



COVID-19 OUTBREAK OPERATIONAL UPDATE #12

REPORTING DATE: 24 April 2020
GLIDE: EP-2020-000012-CHN
OPERATIONAL TIME FRAME: 31 JAN - 31 MAR 2021

Situation Update

2,510,177 confirmed cases globally
reported to WHO as at 12:00pm CEST, 23 April 2020

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

COVID-19 Global View
Produced 22 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

23% **72%** **5%**

■ Hard pledges ■ Soft pledges ■ Funding gap



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

National Society Response

159/192 National Societies have reported. Engaged in...

136
Health

144
RCCE

136
Institutional
Readiness

Number of National Societies engaged in selected activities:

Health:

- 67** Screening and contact tracing
- 80** Psychosocial Support
- 60** Clinical, paramedical, or homecare services
- 69** Emergency social services for quarantined individuals

Risk Communications & Community Engagement (RCCE):

- 102** Misinformation management
- 77** Community feedback mechanism
- 57** Stigma prevention messaging

Institutional Readiness:

- 89** Contingency Planning
- 65** Business Continuity Planning
- 108** Internal Risk Communications

[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](#)

Useful Links

Health

- IFRC [COVID-19 Health Help Desk](#)
- [Guidance on health response options in each phase of the pandemic](#)

Risk Communication, Community Engagement and Accountability

All material is on the [Community Engagement Hub](#). For ease of reference, we have compiled all resources in this [table](#), which we update regularly with new languages, content and links, including from partners.

Latest guide:

- Community Action Guide [EN PT](#)
- 1-day RCCE training for National Societies [EN FR](#)
- Guidance for National Societies on safe and remote risk communication and community engagement during COVID-19 [EN](#)

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

The IFRC [COVID-19 Health Help Desk](#) for National Societies was launched to facilitate collaboration and share the best available clinical and public health advice and guidance. It offers information and guidance to support public health and clinical activities in COVID-19 preparedness and response, along with support to adapt, continue and scale up existing health programs to meet communities' health needs throughout the pandemic. It includes self-support via interactive and continuously updated FAQ, remote technical guidance, comprehensive toolkit of multilingual guidance resources, and learning webinars. Guidance on the [rational use of PPE has been updated](#), and now includes sections on quarantine facility workers and burials.

Risk Communication and Community Engagement (RCCE)

Coordination: IFRC, UNICEF, and WHO with GOARN support are strengthening the coordination structure to enable greater collaboration among key stakeholders at the global and regional levels. As the COVID-19 pandemic has shifted into a humanitarian crisis, there is increasing coordination with IASC Results Group 2 on Accountability and Inclusion and its humanitarian partners to join and align efforts in regards to country operations, solutions and tools for stronger community engagement and accountability approaches on the ground. Strengthened coordination of partners with a focus on needs of migrants and vulnerable populations, community engagement in remote populations and addressing reports of stigma and xenophobia.

The IFRC **guidance** note on [Safe Social Mobilization](#) has been finalized in coordination with IFRC Africa Regional Office. The guidance note provides recommendations to how carry out community activities safely, how to advocate for continued access to communities with Governments in the face of movement restrictions and options for remote risk communication and community engagement, when face to face access is no longer an option. RCCE work continues to guide Red Cross Red Crescent membership on how to implement risk communication and community engagement and accountability during mitigation phase and its movement restrictions measures. Coordination with IFRC regional offices this week focused on sharing existing tools and guides to plan community engagement approaches during Ramadan, the safe use of masks and homecare specially in low-resource settings.

The **RCCE Rapid Training** that IFRC developed is being used by several NSs and generating interest to be adapted by some external partners such as Save The Children. **RCCE team continues to provide a leading voice in several interagency coordination tables including READY initiative, CORE group or UNICEF** and new risk communication short videos are being produced.

Livelihoods:

Livelihoods related [resources](#) and [infographics](#) (translations ongoing) were developed in collaboration with the Spanish Red Cross hosted **Livelihoods Resource Centre** and British Red Cross hosted **Cash Hub** and remote helpdesks approach further developing with both. The Cash Hub has opened a [dedicated page](#) for Covid-19.

National Society Preparedness

Overall coordination with ICRC continues on a weekly basis to identify areas of collaboration at global, regional and national levels. As does collaboration with the Preparedness for Effective Response (PER) Core Working Group, the broader Technical Working Group and collaboration with the CP3 team. Key initiatives underway in partnership with the Canadian Red Cross are:

- Mapping of all PER 'Mechanism' (i.e. emergency response system component) guidance and tools that exist. This will allow for development of a user-friendly library of existing resources for NS and partners to refer to when investing in areas of capacity building of their response systems. This will complement the many newly developed COVID-19 specific guidance and ensure we support an all-hazards approach.
- PER 'Mechanism' videos focused on what areas make up a response system, key questions to ask regarding the

effectiveness status of a NS response system, and direction to basic guidance to enhance key areas are being created. The videos include epidemic considerations to ensure NS readiness to the current pandemic. This initiative will result in six mini videos of 5-10 minutes each, which will be accessible to NS and partners as awareness raising of the various interrelated components of a response system that a National Society needs in place to deliver ongoing services to those in need; and will serve as a quick primer of what minimum benchmarks they should aspire to have in place.

- Transfer of PER face-to-face training to an online modality is underway to ensure NS and partners are able to understand the various aspects of the PER approach. This will serve as a refresher for NS who are already engaged in working on their response systems using PER. It will also allow surge and rapid responders to access training to have a basic understanding of the process that National Societies have undertaken, and how this work should be built on through operations. The training will also highlight the various ways to engage in PER, including through operational, post-operational, simulations and self-assessments.
- Work is ongoing with the DREF team on identifying trends in National Society response system strengths and weaknesses across recent operations. This will be used to inform strategic development of guidance/tools to address common bottlenecks and challenges.

Building on the support provided to regional plans on drafting integrated comprehensive support to NS Strengthening, a five-step simplified process document was drafted to clarify how planning processes can be sequenced. This is to ensure that BCP, CP and preparedness and response plan efforts are not done in isolation. The intention is to streamline and connect these processes wherever possible to ensure efficiency and minimal strain on NS.

The "[Business Continuity Help Desk](#)", operated jointly by the Global Disaster Preparedness Centre and the IFRC, has begun providing support to National Societies. Identification of Regional BCP focal points is underway and outreach is ongoing in Africa. Engagement with the LAC El Salvador Reference Center is ongoing and outreach and support to NS for revision of BCP plans is being provided. The LAC Reference Centre is collecting examples of BCP plans.

In addition, the RCRC Climate Center will be providing support to reviewing BCP for considerations of secondary impacts from other hazards. Conversations are continuing on linkages between the BCP helpdesk and the health helpdesk and Cash and Livelihoods Helpdesks. BCP guidance continues to be refined with development of: short video tutorials (3-5min) highlighting core components of BCP, and a NS BCP template pulling main components from IFRC BCP guidelines is underway. Engagement in SOKONI forum is also planned and preparations underway.

The Sokoni Volunteer Platform is an exchange platform for volunteers which has been launched on 17.04, and includes discussion forums; a question button; the ability to input questions in different languages (immediate translation); links to the repository of existing validated IFRC documents (on other platforms like GO, Fednet) and a space to share NS-developed approaches and products.

Contingency planning guidance development continues with collection of best practices and alignment of existing resources to determine gaps. This will inform what critical guidance is needed to support National Societies to effectively plan for COVID-19 contingencies, and complex pandemic scenarios which will require responding to seasonal and non-seasonal emergencies that will continue to occur.

National Society Development in Emergencies

- **Support to uninsured Red Cross Red Crescent volunteers:** The duty of care to volunteers is the responsibility of each National Society and we are encouraging NS to take all necessary steps they can to protect and care for their volunteers. Our support will first foremost be to enable National Societies to identify and operate their own solutions, with international financing as necessary. One international resource is already available to National Societies that require it: the French Fund Maurice de Madre. This Fund can provide compensation in the case of a death of a volunteer. In order to address cases where domestic coverage for medical care is lacking, we plan to work with each concerned National Society to provide guidance and support to develop an approach that is appropriate for each context. These may include:
 - advocacy with the public authorities to extend coverage to National Society volunteers similar to that accorded to public health emergency personnel.
 - domestic fundraising.
 - the negotiation of private insurance policies that cover COVID risks.
 - and where necessary, the establishment of an ad hoc mechanism.

Financial Sustainability

- A Guidance Document and Toolkits for NS Financial Sustainability (FS) has been developed, and currently in pipeline for translation (SP/FR/AR/RU). Upon translation, NSs will be informed the developed documents.
- As part of this Toolkit, a check-list allowing National Society to get a better understanding on their FS situation and risk, has been developed.
- The Toolkit also includes, A) Sample scenarios that NSs may face as a result of economic impact of COVID-19 and its implications to NS FS. Also, detailed guidance for Emergency Fundraising is included in this toolkit.
- An Action Learning concept is in development, to support NSs to form work streams under common concern and challenges around FS, and are supported in identifying approaches and scope for solutions by co-creating ideas at a “real-time”.
- IFRC continues to scope knowledge and expertise of non-movement actors in this area.

Knowledge and Learning:

- On April 9, the IFRC CBHFA lead, IFRC NSD learning lead, 8 ICRC global prisons staff and 12 NSs and government teams joined a webinar to discuss mental health amidst the COVID outbreak, use of PPE in select prison environments, and how to help inmates manage early release amidst a world on lockdown. CBHFA in prisons programming is active in 42 National Societies in conjunction with national Ministries of Justice and Prisons Boards.
- A new e-learning course on Behaviour Change for responding at COVID-19 is being developed in coordination with the Health team.

Global Rapid Response

A total of 58 people are deployed or in the pipeline to be deployed. In the last 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](#)).

COVID-19 Operation: Overview of Rapid Response Deployments (as of 22 April 2020)



Number of total deployments, by Country



Business Continuity Planning and Security within IFRC Secretariat

The main objective related to business continuity planning (BCP) is to ensure critical functions of IFRC do not stop during the outbreak. Identification of the risks to business continuity and mitigation measures for the identified risks are put in place to ensure continuity of operations and core business. Currently the effort of the BCP focal points at all level are focused how IFRC effectively contribute to supporting public health authorities' efforts to sustain suppression of COVID-19 while simultaneously ensuring duty of care and maintaining optimal operational capacity. Also, effective BCP risk management, anticipating next phase/possible scenarios and using lessons learnt during acceleration phase to improve BCP for possible second wave and/or other scenarios is important part of the ongoing work.

