficiaries. 273 volunteers distributed 476 food parcels in total. With support of Turkish Cooperation and Coordination Agency (TIKA) we started campaign in support to elderly. 1500 beneficiaries have received food parcels, hygiene kits delivered by Azerbaijani Red Crescent volunteers and staff in Baku and Sumgayit cities.

National Society distributed more than 7500 leaflets among the population in different regions of the country. At the same time 6000 flyers have been ordered for further distribution.



The staff and volunteers of Saatli district branch provided assistance to elderly people.

Red Cross Society of BiH (RCSBiH)

RCSBiH is continuing to provide support for local population throughout the country, mainly in providing service of purchasing groceries and medications to those affected by government restrictions and movement ban. Federal RC is continuing to provide PPS through their PSS phonenumber. Additionally, one more organization in Red Cross of Republic of Srpska, RC Čelinac, is doing disinfection of public places.

Brčko District Red Cross have together with local authorities set up a quarantine process for those who are entering country from abroad and are required to stay there until escorted to quarantines in their own residence towns and cities. Most of the organizations are also distributing food and hygiene parcels received by local authorities or local supporters.

Bulgaria Red Cross

- So far, 562 582 BGN have been raised via the Bulgarian RC national campaign. In addition to financial resources the NS has also raised large amounts of material donations worth 244 371 BGN to support the work and safety of medical teams in hospitals, volunteers, police officers and others actively involved in the fight against the pandemic.
- Via the developed online mapping system to collect evidence-based data from Bulgarian RC regional branches, the NS can follow ongoing needs, and check on desired list of items, e.g. reconfirming constant replenishment of quantities of masks and gloves which indicate current necessity for additional supply of over 6000 masks and 7000 gloves.
- As part of the first responders, staff and volunteers of the Sofia city branch were tested for COVID-19, indicating one person with antibodies and 2 more for additional testing. Responders from other services, including DM and Refugee and Migrant Services were also tested and marked negative.
- The NS plans to expand the number of volunteers and staff to be tested, involving those first line responders who are subject to continuous risk exposure.
- Based on the developed internal online mapping system, Bulgarian RC branches are capable of reporting real-time data on their operations. Only for the period 2-10 April, more than 10 000 people were reached with the engagement of over 400 volunteers and staff.
- 20 out of 28 branches distributed food to over 7000 people in a week-time, and more than 400 people benefitted from purchases of food items and medicines.
- 10 branches have opened hotlines for PSS, thus helping more than 180 people over a week.
- Over 3000 people were reached in the scope of a week with information dissemination sessions.
- Another group of 500 volunteers is ready to start operating if needs grow further; as well as additional 270 candidate-volunteers.
- OMV Bulgaria have joined forces with the Bulgarian RC to fight the coronavirus. The customers of the chain have the opportunity to donate an amount of their choice in the petrol stations throughout the country. Each donation will be marked on the receipt as a separate "item" - "BRC Donation". Everyone can donate 1 BGN.
- Another corporate partner Metro Cash & Carry Bulgaria have launched a fundraising campaign to support the Together Against COVID-19 campaign of the Bulgarian RC. Store customers across the country will be able to donate to the Red Cross charity boxes located in each store.

Danish Red Cross (DRC)

DRC HQ has set up two call centers, where we on behalf of the Danish authorities host a COVID-19 call center for three weeks. In the second call center DRC has established a network linking the ones that are in need of support services (shopping/walking the dog) and the ones that can offer volunteer work to those in need. More than 10.000 persons have volunteered.

DRC is also supporting in running a shelter for the homeless and undocumented migrants, who has symptoms of COVID-19. A phone service platform has been set up so that volunteers can chat with people who are alone.



The Danish Minister for Development, Rasmus Prehn, visited the call center and was impressed by the volunteer engagement.

Estonian Red Cross (ERC)

Estonia is still in a state of emergency. Estonian Red Cross continues with all the activities on branch level in close cooperation with local authorities including food deliveries for the elderly, supporting people in quarantine, operating soup kitchen, sharing information, explaining emergency restrictions to people and helping to ensure all the precautions are followed in public places like on the streets, queues, shops, ATMs etc.). Branch level activities are well noticed and covered in regional media.

Four ERC regional coordinators have been involved in the work of the regional crisis management centers in close cooperation with the Ministry of Interior. Regional coordinators have started active cooperation with other volunteer organizations in order to jointly support the most vulnerable people in their region.