Continues the monitoring of travel restrictions and more than 42 daily travels advisories has been produced and sent to more than 100,000 NSs volunteers and staff worldwide and more than 3,500 IFRC staff. Joint analysis is constantly ongoing between BCP and security experts, because anti-humanitarian sentiment and increased hostility towards foreigners in continued to grow worldwide. Globally we have tracked some 50 COVID-19 security incidents directly affecting humanitarian staff, COVID-19 medical response team, health workers, ambulances, hospital/health clinics or patients. However, beside the reports from Italian RC we have so far received no reports of incidents targeting RC/RC personnel.

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. Desktop security assessments and analysis are carried out to ensure that our security risk registers, and mitigating measures are current and implemented as well as updated security plans across the regions.

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.

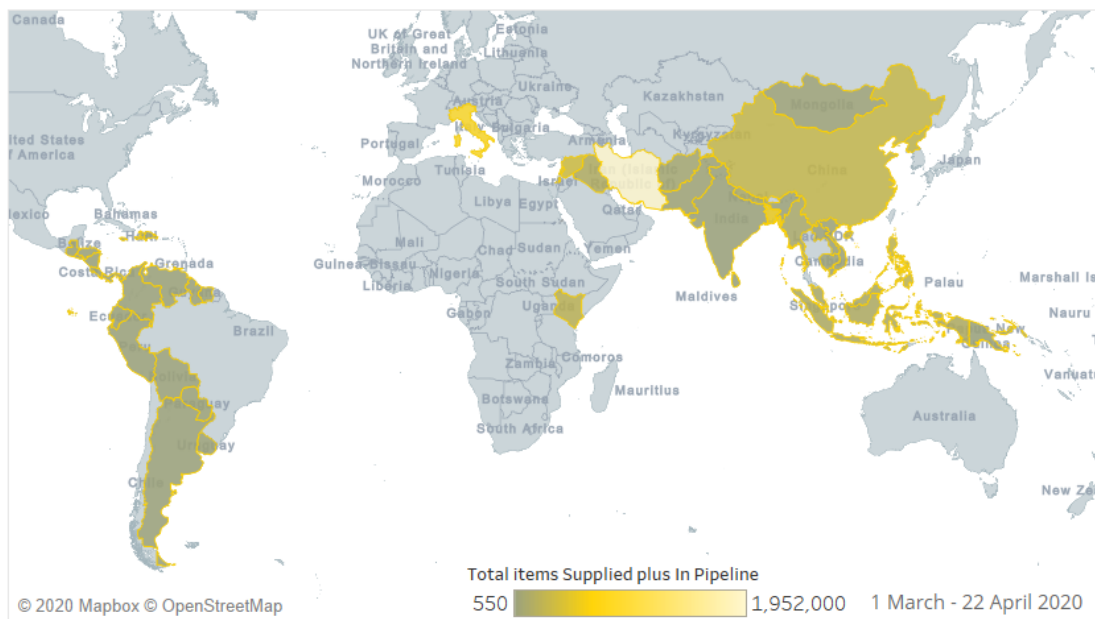
A webinar on The Role of Media in Containing COVID-19 and Saving Lives was hosted in English by IFRC Southern Africa country cluster, WHO, BBC Media Action and Internews to answer journalists' questions and share online resources to keep people safe and informed. More than 55 journalists from Southern Africa participated.

- Infographics: [#StayHome, show solidarity](#) and [keep physical distance, but stay socially close. Keep Calm and Stay Home](#) and [what to do when you get home](#)
- Social media highlights: [Twitter, TikTok videos](#) Facebook and Instagram: [Keep Calm and Stay Home, what to do when you get home](#) and [Stay Home post from French Red Cross](#).
- [RED Talks on COVID-19 and Earth Day with different range of experts: Today is #EarthDay and the theme is #ClimateAction. How do we take early action to avoid climate-related disasters in the middle of the #COVID19 pandemic?](#)
- Media highlights: [UN agencies issue urgent coronavirus appeal after \\$2bn request falls well short \(Open letter signed by heads of major humanitarian agencies including IFRC Secretary General\)](#)
- [Red Cross prepares for COVID-19 in DRC](#)

Supply Chain

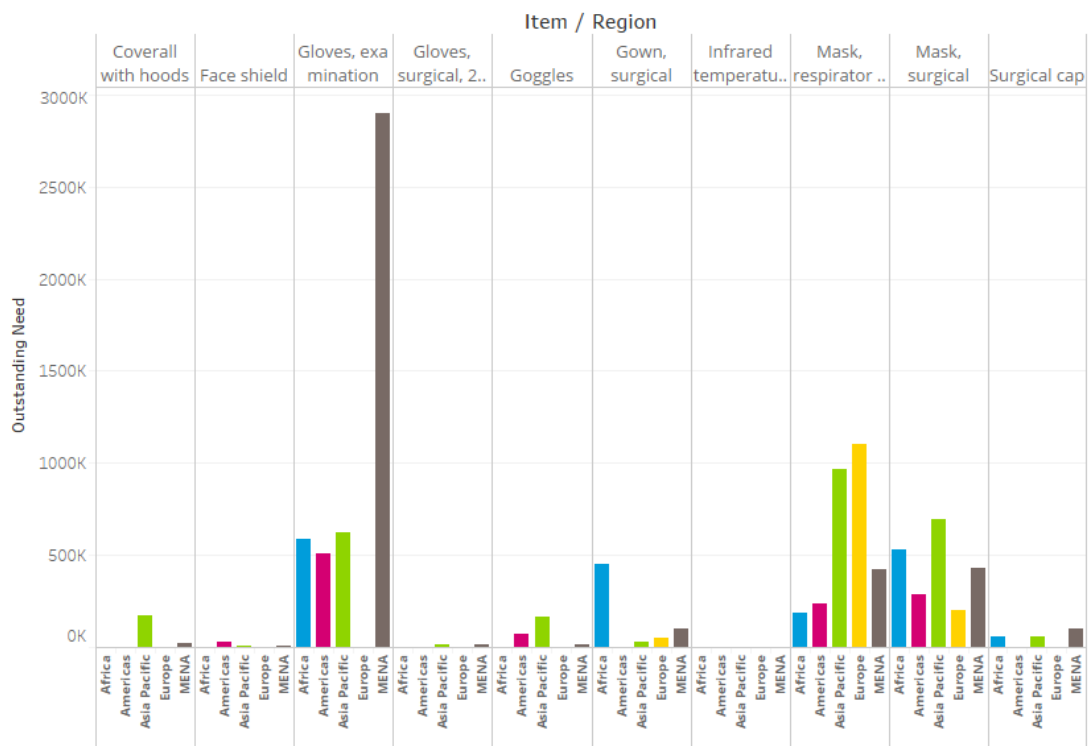
To tackle the problem of sub-standard and/or counterfeit products sent from China, China's Ministry of Commerce, General Administration of Customs and National Medical Product Administration has issued a co-announcement to manage export medical products. Only products manufactured by suppliers duly registered 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



Outstanding Needs by Region

As at 22 April 2020



Contexts with ongoing humanitarian needs:

For the contexts with ongoing humanitarian needs and context that are prone to large-scale disasters the interaction within the federation membership is increased further to ensure a comprehensive understanding of the risk and an alignment of actions to be taken are integrated for the COVID-19 response. This includes a revised Humanitarian Diplomacy strategy, coherent advocacy messages, country-specific key messages towards media and donors. Moreover, at country level there is only a single planning lead by the national society, accommodating for the contributions of expertise, knowledge and funding by RCRC partners as well as non-RCRC stakeholders.

Federation-wide planning and reporting:

Given this centrality of the National Society in the domestic COVID-19 response the federation secretariat has launch a Federation-wide planning and reporting approach to show the collective footprint which captures all of the actions and partnerships in response to this pandemic. The [GO platform](#) continues to adapt features to the COVID-19 needs and to ensure a bottom-up data collection process and space for National Society visibility. A new epidemic field report was released and will be filled by National Societies as it a feature well known to most National Societies. In GO the field report automatically generates an emergency page where key figures, dashboards and other reports and data can be easily shared with the IFRC network (membership needed for certain details) and general public (accessible to anyone).

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 few days, the following Domestic Response Plans have been approved: Bangladesh (18 Apr); Democratic People's Republic of Korea (20 Apr); Mongolia (20 Apr); Myanmar (22 Apr); and the Philippines (22 Apr). A total of 20 other Domestic Response Plans are being revised, and 5 are being finalized for approval processes.

Migration and Displacement

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:

- Ongoing monitoring and analysis of regional developments, trends and risks related to migration and displacement.
- 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:

a) Thai Red Cross: supporting the development of specific activities to reach migrant workers, and supporting coordination and collaboration with Movement and external partners

b) Myanmar Red Cross: ongoing analysis and development of activities to reach migrant workers, IDPs and returning migrants and refugees

The regional Migration and Displacement team continues to document and share good practices of National Societies across the region, for both internal and public communication and dissemination, and has been maintaining ongoing Movement coordination and cooperation 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 team is also engaging in regional inter-agency cooperation, especially the Asia Pacific Thematic Working Group on COVID-19, Migrants and Refugees (hosted by IOM), and is supervising and supporting an external youth volunteer (connected to the Swiss Embassy in Bangkok) to undertake a remote mapping of National Societies' COVID-19 activities targeted towards migrants and displaced people.

Risk Communications and Community Engagement (RCCE)

IFRC APRO has published and shared with National Societies its first Risk Communications & Community Engagement and Accountability (CEA) recommendations based on research and has given technical support and review to country COVID-19 Domestic Response Plans. In the past week, interviews were held with DEVEX, and translations of CEA guidance documents have been organized through the TWB. As the RCCE Working Group co-chair, an updated guide on how to include marginalized and vulnerable persons has been finalized, and inputs have been given into shared commentary with WHO and partners on lessons learned from the first 100 days of risk communication and CEA in the

COVID-19 response.

Food Security and Livelihoods, Basic Needs

The COVID-19 Simple Guide for FSL Preparedness and Response plan was developed and circulated to IFRC Country Offices to support the development of National Society COVID-19 Domestic Response Plans. During this time, relevant FSL documents from Livelihoods Resource Center have been shared with various National Societies and Country Offices, and APRO has been providing technical support and reviewing feedback of over 20 National Society COVID-19 Domestic Response Plans. A joint-sectoral meeting was also organized to plan and discuss how different sectors can jointly support different National Societies to increase their capacity with regards to COVID-19 response plans.

Country by country updates

Afghan Red Crescent Society (ARCS)

As the main responder beside the Ministry of Public Health (MoPH) in the country, ARCS has been sharing and reflecting its main activities in the OCHA Daily COVID-19 Update, and has continued its screening operations for the population through its 13 Mobile Health Teams (MHTs) and risk communications efforts in targeted communities. With the support of the IFRC, ARCS is working on developing a Situation Report template for COVID-19 operations in-country.

Bangladesh Red Crescent Society (BDRCS)

All BDRCS blood centers are open country-wide where emergency blood transfusion has been continuing based on need (at any time) while regular blood transfusion has been continuing two days per week. Additionally, BDRCS mobile blood collection vans are deployed to donors' houses to collect blood.

In collaboration with the ICRC, COVID-19 awareness audio messages have been sent to all current and previously assisted ICRC-BDRCS communities in the three districts of Chittagong Hill Tracts. With financial support from ICRC, one-month food ration, fuel sticks (compressed rice husks) and hygiene kits have also been distributed in Konarpara DPR camp to 624 families. In addition, with support from the American Red Cross, 100,000 IEC materials on hand washing in the form of posters and leaflets are being distributed at all 34 camps, Health and WASH sectors through the volunteer network. In collaboration with Coca Cola, BDRCS has started distributing bottled safe drinking water for all medical staffs and patients at selected hospitals and test centers that are frontline responders to COVID-19 cases.

The Cyclone Preparedness Program (CPP), with support from the Coastal Disaster Risk Reduction Program, has been working in coastal districts utilizing CPP volunteers locally in activities like mass awareness campaigns for both COVID-19 and cyclone preparedness activities, hygiene promotion, and support to units for disinfecting hospitals etc. A contingency plan has been developed for mobilization of the essential staff at National Headquarters and branch offices. Considering the vulnerability and risk exposure, all Mother and Child Health (MCH) centers of BDRCS have planned to provide Personal Protective Equipment for its midwives.

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

In the recent meeting of the Political Bureau of the Central Committee of the Workers' Party of Korea held on 11th April 2020, the joint resolution was adopted for taking more meticulous national actions for protecting the life and safety of people from the unprecedented COVID-19 global pandemic.

Epidemiological data as of 17 April 2020 from the DPRK Ministry of Public Health (MoPH) is as follows:

- Number of international travelers (accumulated): 7,283 (foreigner: 194, local: 7,089),
- Number of new quarantined: 212 (foreigner: 0, local: 212),
- Number (accumulated) of people released from quarantine: 25,139 (foreigner: 382, local: 24,757),
- Number of fever cases: 377 (foreigner: 8, local: 369),
- Number of laboratory tests conducted: 740 (foreigner: 11, local: 729),



Health training on the prevention of COVID-19, organized by local RC branch in Sinyang county, South Phyongan province. **(Photo: DPRK RCS)**

- Number of confirmed cases: 0

In addition to the strengthened anti-epidemic work in response to the overwhelming and prolonged pandemic, the DPRK RCS, in close collaboration with its partners, continues to maintain its life-saving humanitarian programs and services. As part of capacity building and development efforts, DPRK RCS is improving its volunteer training room facilities as part of the Domestic Response Plan to provide refresher trainings to volunteers in Epidemic Control for Volunteers (ECV) and COVID-19 prevention. The Red Cross volunteer training room support is to assist the operation of the sci-tech promotion network in the communities, reflecting the demand of the current situation that IT industry is ever developing, and the Government is giving the priority to sci-tech development. DPRK RCS provides the IT equipment and other facilities for training rooms to help the community-based volunteers obtain the information and knowledge more readily and promptly, thus improving the quality of the volunteering activities. In addition, this is also contributing to the auxiliary role of DPRK RCS to the Government and in the comprehensive development of the communities.

The theme of this year's World Red Cross and Red Crescent Day on May 8, 2020 is "Thanking health workers". As part of the planning for this special day, DPRK RCS is upscaling its communication activities with a focus on promoting RC volunteers and health workers who have been constantly dedicated to the emergency anti-epidemic work against COVID-19.

Indonesian Red Cross Society (PMI)

As of 21 April, 7,135 positive cases of COVID-19 have been recorded, with the highest in the provinces of Jakarta (3,260), West Java (756), East Java (603), Central Java (449), and South Sulawesi (374). The Government has required the use of masks when leaving the house to prevent transmission of the corona virus. Furthermore, the government asked the public to use cloth masks that can be washed and used many times and not to use surgical masks and disposable N95 intended for medical personnel. Throughout this time, PMI has been disseminating educational information about the prevention measures for the COVID-19 outbreak through social media and IEC materials.

Since the start of the COVID-19 operations, PMI has involved 28 PMI chapters and 189 PMI branches in:

- Disinfectant spraying: 31,343 points (reaching a population of 15,271,993 people)
- Health service: 86,446 people reached
- Health promotion: 898,227 people reached
- Psychosocial services: 3,190 people reached
- Ambulance services: 35 people assisted

In addition, PMI National Headquarters has distributed the following items to their provincial offices:

- Sprayers: 3,678 units
- Hazmat suits: 5,745 sets
- Rain-coats: 9,344 pieces
- Goggles: 5,146 pairs
- N95 Masks: 8,100 pieces
- Rubber Gloves: 4,252 pairs
- Surgical Gloves: 821,972 pairs
- Boots: 5,003 pairs
- Medical masks: 1,743,009 (to the public)
- COVID-19 prevention kits: 209,000 packs

Japan Red Cross Society (JRCS)

There has been a rapid increase in the number of people confirmed COVID-19 positive, with over 11,000 being confirmed positive so far – a figure that has doubled in the past nine days and had the highest 24-hour death toll of 25 persons on 21 April. With the nation-wide state of emergency remaining in place since 14 April, aiming to reduce social contact by 80%, the Japanese government has decided to distribute ¥100,000 to every citizen in Japan, replacing an earlier plan to distribute ¥300,000 to households who have suffered a big drop in income. The Japanese government has also secured over 210,000 hotel rooms nationwide to accommodate those with mild symptoms as well as asymptomatic patients.

JRCS currently has over 50 JRCS hospitals taking care of patients with COVID-19. Amongst them, some hospitals have confirmed that some staff have also become infected. In the hospitals, preventive measures for hospital infection have been implemented. As the number of patients has been increasing, five prefectures have decided to accommodate those with mid symptoms as well as asymptomatic patients in hotel rooms. As requested by the prefectural government, some Red Cross hospitals have deployed Medical Relief Teams to the hotels to check on their health conditions.



Tending to a COVID-19 patient. (Source: Atsushi Shibuya/JRCS)

The month of May is has been designated for JRCS's fundraising campaign, with an [official campaign site](#) developed especially focusing on COVID-19. Some videos on preventive strategies for sickness, fear, and stigma from COVID-19 have also been published.

Mongolian Red Cross Society (MRCS)

As of 22 April, 258 Red Cross staffs and volunteers have been mobilized to support monitoring of the people who are in self-isolation at home, and preparation for a COVID-19 response coordination exercise is underway. MRCS will also be supporting NFI to set-up the 300-bedded isolation ward during the exercise. The MRCS communications team has also prepared a short video called "Let's wear the mask" to join the nationwide campaign.

Philippines Red Cross (PRC)

Philippine President Rodrigo Duterte is to discuss with health experts, the modification or extension of the "enhanced community quarantine" which has been in place since 16 March 2020, and now set to end on 30 April 2020. As of 21 April 2020, a total of 6,599 cases of COVID-19 and 437 deaths have been reported. The Department of Health (DOH) has emphasized the need to continue to increase testing capability, as there are concerns that the current case fatality of 6.6 per cent, which is above the global average of 6.4 per cent, may be due to a lack of tests being conducted. Although efforts taken to control the spread of the virus are believed to have started to take effect, with viral reproduction reduced from 1.5 to 0.65, the Philippine population is being warned to be against complacency, with President Duterte indicating a willingness to enact additional measures to ensure that the ongoing restrictions are respected.



The PRC Molecular laboratory is now officially open and ready to conduct mass testing. The PRC molecular laboratory has a capacity of testing up to 2,000 samples a day using its two RT-PCR machines. (Photo: PRC)

The Department of Labour and Employment (DOLE) has indicated that it may resume its provision of one-off cash assistance to workers affected by movement restrictions as soon as funding is depleted. DOLE had distributed cash through its COVID-19 Adjustment Measure Program (CAMP). However, it had suspended this service after there had been a surge in applications. To date, more than 260,000 workers have been provided with cash assistance, amounting to PHP 1.32bn (CHF 25.4 million).

The PRC Molecular laboratory is now officially open and ready to conduct mass testing. The opening came after the signing of the memorandum of agreement between PRC and Metro Manila Mayors. Under the agreement, the PRC molecular laboratory will help conduct tests and process the swab samples from different cities in Metro Manila.

The inter-Agency Task Force for the Management of Emerging Infectious Disease (IATF-EID) spokesperson Cabinet Secretary lauds the PRC's initiative saying that it is a "game changer" as this will significantly increase the country's COVID-19 testing capacity. Health Secretary recognized and commended the effort of the PRC. He said, "Testing remains to be a cornerstone in reference to the government's response to the COVID-19 pandemic. With this, the PRC's support to the DOH is indeed immeasurable. I am with Senator Gordon with all the pandemics, that's why we are fortunate to

have PRC in mounting an effective response." The PRC molecular laboratory has a capacity of testing up to 2,000 samples a day using its two RT-PCR machines. The PCR testing is considered the gold standard in testing as it can detect the presence of the virus even if the person is asymptomatic. Since the start of operations, the molecular laboratory was able to test 1,119 samples. People interested to undergo testing may call the PRC helpline 1158.