French Red Cross (FRC)

French Red Cross continues the delivery of essential activities towards vulnerable people including first aid, good assistance and psychosocial support. Some of the recent activities include:

- implementation and management of Containing centers
- Solidarity delivery (food and drugs) + psychological support “Croix-Rouge chez vous” for isolated people (53 000 appels – 19 500 appels traités – 3 500 commandes)
- Opening of about twenty “Centres d’hébergement spécialisés” (shelter centers for homeless people with COVID-19) throughout France : 1 042 beds and about 100 volunteers and staff people
- Strengthening of our call center “Croix-Rouge écoute”
- “Confinés et solidaires”: collaborative and solidarity device to encourage people to help their neighbors and their community.
- Government/Health authorities support activities (strengthening of call centers, containing centers, centers for homeless people with COVID-19, transportation of people, patients welcoming and triage, more requests for first aids, especially in the trains transporting people infected by COVID-19)
- Recruiting of new volunteer: implementation of a national call center to manage the proposals of spontaneous volunteers

Finnish Red Cross (FinRC)

In Finland, the state of emergency continues, and the Finnish Red Cross is supporting the most vulnerable groups as requested by the authorities. On request, the Finnish Red Cross provides hospitals with triage units to enhance the capacity to assess people’s need for treatment. Finnish Red Cross is also providing tents and other non-medical equipment for a temporary annex of the Meilahti Hospital in Helsinki.

Volunteers support elderly and other vulnerable people. Support is offered online and by phone, as volunteers trained in psychosocial support help those troubled by the situation. The Finnish Red Cross Youth Shelters run a chat service for youth in cooperation with two associations. Communication, publishing information on the COVID-19 and sharing messages of the authorities, also play an essential role.

Since the beginning of the operation, 3374 volunteers have provided assistance to 5370 beneficiaries.

German Red Cross (GRC)

The COVID-19 response remains a priority for GRC on all levels. This extends to social services such as special counselling and support for refugees and migrants who face additional constraints in the current situation due to their living conditions.

The national response of the GRC branches is coordinated by a task force and the activities vary according to their capacities: operation of quarantine stations, testing stations, triage facilities and outpatient fever clinics; support of the public emergency medical service, mobile care services, hygiene promotion and risk communication campaigns, home quarantine services and the expansion of bed capacity in hospitals; support services for homeless people and stranded travelers; emergency care services in the event of day-care center and school closures; psychosocial support; assistance for vulnerable population groups (shopping service, telephone counselling, etc.); production of non-medical cloth masks to save existing resources for medical staff.

Internationally, GRC supports the preparedness and response plans of Lebanese Red Cross, Ethiopian Red Cross and Somali Red Crescent with a focus on risk communication, community health and community engagement. Additional support with PPE and medical supplies was provided to Italian Red Cross and San Marino Red Cross.



The world's first plasma sterilizer in action at the German Red Cross in Bavaria. This eco-friendly device uses clean air to eliminate germs and make protective equipment reusable.

Georgia Red Cross Society (GRCS)

- As part of the cooperation between the Georgia Red Cross and the Tbilisi City Hall, a campaign is launched in different supermarkets to encourage customers to buy products from the special list of needs developed by the Georgia Red Cross for the elderly and donate it. Up to 2 000 (5 000 in total) food and hygiene parcels were collected in Tbilisi.
- More than 9 000 volunteers (5000 regular and 4000 spontaneous volunteers, among them are those volunteer workers who approached the Tbilisi City Hall and local municipalities) are mobilized and trained in accordance with the Georgia Red Cross COVID-19 training module in close collaboration with the National Centre for Disease Control and Public Health / NCDC, Tbilisi City Hall and municipality authorities in regions.
- More than 400 (1800 in total) people are reached through psychological first aid service provided by the trained volunteers to overcome panic and stress via the Georgia Red Cross Hotline (0 800 000 018);
- Georgia Red Cross Society launched a MHPSS Coordination Platform, including all the relevant non-governmental organizations and professional groups in the country working in PSS response to the COVID-19 crisis (14 organizations for the moment are involved), with the aim to contribute to sharing information, experience and lessons learned between the key stakeholders in the humanitarian sector and coordinating activities to reach and support maximum number of vulnerable people living in Georgia.
- Promotion of voluntary non-remunerated blood donation has started by GRCS to highlight the need of blood with dissemination of the additional information about recommendations specific for the outbreak.