PRC is set to build more laboratories of this kind across the country. The IFRC is supporting with the procurement of specialist equipment such as biosafety cabinets, biomedical freezers and refrigerators, hi-speed centrifuge, micro centrifuge, autoclave, pipettes, heating blocks, air conditioning units etc.

PRC continues to scale up its response to COVID-19 through its wide network of chapters and volunteers, and continues to support the healthcare system and authorities by:

- Distributing 455,609 surgical masks;
- Distributing 5,038 sets of Personal Protective Equipment (PPE);
- Setting up 35 medical tents in 11 hospitals and 2 detention centres; and
- Continuously receiving calls from its helpline, with 624 calls received to date.

Additional PPE comprising of 7,240 N95 masks, 240,000 surgical masks, 80 infrared thermometer guns, 5,000 face shields and 1,600 coveralls with hoods are being mobilized internationally through the IFRC. The ICRC has pre-positioned 1,000 basic PPEs for Mindanao chapters, and procured three negative pressure ambulances to support the PRC response, with another three in process.

For the pilot Cash and Voucher Assistance (CVA), coordination with local government (LGU) of San Juan City continues. PRC is targeting to start the beneficiary registration in last week of April 2020. PRC is also scaling up the pilot area of CVA in Mandaluyong City. Coordination meetings with Mandaluyong LGU and Rizal Chapter are on-going, with one community in Mandaluyong City having been added to the pilot implementation of cash assistance, and with the pilot activity having an overall target of 1,700 household recipients.

Thai Red Cross Society (TRCS)

On 20 April, TRCS Relief and Community Health Bureau met with the Ministry of Labour (MoL), Governor of Samut Sakhon, Samut Sakhon Red Cross Chapter and other relevant agencies to discuss on the preventive measures against COVID-19 for migrant workers. 500 relief kits and drinking water as well as cloth masks, face shields and hand sanitizers were also distributed to migrant workers affected by COVID-19 in the province. Samut Sakhon will be a pilot province called "Samut Sakhon model" which will take care of migrant workers by providing assistance, preventive equipment and knowledge on how to self-protect and prevent the spread of COVID-19 among migrant worker groups. More info from MoL can be found [here](#), and [here](#).

During 27 March - 23 April, TRCS planned to distribute 69,869 relief kits (total value of approximately 1.37 million CHF) with drinking water to people under quarantine at home for 14 days in 52 provinces who have been assessed as the most vulnerable, lacking basic necessities, and not having received assistance from any organization. The distribution has been carried out in the following manner to aid those who are under quarantine for 14 days, and who have a lack of food and need assistance:

- On 16 April, **Health Station no. 1 Surin** provided 800 Relief Kits for COVID-19 to people in the Buriram province.
- On 17 April, **Health Station No. 7 Ubon Ratchathani** provided 1,645 Relief Kits for COVID-19 to **Amnat Charoen Provincial Red Cross Chapter** in order to help further distribute to those in Amnat Charoen province.
- On 18 April, Governor of Songkhla Province together with President of **Songkhla Provincial Red Cross Chapter** and relevant agencies provided TRCS Relief Kits for COVID-19 to be distributed to those under quarantine for 14 days and who are lacking food and need assistance in the province.
- **Pichit Provincial Red Cross Chapter** and its members provided TRCS relief kits for COVID-19 to the most vulnerable who are affected by COVID-19 such as people with disabilities who cannot work during this time due to the Emergency Decree, as well as the elderly and needy people who are under quarantine and need assistance.
- On 21 April, **Health Station no. 14 Pang-nga** provided 616 relief kits to **Pang-nga Provincial Red Cross Chapter** to distribute in four districts those who have been affected by COVID-19 in the province.

A video clip has also been uploaded onto [YouTube](#) to explain TRCS's special relief kits for COVID-19, why these kits are being distributed and to whom, the distribution mechanisms and criteria, where the budget comes from, and the contents of each kit.

During 2 March - 17 April, the Provincial Red Cross Chapters have produced 1,237,401 cloth facemasks and have distributed 1,104,091 to those in need throughout the country. This was made possible by Nakhon Phanom Provincial Red Cross Chapter and volunteers on 16-17 April, who made cloth masks under "The Thai Red Cross Society joining hands for COVID-19 prevention with cloth masks" project which will be distributed to 14,412 village health volunteers in the province. On 20 April, Surat Thani Provincial Red Cross Chapter members and volunteers distributed cloth masks to village health volunteers in Samui Island. On 20 April, Chachoengsao Provincial Red Cross Chapter provided diapers for children and more than 1,000 pieces of children's cloth masks and alcohol gel to the local authority working in the province to distribute to needy families.

King Chulalongkorn Memorial Hospital (KCMH), under TRCS, is one of the hospitals in Thailand that can test and confirm for COVID-19. During the period 1 Feb - 18 Apr, there has been a total of 8,967 people admitting for tests, 4,668 people have been transferred to Emerging Infectious Diseases (EID) clinic for further treatment, 30 have been hospitalized, and 187 cases of COVID-19 have been confirmed. On 22 April, KCMH organized a teleconference titled "Trauma care in COVID-19 era".

Timor-Leste Red Crescent Society (CVTL)

CVTL has been continuously providing support for quarantine sites, and has continued to disseminate COVID-19 awareness messages through megaphones to the communities in both the rural areas and cities, including at Bairo Pite, Becora Market, Elemloi Market and Taibesi Market in Dili City. Coordination meetings with task force from branches have also been held, and CVTL Branches have both conducted coordination and communication activities and have been on stand-by in the office. Internal and external evaluations are ongoing.

Viet Nam Red Cross Society (VNRCS)

VNRC has been coordinating and sharing information on COVID-19 pandemic prevention activities in the Red Cross Branches and posted on the National [iNhandao](#) platform – an open access channel that seeks to connect people-in-need with donors. In a collaboration with Facebook, VNRC and more than 60 Vietnamese artistes and celebrities such as Quyen Linh, Sam, and various partners and local enterprises have launched the livestream of "#SocialForGoodVN – Join hands to push back COVID-19". All donations will be sent through VNRC for supporting healthcare workers, infected and suspected people, and those who are under quarantine for disease prevention and control.

VNRC has also been providing support, guidance and implementing rice and food distribution points for people who have lost their livelihoods, are in difficult situations, and those who are at the frontline participating in pandemic prevention and control. VNRC continues to collect information on the pandemic situation in localities and continues to provide support to the various Red Cross Chapters. So far, 31,000 medical disposal masks and 28,000 soap bars, handwash solutions and sanitizers have been distributed, 150 dissemination points and events have been held with an attendance of 6,500 people, and 1,000 flyers have been distributed.

Focus Story of the Week: Myanmar Red Cross Society (MRCS)

*This week's Focus Story aims to shed light on Myanmar Red Cross Society (MRCS)'s COVID-19 response, especially after the first confirmed case was announced on **23 March 2020** in Myanmar. It also highlights Red Cross volunteers' voices from the field, which were collected through [MRCS's weekly COVID-19 updates](#) since February 2020. Through its life-saving and life-changing work, MRCS promotes and adheres to the Red Cross and Red Crescent Fundamental Principles at all times, including the COVID-19 response, while adopting the culture of mutual respect and understanding in every intervention.*



#COVID19 Helping the most vulnerable people through the most local action in Myanmar and globally



Mon state



Tanintharyi region



Magway region



Kayin state



Kachin state



Northern Shan state

Myanmar Red Cross Society (MRCS)'s staff and volunteers have been preparing the communities on potential COVID-19 outbreak since January 2020 and quickly shifted to emergency response mode after the first confirmed case on 23 March 2020 through:

- Opening of the Emergency Operation Centre (EOC) on 24 March and immediately mobilizing thousands of community-based Red Cross volunteers.
- Drastically expanding services in community quarantine facilities, checkpoints, and communities, as well as psychosocial support for general public and vulnerable population.
- Increasing support for returning migrants and Internally displaced people which will only expand reflecting rapidly developing situation.

MRCS's Domestic Response Plan was also revised, reflecting the rapidly evolving situation on the ground after the first case was confirmed. Below are the highlights of MRCS's Domestic Response Plan:

Priority areas of MRCS's COVID-19 response

 Tanintharyi region	 Magway region	 Rakhine state	 Northern Shan state
 Kayah state	 Eastern Shan state	 Kayin state	 Sagaing region
# of people to be directly assisted: 1.2 million people (50% women & girls),		MRCS personnel involved: 751 MRCS staff & 4,000+ volunteers through 330 MRCS branches throughout the country.	

The overall operational objective of MRCS's COVID-19 activities is to contribute to reducing suffering, mortality and social impacts of the COVID-19 outbreak by preventing or slowing transmission and helping to ensure communities affected by the outbreak maintain access to basic social services and can support themselves in dignity. MRCS's COVID-19 daily activities continue with Risk Communication and Community Engagement (RCCE), including pamphlet distribution, billboards in key township locations to support MoHS messaging, and use of loudspeakers. Red Cross Volunteers (RCVs) are also supporting with temperature screening at checkpoints as well as quarantine facilities assistance for people returning to their villages from abroad. MRCS's COVID-19 interventions in Rakhine state have been active with RCCE, fumigation, fever screening at checkpoints as well as with quarantine assistance for people returning to their villages from outside of Rakhine state. Psychosocial support has also been active with RCVs from Rakhine participating in the *Corona Go Away* challenge.

MRCS's "Go Away Corona Challenge", aiming to provide psychosocial support to both general & vulnerable populations and to remind people of preventive measures such as hand washing and coughing on elbows, has been hugely successful and has attracted more than 1.3 million views and over 20,000 shares on social media. MRCS and Red Cross & Red Crescent Movement partners in Myanmar continue to work with the most vulnerable during the COVID-19 outbreak, including more than 65,000 returning migrants from China and Thailand.

MRCS Go Away Corona Challenge attracts 1.3 million+ views

MRCS's "Go Away Corona Challenge" aiming to provide psychosocial support to both general & vulnerable population and remind people of preventive measures such as hand washing and coughing on elbows, attracted more than **1.3 million views** and over **20,000 shares** on social media. Watch [here](#).



GoAwayCorona
a week ago · 457.6K Views
👍❤️😄 55K



GoAwayCorona
a week ago · 479.9K Views
👍❤️😄 35K



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a week ago · 396.8K Views
👍❤️😄 35K

Red Cross Volunteers

MRCS's well-informed and committed Red Cross volunteers have been preparing the communities to prevent the spread of the virus and ready to scale up its efforts in rapidly developing situation. MRCS's 44,000 volunteers throughout 330 branches have the access and trust that people are seeking, which put them in a unique position to approach and serve the country's most vulnerable population, leaving no one behind. So far, more than 4,000 dedicated and competent Red Cross volunteers have been mobilized since January 2020 working with the most vulnerable population through the most local action.

Leaving No One Behind

Women and girls



“ We came to the Muse township in northern Shan state bordering China to do awareness raising sessions with mothers, using information materials from the Ministry of Health and Sports. The mothers learned about proper handwash tips and other preventive measures against COVID-19. Why did we educate mothers? Because in Myanmar culture, mothers spend much more time with children than fathers do. So once you educate mothers, they will educate their children and also their husbands. And this way, we educate more people in the village.”

Nan Mwe Hlaing, Red Cross Volunteer (in red vest), Muse township, Northern Shan state

Original story from [5th COVID-19 weekly update](#)

Internally Displaced Persons (IDPs)



“ Our branch leader suggested psychosocial support using singing and dancing. We chose the “Go Away Corona” song which is very popular nowadays online and practiced our dance moves. Last Sunday (5 April), we visited an IDP camp in Kachin where I used to give first aid trainings. We knew that in IDP camps, people have less health information and more vulnerable, especially if an outbreak happens. When we began dancing and singing, children and adults started to gather. I saw about 100 people watching. After the song is finished, they came to thank us and asked if we have soaps, how many people were infected in Kachin, and if there is a chance of lockdown. They were worried the food price might go up if there is a lockdown.”

U Aung Sant, Red Cross volunteer, Mansi township, Kachin state

Original story from [10th COVID-19 weekly update](#)

Returning migrants



“ Recently I started to hear about the family members of our neighbors coming back from China. Many businesses in China closed due to COVID-19 and some cities still in lockdown. After a couple of days, I found myself assisting the returning migrants with disinfection of their belongings, temperature screening, and registering their names and addresses. I also did awareness raising on proper handwashing. Once they were discharged at the checkpoints, they moved to seven community quarantine facilities in my township. Most of them did not have hygiene products. We wanted to give every one of them hygiene kits with soap, but we didn't have enough for so many people returning...

Nowadays, I also go to quarantine facilities to provide psychosocial support. Most of the people in the facility rely on their family for food. I hope there were more food and water for them. People here are more worried about loss of income than COVID-19 itself. I am very proud and happy to help people when they need assistance. My only wish is to have more gloves, masks, and face shields for myself and other RCVs. With proper protection, we will be able to help better and safer.

Dashi Rai San, Red Cross Volunteer, Momauk township, Kachin State

Original story from [12th COVID-19 weekly update](#)

Facts and figures of MRCS COVID-19 response recorded as of 13 April 2020 (source: MRCS)



4970+ services at community quarantine facilities



3812+ temperature screening at check points & communities



3540+ Risk Communications and Community Engagement sessions



796+ psychosocial support for general & vulnerable population

IFRC's Support to MRCS on COVID-19 Response



Representation & Coordination

- Early engagement of MRCS leadership & support on identifying MRCS's areas of intervention, its roles and responsibilities
- Coordination with RCRC Movement partners, UN agencies, national and international NGOs, and donors



Technical facilitation

- DREF Application, Emergency Plan of Action (EPOA), IFRC revised emergency appeal, opening of the Emergency Operation Centre (EOC)
- Sharing tools and guidelines from IFRC, PNSs, other NSs, WHO, UNICEF, etc.



Communication support

- Support production of high-quality bilingual weekly updates and dissemination to profile MRCS work in the country and globally
- Overall communication technical support including social media

Africa

Regional Overview

To date, 44 projects have been opened across the African continent to support National Societies in their COVID-19 preparedness and response efforts. Of these, financial transfers have been made to 39 NS, totaling just under CHF 1 million. With the recent registration of several pledges and additional support anticipated through the global Appeal, a second, and larger, funding round is expected to be released shortly. We are preparing a second, larger transfer to the level of CHF 30 million with funds both from the global appeal and those we generate in Africa. This second round of funds will be more focused on response, beyond the community engagement and communications.

To support African NS with the development of full-scale country plans for COVID-19, a package of technical guidance notes and templates will be released at the beginning of W17. The IFRC will provide ongoing technical and coordination support to NS in the development and refinement of these plans and will support in efforts to fundraise for them.

Forty-seven (47) Africa National Societies responded to the weekly Activity Monitoring survey, with:

- 68% conducting health related activities.
- 84% conducting RCCE activities
- 74% have trained their Staff and Volunteers in RCCE.

In two Somali Red Crescent trainings on COVID-19, PGI focal point in SRCS was able to integrate PGI considerations into the training that was attended by health workers, volunteers and coordinators. The Zimbabwe NS is looking to engage sign language interpreters so that persons with disabilities are not left out of radio and television interviews. They are looking at different ways to ensure children and persons with disabilities can be reached with messages on COVID-19 through dissemination of child friendly materials at the high-risk areas.

The PSK team is supporting NSD efforts while leveraging on the existing IFRC policy tools around auxiliary role and humanitarian diplomacy to reignite and reset their competitive positions realigned with the emerging context post COVID-19. They are advising on digital fundraising models to support Regional NS Financial Sustainability and building on the consultative work previously done by GVA on Financial sustainability of the NS. Suggestions on creation of workstream with IFRC AU office for purpose of establishing closer ties between Regional NS and eight Regional Economic Blocks for resourcing humanitarian actions across the region is also be done.

Health

The health unit actively participated in interagency coordination meetings, including the Regional Health Partners meeting, technical working groups (TWG) Surveillance, mental health and psychosocial support (MHPSS) and case management.

Risk Communication and Community Engagement

The CEA team continues to be engaged in discussions and activities to strengthen RCCE for COVID-19. Engagements undertaken in the last week are:

- Co-chaired the interagency RCCE technical working group. Discussions were held on how agencies can share resources and respond collectively to issues around RCCE in complex settings and how to carry out remote community engagement when access is restricted.
- IFRC led the interagency community feedback sub-group and produced tools for collecting, analysing and discussing the main trends in feedback collected across agencies.
- The first presentation summarising feedback from five agencies was produced and shared.
- IFRC presented on key lessons learned from the Ebola operation on the importance of building trust with communities at a webinar organised by the ReDSS consortium for durable solutions on how to communicate and protect displacement affected communities in the COVID-19 response. This was attended by more than 100 NGOs and UN staff from East Africa.
- The second feedback report ([ENG](#), [FR](#), [PT](#)) covering feedback collected by 10 African National Societies, as well as the second '#AskDrBen' report ([ENG](#), [FR](#), [PT](#)) addressing the most common rumours and questions were published in English, French and Portuguese.
- A [second #AskDrBen video](#) was shared on IFRC Twitter addressing the rumour that garlic can prevent or cure COVID-19
- A [second Twitter poll](#) was launched asking what concerns people most about the COVID-19 outbreak

- Coaching on management, coding and analysis of community feedback data with CEA cluster colleagues, African National Societies, as well as the data management intern of the CP3 program, is ongoing.
- A simple excel dashboard linked to the community feedback data was developed and discussed with the CEA Africa team. The tool can be used for exploring the data and easily produced graphs for NS feedback reports.
- The first RCCE COVID-19 newsletter was issued to NS, PNS, IFRC and ICRC staff working in Africa, with the latest feedback report, access to new resources like the 1-day training, a community action guide, tips for using social media, and an overview of key NS activities.

Planning, Monitoring, Evaluation, and Reporting (PMER)

The final draft of the monitoring and evaluation plan was sent to the technical units. The unit also supported in conducting analysis for real time learning for COVID-19 coordinated by the Global PMER team in GVA. A final report from the real learning was shared with the commissioner of the evaluation. The unit also reviewed questions to be incorporated into the NS activity monitoring tool that will mainly focus on the Africa region.

Information Management

- Developed an activity mapping visual per cluster for the Africa region. Concurrently working on an interactive visual for this mapping, which is now at a first draft stage. This will be hosted on the Africa region GO page; however, this needs the new Africa region activity mapping Kobo tool to be finalised and some improvement to the funding tracking system before it can go live.
- Worked to further develop the movement 3W tool. A significant number of new inputs, notably including ICRC have been given. It has become clear that this tool will be more useful for partners if IFRC also include their details, so this will be done.
- Working with the other Regional Information Management Coordinators, the Africa Movement partner 3W has been improved with feedback from other regions and an aligned global Movement Partner 3W tool has been created, in order to allow the data gathered at regional level to integrate globally. This is pending final acceptance from management, but all regions are committed to working with the global tool.
- Finalised working with volunteers to extract data from existing approved country plans of action into a standardised format in a single spreadsheet. This format can be used for analysis and as a baseline for tracking and will be made available in full, as well as an extract in the weekly update.
- Working with the wider team, including ops, M&E and the thematic areas to develop a new regional activity tracking tool for Africa. This tool hopes to unify many existing efforts with currently unmet needs in a simple and functional tool. This tool will be accompanied by an information flow mapping which the IM team will work on, which will capture who needs to fill what information products, the frequency and the product/purpose these efforts fulfil.

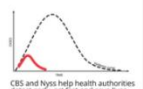
Country by country updates

Somaliland and Senegal have integrated [COVID-19 into their existing CBS systems in partnership with MoH, supported by Norwegian RC](#). CP3 countries with full CBS systems in place (Kenya, Uganda, Sierra Leone and Guinea) are in the process of integrating COVID-19 into their existing systems, with some expanding to cover new areas at the request of MoH.

First Covid-19 case in Somaliland detected through CBS



Since May 2018, Urukka Bisha Cas (the Red Crescent Society in Somaliland, SRC) has been active in community-based surveillance (CBS), aiming at early detection, warning and response to potential outbreaks. When Covid-19 became a global threat, SRC quickly adapted their early warning tool by training CBS volunteers to detect signs and symptoms of Covid-19 in communities. Although never used for Covid-19 before, the first case was detected in Somaliland through CBS. This provided early warning to health authorities, who initiated early response to limit community transmission, thereby saving lives.