Icelandic Red Cross

Icelandic Red Cross is part of the country's national task force and all districts task forces, and continues to support vulnerable and marginalized groups by providing them basic health care, emergency shelter, access to hygiene kits and awareness raising on COVID-19. The Red Cross runs three quarantine centers on behalf of the Icelandic authorities, two in Reykjavík and one in Akureyri for COVID-19 suspected and/or confirmed cases.

Additionally, helpline serves as a national MGPS hotline and during COVID-19 situation has become a national social affair hotline on behalf of the Ministry of Social Affairs and municipalities. PSS has been provided to selected groups and individuals. Key messages on COVID-19 are being provided through social media and newspaper platforms for awareness raising. Food distribution is provided to households in quarantine and isolation when needed.

Italian Red Cross (ItRC)

ItRC is involved in the attempt to ease the pressure on the Italian national health system, giving support with medical equipment to the healthcare personnel and helping the most critical hospitals with sending medical staff. Additionally, ItRC has provided several ambulances to the most affected regions of the country. The volunteers of the ItRC are giving full support to the local government officials helping the people with the home delivery of food and medicine.

National Response Centre is receiving an average of 9000 requests per day regarding:

- Request of information regarding COVID-19, four doctors ensure 24/7 assistance
- Psychosocial support carried out 24/7 by 5 staff and 22 volunteers: this service has been activated also to support the health personnel involved in response.
- Home delivering of food and medicine: an average of 1500 requests per day

In the last week, altogether, the ItRC has provided the following personnel in support of the response:

- 44 doctors answered the call of the ItRC to help their colleagues in the most affected regions in Italy
- 22 medical and nurse staff in the airports
- 315 Volunteers in the airports
- 49119 Volunteers involved in activities related to COVID-19
- 12168 means of transportation for the activities related to COVID-19
- 946 pre-triage tents

Furthermore, last week ItRC finalized the purchase of 26 drones for civilian use. These drones will be used to bring supplies to the population in hard-to-reach places of the Country and they can be used both for disinfection operations and to spread information to the people in quarantine. They are equipped with a thermal camera and they can be used in order to have a preventive check to people in public spaces.

Kazakhstan Red Crescent

- Headquarter and branches inform the public by distributing and publishing booklets in local areas, magazines and on social pages.
- RC Volunteers continue supporting medical staff in Almaty clinics №1 and №4 on observing the state of quarantine to persons from the list of potential contact. From March 27, 990 calls were made and medicines were delivered to 113 addresses.
- Refugees and asylum seekers in Kazakhstan are in a difficult financial situation, in connection with the introduction of quarantine, many of them were left without livelihoods. The main place of their work was places that were closed during quarantine, so the UNHCR office in Kazakhstan (we have a joint project) decided to urgently pay financial assistance to the most vulnerable refugee families and families that lost their jobs. Currently, financial assistance has been provided to 70 refugee families and asylum seekers. Applications are received from families in need, financial assistance will continue.
- Employees and volunteers of the Kostanay regional branch provided support to the population in applying for state benefits of 42,500 KZT.

Lithuania RC (LRC)

- LRC manages a hotline for the persons in self-isolation and quarantine, mainly the elderly, providing psychosocial support, information and guidance; The hotline was established by the municipality of the capital Vilnius.
- The reserve of the volunteers was established in three biggest cities of the country. Together with the existing LRC volunteers the task of the reserve is to provide the vulnerable with essential products and needs on a regular basis.
- The NS is focusing on supporting the elderly. "Good neighbours help network" around Lithuania that matches community volunteers with the persons in quarantine or those at the high risk to leave the house and provides them with practical assistance – a food package, medicine, hygiene items, anything a person needs to survive.
- National fundraising appeal was launched on the 20th of March in order to raise funds for establishing the reserve of the



Volunteers transporting food parcels.



volunteers and assist the lonely elderly people in crisis (with food, medicines, hygiene items, etc.).

Magen David Adom (MDA)

1. In order to deal with the many calls of possible exposures, MDA together with the Ministry of Health and the primary health care providers opened a dedicated call center. In the call center, MDA personnel conducts a preliminary triage, followed by an interview conducted by a primary health physician. Further instructions are provided to the callers based on the interview. On average, during the last days, MDA operations centers are dealing with more than 30,000 calls per day above the 6,000 daily calls. All MDA operations centers are reinforced with personnel to ensure efficient response to the calls, and a specially dedicated call center to answer CORONA related issue opened. Ad-hoc volunteers joined MDA efforts.

2. MDA personnel are taking samples at suspected cases homes, and transferring them to the reference labs. In order to avoid suspected cases from traveling to health care facilities, after the decision to take a test is taken by the district public health authority, MDA member (with PPE) is sent to the suspected case home to take the swabs, then to be transferred to the laboratory.

3. In addition to previously opened Drive-Through complexes, since March 31st, MDA operates another 9 mobile Drive-through centers that move between different cities based on the Ministry of Health instructions, where the most vulnerable communities are (currently in Modi'in, Rahat, East Jerusalem, Sha'ar Binyamin, Beitar I'ilit, Ramle, Lod, Elad and Bnei-Brak). MDA staff and volunteers are running the complexes. MDA Drive-Through complex and house tests operate within the ultra-orthodox Jewish communities and in parts of east Jerusalem. In the ultra-orthodox cities Beni-Brak and Elad, a special service is provided by MDA for people with no car who were called to be tested for COVID-19: an MDA ambulance will take them from their house to the Drive-Through complex, the swab is done in the ambulance that afterward, the ambulance takes them back home. Also, together with the PRCS a mechanism to sample Palestinians in East Jerusalem was established.

4. As of April 9th, MDA is sampling in nursing homes and mental institutes all over the country where confirmed cases were found. The goal is to reach 3,000 tests every day.

5. MDA teams have taken over 8,000 daily tests in the last few days.

6. MDA teams are treating and transporting patients that are under home quarantine and have a situation that requires medical assistance, or exacerbation of their condition, or become symptomatic and are tested positive for COVID. MDA is also transporting the patients who tested positive to the hospitals, and those who are discharged from the hospital to the quarantine hotel.

7. As the regular hubs for blood donations are closed, MDA blood services launched a national blood drive campaign, where many small drives are organized, in order to meet the MoH standards prohibiting large public gatherings. 10. MDA website has a dedicated section, with all the relevant information and instructions in several languages: <https://www.mdais.org/en/101/stopcoronavirus>

Monaco Red Cross

National Society provides support the COVID-19 response with the following activities:

- COVID-19 call center with medical and psychosocial specific support helplines (anonymous call for the psychosocial helpline with psychologists available 7/7).
- Red Cross home visits to confirmed COVID-19 cases, contact cases, untested symptomatic cases, with medical and psychosocial support and "home bags" for symptomatic people.
- Deliveries of food and non-food items (i.e. pharmaceutical products) and other services
- Distribution and delivery of personal protective equipment to the Princess Grace Hospital Centre, medical establishments, laboratories, general practitioners, pharmacies, ambulance drivers, fire brigades, etc.
- Support to the Ventimiglia camp for migrants managed by the Italian Red Cross

Netherland Red Cross (NLRC)

Monday 13 April started the national "Serious Request: Never Walk Alone" campaign; a partnership of the Red Cross and a national public radio station. In the first two days more that 71,000 euro has been collected through this campaign.

The Red Cross helpline is daily operational from 9am to 9pm and has received more than 17,000 calls. Most questions received through the helpline are practical questions and health related questions. Also many calls are by people with anxiety or loneliness. NLRC continues to support health centers and foodbanks; provide transportation for patients and collecting and distributing PPE items.

The Netherlands Red Cross is also responding on our overseas branches in the Caribbean with risk communication, food assistance and PSS.

Serbia Red Cross

The Red Cross of Serbia has so far recruited 677 professional associates and 2,540 volunteers at all levels of organization. More than 166,000 people in need of assistance have been assisted by professionals and volunteers in the COVID-19 response so far.

The largest percentage of people assisted so far via mobile volunteer teams are households with elder people who are unable to move because of the risk of COVID-19. Our volunteers and staff are on disposal to the elderly people by buying in groceries, take prescription drugs, paying bills. In a number of municipalities, Red Cross volunteers help elder people. More than 3,200 elder people were helped this week. In the coming period, we will also have one info hotline for psychosocial support for the elderly.

In addition to these activities, the Red Cross of Serbia has continued the implementation of the Soup Kitchen Program in 77 Red Cross organizations in cities and municipalities with 33,000 beneficiaries. The programme has been adapted to the current situation meaning that persons who cannot leave their homes are offered meals at their home address. 2,500 hot meals are currently being delivered to households with the elderly so that they are not in need to come to distribution points.

The Red Cross has 120 info phone lines in Red Cross organizations in cities and municipalities. To date, more than 35,000 citizens have called to these lines and have been provided with information.