The Cameroon Red Cross Society

The Cameroon Red Cross Society continues to take part in national coordination meetings at central and regional levels. Movement coordination meetings continue to take place with suggestions being made to review the frequency of the meeting to three times weekly to ensure effective participation of all Movement partners' representatives. Besides the continued coordination, 770 volunteers continue to deliver sensitization messages on COVID19 to communities and collect communities' feedbacks through face-to-face approach, reaching 441,120 people in the three main affected cities (Yaoundé, Douala and Bafoussam). The volunteers have displayed almost 11,000 posters in streets and remote

areas to raise awareness on COVID19. UNICEF funds these activities with technical support from IFRC. The NS also conducted four training sessions for 100 volunteers in Doula, which focused on RCCE and general knowledge of COVID-19. The NS launched these training within the framework of the IFRC technical and financial support to the Cameroon Red Cross COVID19 response plan. The NS also conducted a two-day ToT on RCCE and knowledge on COVID19 involving 13 Red Cross volunteers in the Far North region to support COVID-19 response activities. They followed the ToT with three briefing sessions of one day each on RCCE/ general knowledge on COVID-19 involving 60 volunteers. Movement partners present (CRC, IFRC, ICRC and French Red Cross) provided technical and financial support for the activities in Far North region. The NS mobilized 70 volunteers to kick start RCCE activities and this will start this Wednesday, 22 April. Besides the above activities, the NS shared with partners involved in COVID-19 a feedback report developed by IFRC on community feedback collected by volunteers.

Red Cross Society of Côte d'Ivoire

The Red cross society of Cote d'Ivoire distributed mass awareness equipment to various local branches. Seventy-seven local branches received awareness material (megaphones, posters, hydro alcoholic gel, T-shirts, stickers). The NS conducted public broadcasting of COVID-19 messages done in front of CRCI headquarters in Plateau and will do this continually. They also continue to take part in feedback mechanisms monitoring centre—a telephone system set up by the Cocody town hall - to collect the concerns of residents and provide them with necessary support.

The Comoros red Crescent

The Comoros Red Crescent is participating in the National Preparedness meetings and is plans to train 600 volunteers to support RCCE activities. So far, no COVID-19 cases have been confirmed in Comoros.

Ghana Red Cross Society

The Ghana red Cross Society conducted public sensitization on COVID-19 through radio/TV discussion in Greater Accra, Ashanti, Upper East, Central, Volta, Eastern and Northern region. There was also mass awareness in these regions using megaphones at lorry stations and markets. A total of 2,692 persons have received daily SMS on COVID-19 on signs, symptoms and prevention measures. The NS received a donation of 50,000 food starter packs from Nestle Ghana to distribute to vulnerable families in lockdown areas of Accra and Kumasi and distributed 5,000 food packs to 5,000 venerable families as a pilot in one vulnerable community in Accra.

Liberian Red Cross Society

A total of 80 trained volunteers are performing house-to-house awareness in communities on the COVID-19, since there is a lockdown. The NS completed mapping of EVD communications volunteers and have completed the selection of 4 for the COVID-19 response. Radio/communications volunteers contracts signing is in progress and 80% completed. Procurement processes for contracting of 2 radio stations will be completed this week with the signing of contracts. Radio messages have collected from the MoH/NPHIL and are being reviewed and reproduced by the Communication team. Messages for jingles are being reviewed and translated to local languages. The NS has developed a feedback collection form, validated, and field officer orientation on the tool has completed. In collaboration with the Indian Community, the NS is promoting social distancing by marking 6-foot distance space for buyers at shops in Via Town, Clara Town, Duala and Red Light. The first 8 of the 15 Chapters have received buckets, hand sanitizers, and face masks. In addition, NS provided 500 face masks to the Liberia Joint Security (Army, Immigration, and Police) to promote of safety during the first day of the Monrovia lock down. The Lebanese Community donated 100 bags of rice, 100 pcs of Chlorax bottles, and 15 gallons of (3 gallons) vegetable oil. The NS has identified 263 vulnerable people including old folks' homes, blind and disabled from 6 institutions to receive these items. The Ministry of Health has engaged the NS to provide ambulance service to pick up suspected cases from health facilities unto to the testing centres and treatment hospital. The NS has presented an operational and logistical plan to the MoH for this initiative with a plan to deploy 3 ambulances.

Malgasy Red Cross

The Malgasy Red Cross Society handed over 5,000 masks to hospitals and another 4,000 masks to the Ministry of Health. They set up a first-aid post with an equipped ambulance and volunteers in Antananarivo. They also continued with disinfection activities and disinfected cars' station in Antananarivo. The NS trained 18 volunteers on COVID-19 and PSS and trained 18 volunteers from Antananarivo on RCCE. These 18 volunteers will train 88 community volunteers to cover 44 communities which are more affected by COVID-19. They continued with the community sensitization activities and sharing #stay at home messages through social media. In the coming weeks, the NS and Country Cluster offices work to finalise WHO support to Malgasy Red Cross.



Malgasy Red Cross staff and volunteers work every day in support of health authorities and partners.

Mauritius Red Cross

There are two National Society's psychologists and 14 volunteers providing psychosocial support to identified people. A total of 565 people were received in two manning centres for orientation. The NS continues to provide ambulance services with medicine and oxygen cylinders as well as sharing RCCE messages on COVID-19 through their Facebook page, website and newsletter "Le Défi Quotidien". They also developed banners and fixed at the main supermarkets of Mauritius capital. The NS set up two hotline numbers to facilitate community feedback and collect information about Red Cross. The Mauritius Red Cross is revising its plan of action to adapt it to the current context where 324 people have been infected as of 20 April.



Mauritius Red Cross has placed many IEC products on COVID-19 for orientation

Nigerian Red Cross Society

Jointly with the Nigeria National Emergency Management Agency (NEMA), the Nigerian Red Cross Society conducted target population enumeration in the additional area councils (Abaji, Kwali and Kuje in FCT) added by NEMA for dry food distribution. The NS mobilized volunteers to distribute food items donated by a church to the targeted beneficiaries in Kuje. In partnership with the State ministry of health, Environmental and public health department, the Abia State branch kick-started the fumigation exercise. Several branches carried out public sensitization with collaboration with State government: Gombe branch (targeting marketplaces), Adamawa (house-to house sensitization) and Benue.

Seychelles Red Cross Society

The Seychelles Red Cross handed over 50 camp bed to the police to promote social distancing and provided food items: vegetables and fish, to the most vulnerable households and patients in hospitals. The NS developed a communication and mobilized volunteers for contact tracing, Psychosocial support, and RCEE activities. Contract tracing is ongoing and supported by 20 volunteers who also conduct data entry. They continue to provide PSS and First Aid training.

Sierra Leone Red Cross Society

The Sierra Leone RC is supporting the government in surveillance at border entry points in Kailahun and Kambia. Community engagement and sensitization on COVID-19 is still ongoing in Kabala, Kambia, Port Loko, Pujehun, Kono, Tonkolili, Bo, Bombali, Bonthe and Kenema. The NS is planning collection of rumours at the branch and using hotline as well and it will train hotline officer and some headquarters' staff on feedback and complaints system. They are also planning on airing interactive radio shows in all SLRCS operational districts.

South Sudan Red Cross Society

The South Sudan Red Cross 662 volunteers have trained, equipped and deployed in the 662 Volunteers. The Volunteers are using local languages for the awareness. The NS has been able to reach out to 201,415 direct beneficiaries have been reached through Risk Communication and Community Engagement, Hygiene Promotion and house to house visits. They have also facilitated 326 sessions in public places. In a bid to improve their movements the NS has deployed 12 vehicles across the country in the major towns for public and Massive awareness. 12 Motorcycles were provided to staff and

volunteers to facilitate movement and supervision of the volunteers carrying out Risk Communication. Additionally, 46 Bicycles were provided to the Volunteers in the selected locations of Yei, Maridi, Yambio, and Nimule. The NS together with the movement partners plans to review the preparedness plan that is currently operational into a Response plan as per the Phases in the Disaster Management Policy. The preparedness phase was relevant before the confirmation of cases in the country. However, with the Confirmation of cases in the Country there is need to move to the Response Phase to include other elements into the plan like WASH, Protection, Livelihood and others.

Togolese Red Cross

The Togolese Red Cross has received 100 feedback through WhatsApp and FGD from 17 districts out of the 39. The NS has analysed some of the feedback and reported to IFRC Africa Community Feedback Report for COVID-19. The feedbacks have also informed operational decisions on messaging and sharing with partners involved in risk communication. They have done 13 radio shows in 4 States (Maritime, Plateaux, Kara, Savannas). The NS has also aired 15 drama like jingles in the same areas in 10 local languages. Approximately, they have reached 60% of the target population via radio.

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, 17 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
- Plannin, Monitoring, Evaluation and Reportng (PMER)

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.

Country by country updates

American Red Cross (AmCross)

AmCross is helping people across several states after tornadoes touched down in South Carolina on April 13. AmCross deployed more than 700 volunteers, sheltered over 240 people and, served over 1,000 meals and snacks, and completed damage assessments across the state following social distancing guidelines and measures.

AmCross continues in coordination with the U.S. Food and Drug Administration (FDA), seeking people who are fully recovered from the new coronavirus to sign up to donate plasma to help current COVID-19 patients.

AmCross developed information and distributed to support individuals and families with hygiene and social distancing measures, the experience of sheltering-at-home, and



AmCross Volunteers distributing meals to affected people in South Carolina. Source: AmCross, 20 April 2020.

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 continues carrying out virtual condolence visits, including mental health and health services, to families of all COVID-19 fatalities. It has also coordinated the provision of referrals and community connections for additional resources and provided communication support for families (end of life reconnection).

Antigua and Barbuda Red Cross Society (ABRCS)

ABRCS Volunteers are assisting the elderly in running errands and helping some of the persons in quarantine by doing their banking and shopping. Also, ABRCS volunteers are distributing household and hygiene kits donations to persons who are in quarantine.

ABRCS planted 35,000 seedlings of beans, ochro, and pumpkins to be distributed to 7,000 households to ensure food security during the COVID-19 outbreak. This livelihood project is being done in collaboration with the Ministry of Agriculture. Seedlings have been distributed to people in the community.