The Red Cross of Serbia has taken steps to ensure the smooth running of voluntary blood donation activities, and we are in constant communication with all Red Cross organizations to continue this activity in a safe manner.

Spanish RC

Main health related activities include:

- 27 psychosocial teams activated at the request of authorities
- 3.506 ambulance services
- 593 ambulances available to support public health system
- Collaboration with 18 emergency coordination rooms and telephones
- 14 temporary additional health facilities established in collaboration with the health public system.
- 80 Shelters for homeless people for confinement (some managed by Red Cross, some managed by other entities and where Red Cross provides logistics support).
- 3.518 places available.
- 34.497 kits (relief, hygiene, blankets...) distributed to vulnerable people in confinement or isolation in exceptional circumstances.
- 723.641 articles of personal protective equipment distributed.

More than 255,000 people have been reached to disseminate information on prevention and contention measures, adapting messages to specific vulnerable groups. Symptoms monitoring have been done with more than 1,500 people and psychosocial support has been provided to more than 670 people. More than 95,000 food and essential non-food items have been delivered, and cash-assistance has been provided to more than 2,200 people.

Spanish Red Cross has so far mobilised almost 30,000 volunteers in response to COVID-19 including more than 10,000 new volunteers. Additionally, more than 5,000 staff have been mobilised in response of the emergency and in health facilities.

Swedish Red Cross

The Swedish Red Cross activities around the country vary depending on the capacity and need in the region. The local branches throughout Sweden continue to adjust and adapt their ordinary activities in order to better contribute to the work against COVID-19. In addition to all local initiatives, this week marks the start of information tents outside hospitals, where visitors are met by both volunteers as service personnel who can guide and provide information about the coronavirus. The Swedish Red Cross also continues its work to reach the elderly and isolated with food and medicines across the country (picture), as well as meet with



The largest percentage of people assisted so far via mobile volunteer teams in Serbia are households with elder people.



Spanish Red Cross volunteers are keeping their spirits up as they deliver food, hygiene kits and medicine to people who need them most.

concerned citizens through their phonenumber.

Turkish Red Crescent

TRC's Crisis Management Center is working on 24/7 basis to ensure effective coordination. Online and face-to-face trainings have been organized on protection/prevention methodologies targeting the office and field staff. 1204 staff and 848 volunteers in total are trained. TRC has donated 11,620 units of PPE to 7 hospitals and healthcare facilities run by the Ministry of Health around the country. Personal Protective Equipment (PPE) including surgical masks, medical suits, FFP3 masks, FFP2 masks, protective glasses, vinyl gloves, hand sanitizing towels, etc.

Guidelines on COVID-19 awareness raising including written materials, visuals and activity infographics have been developed and disseminated to all staff via internet, e-mail communication and posters. Volunteers share videos on hygiene rules, COVID-19 and social distancing through social media. TRC takes an active role in providing social support to citizens, within the Vefa Social Support Group project formed under the coordination of governorships and district governorships.



Donation rooms in the blood service centers have been restructured to be able to maintain social distancing measures. Additionally, staff involved in blood donation receive briefings on COVID-19 prevention and protective measures. PSS teams at the community centers organize individual information sessions and seminars to raise public awareness among their target group. Priority target group for the community centers are children, elderly and people with chronic diseases, and materials are designed for specific target groups.

Middle East and North Africa

Regional Overview

Yemen has reported 1st confirmed COVID-19 case on 10 April, and all 17 MENA countries have COVID-19 confirmed cases, reaching a total of 10, 1352 cases and 5,576 associated deaths. IFRC MENA Health & Care team is part of the WHO technical working group, aiming at supporting countries in conflict and fragile setting in MENA as well as refugees, migrants and IDPs.

The DCPRR unit continues to provide the technical support to revise the NSs response plans for COVID-19, based on the evolving situation in their countries. The weekly call with the NSs took place this week, the discussion was based on the NSs key topics related to the solidarity funds for volunteers and the protocols for response. The call provided a forum for peer to peer exchange of experience among the NSs in the region.

IFRC MENA Comms and CEA team are translating and sharing IFRC messages, infographics and other resources daily through regional communications and social media channels. IFRC MENA team is also producing social media content in Arabic to Twitter and to TikTok: https://www.tiktok.com/@ifrc_arabic. The team is working closely with National Societies, supporting them in adapting and using these resources in their public communications as well as in their risk communication and community outreach activities. In terms of RCCE, regional coordination group with UN agencies, WHO and IFRC was initiated. The group is currently working on mapping the support provided by the different agencies and developing a regional framework highlighting priorities in the region, areas of coordination and learning opportunities. The team is continuing the work on e-learning webinars with Libyan Red Crescent on topics related to behavior change, rumour management and volunteer management. Also, this week final discussions were completed with Iraqi Red crescent to begin the e-learning webinars in Iraq with the CBHFA team.

Health & Care unit conducted the Health & WASH forum with total 33 participants from 6 MENA NSs (Lebanese RC, Libya RC, PRCS, SARC, Algeria RC, Qatar RC), 3 PNSs (Norwegian RC, Canadian RC, Japanese RC), ICRC, IFRC MENA RO and Country/ Cluster heads to review the COVID-19 EPoA and discuss over activities, outcomes, output and indicators for scaling up and assuring minimum standard of the operation. WASH team is working on Resource Mobilization

activities for COVID 19 Global Appeal and aligning MENA WASH Activities and Indicators (at output and outcome level) with IFRC and WHO and WASH Cluster Guidance. Concerning technical support to NSs, the WASH team is preparing for the upcoming IraqRC e-learning webinar, is updating of WASH COVID19 Resources and guidelines on Google Drive and is developing a video in Arabic to share knowledge about the main steps of disinfection at home. Community Health, CEA, PHPSS and WASH teams are coordinated to provide e-learning sessions for Libyan RC (on Behavior Change in Emergency, protection and migration topics) and for Iraqi RC (on NS complementary approach/activities between Community health and WASH departments/teams). In addition, eCBHFA COVID-19 module Video translation is in progress. Health glossaries in English and Arabic are under development to harmonize definitions on the COVID-19 operation between the RCRC movement and other health agents such as WHO regarding.

Country by country

Egyptian Red Crescent (ERC)

Egypt has allocated over 94 hospitals that can deal with patients affected by COVID-19 and the MoH has intensified precautionary measures in all governorates and scaled up campaigns to spread awareness about infectious diseases. ERC has been requested by MoH to support the direct triage for COVID cases and has established a guideline on triage. In addition, ERC have established a MHPSS tent at quarantine hospitals in coordination with the MoH. ERC is also supporting the Ministry of Health to disinfect vital facilities. Concerning risk communication, ERC is conducting COVID-19 sensitisation messages on social media platforms. A COVID-19 awareness [video](#) on the symptoms of the virus was developed in Somali. With technical support from ICRC, ERC health team are developing online material for volunteers to work in medical shelters. Medical volunteers continue to operate the medical hotline and WhatsApp platforms. ERC is also supporting the authorities to organise the flow of the elderly to collect their pension at the bank, ensuring social distancing and communicating COVID-19 messages.



To fast track the recruitment of volunteers in the communities, ERC launched a campaign "volunteer in each community". The IOM donated 600 food parcels and 600 hygiene kits to ERC which will be distributed in the coming week. ERC is also coordinating with IOM to support Yemeni families (approx. 3500 people who remained lockdown in Egypt) in need of temporary support of shelter and protection.

ERC is actively coordinating with Movement partners: a weekly coordination meeting with IFRC, ICRC and Swiss/German Red Cross is held to share updates on progress made, identify and overcome challenges and ensured quality of the operation.

Iraqi Red Crescent (IRCS)

Iraqi Red Crescent has developed an action Plan with Movement partners and has established an Emergency Committee to follow up on NS Plan and to mobilize resources. Covid-19 response operation are scaling up gradually: 900 staff and volunteers have been recruited to coordinate and undertake field campaigns: 156,854 posters and brochures with Health promotion messages have been printed out. A total of 700.000 individuals have been reached through awareness campaigns in Baghdad and other provinces and over 5 million people have been reached with RCCE messages on media and social media.

IRCS warehouse capacity has been increased to store more PPE and hygiene supplies.

IRCS buildings, hospitals and branches are disinfected daily and distribution of PPE to IRC staff and volunteers is ongoing. The disinfection campaign reached 16,137 institutions, houses, stores buildings and holy shrines.

Finally, IRCS has already distributed 2450 food parcels to vulnerable people in the whole country.



Libya Red Crescent (LRC)

2025 LRC staff and volunteers are actively involved in COVID-19 outbreak response, of which 127 have been trained this week.