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 has been 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 continues sharing communication materials from the IFRC website and related technical guidance.



ABRCS volunteers running errands and distributing hygiene kits to people in quarantine. Source: ABRCS, April 2020.

Argentine Red Cross (ARC)

ARC is providing Humanitarian tele assistance and remote psychology support. Both with their own protocols of attention. Teleassistance includes LGBTQ+ population to support them and refer them to civil society organizations which can provide them with shelter and specialized support. ARC has established a Field hospital (Tecnópolis) centralized by the first aid team. A document has been elaborated to comply with PGI standards.

In coordination with UNFPA, ARC will deliver kits of food for gender diversity populations who are facing evictions and are at risk of malnutrition.

A television campaign "Unidos por Argentina" was carried out in the national open television channels to collect funds, in coordination with the Ministry of Health, for the purchase of supplies to expand the installed capacity of different public and private hospital centers in the country. The campaign raised a total of one million American dollars. The Government asked to the ARC to provide support through a hotline and the 911 calls to orient the population at risk.

Barbados Red Cross (BRC)

BRC had no changes in operations. The NS has reached out to local authorities in ways of assessing and assisting in vulnerable communities. Various contingencies being put in place with local partners to ensure current services are maintained should condition worsen. IFRC assistance being provided in helping NS stay functional through and beyond COVID-19.

Belize Red Cross Society (BRC)

BRC COVID -19 management team discussed the rollout of the food programme and decided to serve the most vulnerable and affected people not being assisted by the Government or any other organization. The target population includes the elderly who do not have a support system and people living with disabilities who do not have a support system at home. This programme will work along with the Belize Assembly of persons with disabilities. The NS will also serve the migrant population jointly with the International Organization for Migration. The NS will assess a total of 2,500 families, approximately 12,500 people countrywide. BRC staff and volunteers prepared 200 COVID 19 hygiene kits for distribution to front line personnel.

Bolivian Red Cross (BRC)

In coordination with the Ombudsman's Office, the Potosi BRC Branch provided medical care, took temperatures, and delivered medicines to vulnerable groups in Cerro Rico (Roberto and Robertito Mining Center).

COVID-19 information sessions and relaxation exercises are maintained through transmissions on social networks such as Facebook Live.

BRC culminated with its assistance in coordinating the Pisigua camp (border with Chile). However, a request has been received to continue with its administration and five other camps in border regions. A Webinar session was held to share the BRC experience in "Managing of Collective Centres in the COVID-19 outbreak."

Information on COVID-19 continues to be provided through radio spots and on social media in native languages and sign language. In Beni Province, BRC fumigate a prison as part of COVID-19 prevention actions. BRC continues to participate in the National EOC's working groups in the health, water, and shelter sectors, where it coordinates with government agencies and the Humanitarian Country Team (EHP).

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 NS, partners and financial resources raised and structure and resources materials available for NS's response to the pandemic.

BRC is working with the Ministry of Health on joint activities and dissemination of IFRC material in the media. 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.

Canadian Red Cross (CRC)

At the request of the Public Health Agency of Canada (PHAC), CRC is providing care and comfort services at designated sites to travelers who upon arrival declare sign/symptoms of COVID-19. Travelers will remain 'quarantined' in hotels until their isolation period is completed. At the request of the British Columbia Ministry of Health, CRC is providing components of their emergency field hospital, along with a team of technical personnel, to assist people in the Vancouver Coastal Health region in response to the COVID-19 pandemic. Vancouver Coastal Health will provide all clinical health services. CRC has also been engaged under the existing Medical Equipment Provision Program contract to provide Health Loan Equipment, such as hospital beds for non-COVID patients. In support of Health Emergency Management, First Nation Health Authority, Northern Health Authority, CRC is engaged in supporting planning efforts related to community isolation and field hospitals.

CRC has been engaged by the Manitoba First Nations and Inuit Health, along with additional community stakeholders to provide planning support for Indigenous communities, support sourcing and distribution of cleaning supplies (soap, hand sanitizer, masks etc.), and coordinate the distribution of emergency response materials including cots, blankets, hygiene kits and pillows to Tribal councils. CRC has been engaged by various provinces to support emergency relief services through the coordination and distribution of food supplies, personal items, hygiene kits, medical supplies, cots, and blankets. CRC has been engaged to support emergency relief services through establishing call center support for Registration and Inquiry and mobilizing community resources to provide food delivery to homeless and vulnerable populations. CRC is providing emergency relief services through Information and Referral, safety and wellbeing, and coordination of lodging and clean up kits. CRC is also providing virtual support for people isolated due to COVID-19. CRC personnel are available over the phone to provide information and referrals, and safety and wellbeing to support individuals and families through their isolation period.

On behalf of the Governments of Quebec (through the Temporary Aid for Workers Program), New Brunswick (in coordination with the Department of Post-Secondary Education, Training and Labor), Nova Scotia (in partnership with Dalhousie University) and Prince Edward Island (registering applicants for the Special Situations Fund), the CRC is assisting with the registration and distribution of funds for eligible residents 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. CRC is increasing efforts to reach isolated individuals and seniors in

Quebec through its Telephone Assurance program. This program helps decrease a sense of isolation by providing a friendly and regular phone call. CRC has been engaged by the CIUSSS du Centre-Sud-de-l'Île-de-Montréal to provide emergency relief services through coordination of lodging support for beneficiaries who do not have the necessary supports to self-isolate. CRC, in partnership with both Indigenous Service Canada and the Ministry of Health and Social Services, has been engaged in providing Health equipment to provide surge capacity to augment local health facilities. CRC has been involved by the Cree Health & Social Services Board to provide Health ERU support to the acquisition and coordination of materials required to set up testing stations in remote Indigenous communities.

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 efforts in 17 countries. Discussions with donors are underway to allocate funds from preparedness and migration intervention to support National Societies on the action proposed under their contingency plans. 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.

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 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. El Loa ChRC branch 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)

From March 25 to April 13, through the virtual campus of the Colombian Red Cross, 119,579 participants accessed the programs of COVID-19 for the community (59,992 participants) and First Aid for the community (59,587 participants). From Thursday, April 16, it is expected that opening to the home care programs COVID -19 and family emergency plan COVID -19.

CRC launched the #YoDonoEnCasa fundraising campaign, which seeks to support the most vulnerable communities in the country and address the needs that arise from this pandemic. CRC is carrying various response actions targeting migrants (delivery of food kits, primary health care, cash transfer), setting up hand washing stations, distributing safe water, and attending the penitentiary population. CRC is providing tele psychosocial support. As part of the procedures of this service, it has been developed a protocol on how to deal with cases associated with gender-based violence. CRC developed Practical Guidelines for branches "Guidelines for the prevention, reception, and referral of cases of gender-based violence, including sexual violence during COVID-19",

Key messages for ethnic afro descendent populations have been developed for the branches of the pacific, mostly in topics related to mental health, prevention of domestic violence through the promotion of healthy parenting skills. Communication shared from the Red Cross Movement to respect the Movement's emblem.

Costa Rica Red Cross (CRRC)

The National Technical University of Costa Rica designed and will produce, within the framework of a cooperation agreement with CRRC, 500 polycarbonate protective masks for volunteers providing pre-hospital care.

CRRC liaised with UNICEF to conduct a national survey to address the needs of youth and adolescents related to COVID-19. These results will guide the development of targeted messages for this group population.

CRRC has begun to support the distribution of food assistance in communities and for families that were selected through the Municipal Emergency Committees.

CRRC continues to conduct awareness campaigns targeting the general population and its service personnel, both volunteers and staff, which have been replicated in all regions. Distribution of informative materials about COVID-19



CRRC signs agreement with National Technical University to supply COVID-19 personal protection equipment. Source: CRRC, April 2020.

and PSS in Portuguese, Spanish, English and French for the two Temporary Care Centers for Migrants. The distribution of Personal Protection Equipment (PPE) to pre-hospital care personnel continues, with Tivek suits, N95 masks, surgical masks, nitrile gloves, disposable gowns, alcohol gel, disinfectant, hand soap and chlorine being sent to the branches. Also, it is distributing hygiene and cleaning elements to branches as part of the donations received from the National Risk Management System. CRRC held 81 training in preparation and prevention of the COVID 19 outbreak in the different regions.

CRRC responded to 3,113 phone incidents related to COVID-19, and 415 people have been transferred to medical centres conformed to the parameters agreed by the Ministry of Health and the NS.

CRC continues participating daily in the virtual meetings of the National EOC, Regional and Municipal Committees. The National Directorate of Doctrine and the ICRC have coordinated resources for the procurement of personal hygiene and general cleaning supplies for migrants in temporary migrant holding centres.

Cuban Red Cross (CRC)

CRC working with a local company for the printing and is distributing COVID-19 awareness materials at the national level. The NS has set up border control posts for disinfection of vehicles arriving in the Placetas area. CRC is closely working with IFRC to facilitate the shipment of PPE and printed materials to support the response actions. CRC 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 CRC operations and relief were mobilized to support community actions. Movement coordination is maintained to ensure a coordinated response

Dominica Red Cross Society (DRC)

DRC continues to provide support in various capacities as the country continues with the national response to COVID-19. The NS is supporting residents at the Government of Dominica, managed quarantine units delivering key messages, and providing different services. DRC has delivered 166 hygiene care kits and 126 food packages.

Health and safety are of paramount importance to the Dominica Red Cross, so we have ramped up efforts to slow the spread of this virus among persons within the quarantine unit, awaiting the results of testing or spending the required 14-day period. Dominica Red Cross is also working in partnerships with other organizations, including NGOs and businesses.

Dominican Red Cross (DRC)

DRC supported the disinfection of the Robert Reid Cabral Children's Hospital campaign at the National District in collaboration with National Defense's Medical Emergencies Unit. DRC Branches active; working on disinfection, sensitization, RFL, PSS and resource mobilization activities. PPE Materials are being distributed to the branches. Higuey branch jointly with the UASD University Music, and Dominican's Got Talent finalist held a fundraising concert. 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. DRC is performing equipment hygiene controls in 120 ambulance units assisting the national response. DRC is doing the follow-up and accompaniment by the Psychosocial Support team to the ambulance staff; a hotline, WhatsApp number and other social media for PSS were established to provide services.