LRC has developed a joint plan with ICRC and IFRC and until date, in the framework of this plan, 322,150 community

members in the whole country have received assistance and have benefitted from health awareness activities. In coordination with the Federation, Libyan Red Crescent are attending e-learning webinars on topics related to behavior change, rumour management and volunteer management.

Moroccan Red Crescent (MRC)

MRC volunteers are delivering food kits to 22.000 families (110.000 beneficiaries). At the request of Moroccan Government, MRC is running a quarantine zone in a hospital.

The main activities linked to COVID-19 response are the following:

- PPEs: concerning masks, despite the good production capacity in the country (3 million a day), MRC is facing logistics challenges to deliver masks across the country. The company that usually deliver milk across the country was asked by Moroccan Government to deliver the masks. Moroccan RC will do a follow up through their branches. MRC is ensuring that volunteers providing face to face services are correctly equipped with PPEs.
- Communication: MRC initially intended to implement face to face prevention activities linked to COVID-19, but, given recent movement restrictions and closure of schools, other channels will be used. MRC is willing to increase existing prevention activities, done by megaphones and only in several branches. The aim is to develop national and local mass media communication campaigns (through TV, radio, newspaper, text messages, emails) to reach as many persons as possible.

Palestine Red Crescent (PRCS)

PRCS has mandates and responsibilities on emergency medical response, risk communication and distribution medical consumables to local community and health facilities in Gaza, West Bank and branches in Lebanon and Syria. 1,500 volunteers are involved in the COVID-19 Response. These are the main activities implemented by PRCS in response to COVID-19 outbreak:

- Medical consumables have been distributed to 10 PRCS branches
- 100 COVID-19 suspected cases have been transferred to health facilities.
- Awareness sessions to specific target groups have been conducted: 327 beneficiaries have been reached through PSP Phone sessions
- 436 beneficiaries have been assisted in PHC Centre/Mobile Clinic
- Provision of personal protection equipment (PPE) for internal staff and volunteers is still ongoing.



Regular communication is maintained with Movement partners, MoH, Health Cluster, UN agencies, municipalities and community organizations.

In Lebanon, PRCS Branch adheres to the guidelines of the Lebanese Ministry of Health and the World Health Organization.

PRCS/L medical services has been under preparation for a possible response for COVID-19 at Hamshary Hospital in Saida. PRCS/L Community First Responder Team (CFRT) has distributed 2,000 boxes of food parcel supported by Qatar RC and 4200 brochures. More than 33,000 people have been benefited by online awareness sessions, screening temperature at the checking points and in class awareness session before the lockdown in 7 camps (Qasmieh, Rashidieh, Baalbak, Ain El Helwe, Naher El Bared, Bouj Al Shemail and Bourj Al Brajne) by 146 volunteers.

Coordination mechanisms are in place with Movement partners (IFRC, PNS and Lebanese Red Cross –specifically for transfer of suspected cases), UNRWA and MSF.

Qatari Red Crescent (QRC)

The Qatari Red Crescent intensified efforts to combat the COVID-19 through 4 health centers, 50 ambulances and 461 medical staff. A volunteer campaign has been launched to recruit 18,000 volunteers that will deliver prevention services, manage 28 centers for quarantine, training employees of agencies and companies in methods of prevention and disseminate health awareness in various languages and sign language via Field teams, media and social media. The Qatari Red Crescent has launched a campaign to support efforts to combat COVID-19 in the country by providing means of protection for medical personnel and distributing meals to vulnerable families (8,000 beneficiaries).



On the external level, the Qatari Red Crescent is supporting 9 countries worldwide in their COVID-19 response (Syria, Palestine, Sudan, Iraq, Yemen, Ethiopia, Afghanistan, Somalia, Bangladesh), reaching a total of 5 million beneficiaries.

Yemen Red Crescent (YRCS)

The first COVID-19 related case has been detected this week in the city of Hadhramot, where 18 persons are currently in quarantine. YRCS trained 80 volunteers and 6 staff on Epidemic control and 45 volunteers are actively involved in COVID-19 activities. To date, 8413 community members have been reached with distribution of 713 Hygiene Kits, 50 Mattress, 625 Blankets, 483 Mosquito nets, 212 Sanitizer, 113 buckets, 270 mats, 200 food parcels and 323 cans. Procurement of PPE materials is ongoing. YRCS Response Plan revision has been finalized.

FUNDING UPDATE

[Donor response to the Appeal MDRCOVID19](#)

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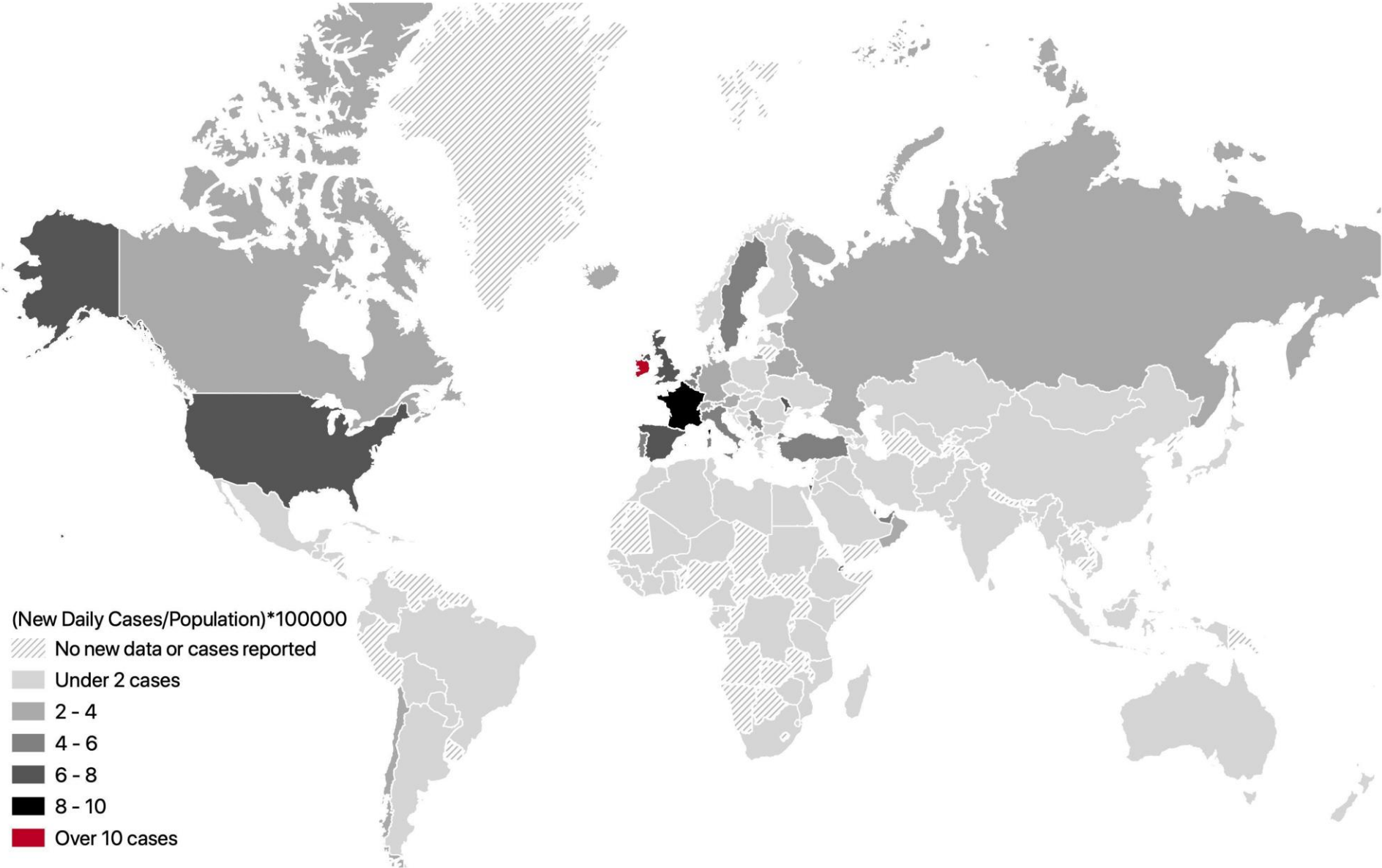
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The Operations Update covers new information from the last reporting period. Please see previous updates for more information on how National Societies and IFRC have been responding to COVID-19 since the start of the Emergency Appeal.

Operational Update Link	Published
Operational Update 10	10 April 2020
Operational Update 9	3 April 2020
Operational Update 8	27 March 2020
Operational Update 7	20 March 2020
Operational Update 6	13 March 2020
Operational Update 5	06 March 2020
Operational Update 4	28 February 2020
Operational Update 3	21 February 2020
Operational Update 2	14 February 2020
Operational Update 1	07 February 2020

COVID-19 Global View

Produced 15 April 2020



This map does not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Produced by SIMS (2020).