DRC Volunteers in Piedra Blanca deliver food kits. Source: DRC, April 2020.

Virtual volunteering reporting focal points have been established in each branch, and volunteers are taking the Spanish Red Cross Virtual Volunteering course. DRC has provided Psychological First Aid to pre-hospital care personnel and a PSS hotline has been established. DRC continues strengthening its 911 ambulance service capacities through the implementation of protective measures for staff and general public attended during interventions. DRC personnel continue to work in the COVID-19 Call Center established in the National Emergency Operations Center (*462). Humanitarian diplomacy actions planned to support enhanced coordination between the Dominican Republic and Haiti. DRC has been included by the Ministry of the Presidency as part of the Provincial Prevention, Mitigation and Response

Committees. Handwashing and hygiene established in key locations: Dominican Red Cross branches, Ministry of Defense, Armed Forces Central Hospital. DRC is in constant communication and shares messages with the national COE. DRC National Community Health team continues working closely with the MOH and DRC branches providing support in the elaboration of key messages.

Ecuadorian Red Cross (ERC)



ERC volunteers distributing kits to migrants. Source: ERC, April 2020.

The Emergency Medical Unit installed in Los Ceibos is maintained and functions as an evaluation and triage module prior to entering the emergency area. ERC Youth unit has developed a set of Facebook Live sessions with topics of mental health, parenting skills, reproductive and sexual rights. Psychosocial care is continued through calls and video calls. So far, 216 care sessions have been held with the support of 23 psychologists. In addition, work is being done on tools for managing grief in the family and on psycho-educational messages. Fumigation of neighbourhoods and transit areas in the province of Santo Domingo is carried out with a van and 3 volunteers. In the last week, five fumigation

services have been carried out, serving approximately 7,600 homes. Complementarily, an internal elaboration of sodium hypochlorite is carried out in three provinces that serve for the fumigations.

With the support of private contributions, ERC distributed food, cleaning and hygiene kits to shelters and organizations that serve people in situations of human mobility in the provinces of Carchi, Imbabura, El Oro, Guayas, Pichincha, Cotopaxi and Sucumbíos. In addition, the RCF point at the Scalabrini hostel in Ibarra is still active and a new one has been installed at the "Casa Amiga" hostel in the province of Sucumbíos. The National Society's Permanent Monitoring Room is kept active, with regular meetings held with the presidents of the country's provincial branches. In addition, with the support of the Lima Cluster, a regional Concept Note (Ecuador and Bolivia) has been prepared for medium-term intervention through contributions from ECHO.

Grenada Red Cross Society (GRC)

GRC conducted a meeting online with 19 volunteers who shared concerns related to COVID-19. Volunteers were invited to go on the Learning Platform to obtain more information. The National Society continues to meet with staff virtually and to circulate information related to COVID-19.

Guatemalan Red Cross (GRC)

GRC developed a colouring book for children from 4 to 9 years old, the Doctors Perla and Albert, on how to beat the COVID-19. This material aims to provide recommendations for children to recognize the symptoms of COVID-19 and ways to prevent it. GRC collected 56 units of blood to support the hospital level supply and transferred 72 patients to care centers. GRC has provided humanitarian assistance to returnees by land, providing safe water, hygiene kits, snacks, anti-bacterial gel, and COVID-19 guidance. Psychosocial support has been provided to the GRC team that attends to returnees during the emergency.

The NS has held sessions to update the cleaning and disinfection procedures with first responders (change validation practices) and with 30 volunteers to update infection control and prevention procedures (at Headquarters). GRC held a virtual meeting with 106 volunteers and staff (16 delegations and management team) to update case definition, registration formats, and responsible. Several workshops and sessions were held to update volunteers and staff:

- Planning and execution on Prehospital Care in response to COVID-19 for Volunteers and First Responders (38 people participated).
- Code of Ethics and Conduct (a second session will be held next week).



Cover of the coloring book: Doctors Perla and Albert How to beat the COVID-19, produced by GRC, April 2020.

- Safer Access on the Migration project was prepared for all staff and volunteers involved in the actions of the program to reduce vulnerability to COVID-19 infection.
- Regional Webinar on Volunteering.

GRC, as part of local capacity building, promotes basic online training on disaster preparedness and has printed material on information and prevention of COVID-19. GRC participates in coordination meetings through the Emergency Operations Centers for actions related to the COVID19 pandemic, under the responsibility of local authorities. GRC continues participating in the Health, the WASH and the Nutrition Clusters in Guatemala.

Guyana Red Cross Society (GRC)

GRC volunteers have continued to assist the Civil Defense Commission, with the packing and distributing of food hampers to vulnerable communities across the country. GRC volunteers have continued to assist the Ministry of Public Health with the hotline service. Two hand-washing demonstrations and sensitization were done with the staff of two municipal daycare facilities. 500 N95 masks, 5,000 pairs of surgical gloves, and 50 surgical gowns were received from IFRC Regional Appeal. The NS continued to sensitize the general public on COVID 19 and advocate to stay home.



*Awareness raising campaigns; volunteers trained and working on community outreach at Carrefour-Feuille.
Source: HRC, April 2020.*

Haiti Red Cross Society (HRC)

Community outreach activities launched at Carrefour-Feuille in conjunction with personnel from the MSPP and the Civil Protection Directorate of the Port-au-Prince Municipality; sponsored by the Canadian Red Cross. 22 volunteers trained in protection measures from the Croix-des-Prez branch; sponsored by the Canadian Red Cross.

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. 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.

Ongoing RCRC Movement coordination to support the HRC in strengthening and adapting its ambulance service to respond to surge the demands of a potential outbreak. HRC is monitoring migration flows at unmonitored border points where there have been reports of mobilization of about 5,000 Haitians. 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.

Honduran Red Cross (HRC)

Following the agreement signed by HRC with the Inter-American Development Bank (IDB) and the Permanent Commission on Contingencies (COPECO), 2,340 families (already identified) will be reached with food rations, initially as a result of the drought and now as a palliative for COVID-19. HRC continues with the training of health professionals in the COVID-19 Guidelines for Integrated Care continues and follow-up of HRC staff on COVID-19 symptoms through the medical staff. People from the institution are treated and given psychosocial support.

HRC is doing the follow-up to cases transferred by COVID-19 (suspected, probable, and confirmed). HRC is providing advice to the Secretary of Health and the Permanent Contingency Committee in the construction of the Work Plan for the management of Temporary Isolation Centres.

HRC developed a proposal to provide medical and psychological support remotely to 911 personnel and people in the community. HRC has also prepared a joint proposal with UNICEF for a psychosocial approach to children and adolescents during the COVID-19 pandemic, which includes Education in Emergencies in the context of COVID-19. HRC is providing psychosocial support to returnees' migrants in isolation centers in San Pedro Sula). Reception services for Honduran migrants returning by air and land continue at the Corinto border, at the Centers for Attention to Returning Migrants (CARM) in San Pedro Sula and in Tegucigalpa. HRC is also providing humanitarian assistance to returned migrants assisted by the CAMR-Omoa (administered by HRC) delivering meals, hygiene kits, telephone calls, psychological aid, orientation and information, and medical assessment coordinated with the National Health Office. Also, the NS is distributing messages for the displaced and returned population through social media and virtual channels on COVID-19.

Jamaica Red Cross (JRC)

JRC continues to share messages including updates from the Government in its social media platforms (Facebook, Instagram, Twitter), encouraging persons to stay home and to stop the stigma against COVID-19. A representative from the JRC continues participating at the National Emergency Operation Centre (NEOC) at the Office of Disaster Preparedness and Emergency Management (ODPEM). A meeting was held with the NS's Public Relations committee to discuss the COVID-19 Public Relations Strategy. A JRC COVID-19 Work Plan has been drafted in which members of staff and volunteers are assigned specific roles. A JRC Beneficiary Form has been developed to be used in the field to account for packages delivered. The National Headquarters has received the list of vulnerable people identified from branches in the different parishes and is delivering sanitation packages along with Beneficiary Forms. As of April 17, 2020, JRC has been officially included in the exempt from the curfew order.

Mexican Red Cross (MRC)

MRC has set up their field health units to support the COVID-19 response. 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 field health units to support the COVID-19 response. Source: MRC, April 2020.

Nicaraguan Red Cross (NRC)

NRC carried out workshops and sessions on:

- Use and application of the Protocol and Procedure Manual on Infection Control in Pre-Hospital Care.
- Psychosocial Support (PSS) sessions for volunteers and staff members to manage panic, stress, and stigma reduction. PSS focal points have been appointed in each branch to provide emotional support to volunteers and members.
- Promotion of prevention measures and health control for staff and volunteers by the medical team of NRC (taking temperatures, evaluation of symptoms, evaluation of the emotional aspect).

NRC has developed a washing and disinfection policy for the transportation units, and space has been built between the driver area and patient care. NRC has produced 1,125 litres of liquid alcohol has been produced. The NS has delivered hygiene kits (including soap, detergent, chlorine, and alcohol) and water storage buckets with lid and tap for handwashing stations to the general administrative staff, as well as the operational and service personnel in 32 branches. NRC has launched a communication campaign in social networks, television and radio media, and shopping centres, with educational materials on prevention of COVID-19, hygiene, and handwashing and about the control of stress. Users of NRC services receive respiratory hygiene promotion talks and handwashing through exercises performed by staff and volunteers.

Paraguayan Red Cross (PRC)

PRC volunteers supported distributions of food kits and the promotion of proper handwashing, in coordination with the Ministry of Science Education, the Ministry of Children and Adolescents, and UNICEF, in schools. PRC supported health controls and route prevention in the towns of Itapua, Ñemby, and Alto Parana. PRC helped with the management of five shelters in the city of Alto Parana. PRC supported vulnerable communities in the preparation of food (soup kitchens) in the towns of Guaira and Nueva Italia.

Peruvian Red Cross (PRC)

PRC is providing remote medical care and/or guidance at Salesian shelter in Lima and shelters in Tumbes. During the last week, 40 attentions have been given through this modality. PRC Arequipa branch delivered face masks to the medical personnel of two hospitals in the city of Arequipa and a banking center with a high flow of people, who have also been

trained in its use. With the support of the IFRC, the PSS line remains active and, in the last week, has made 39 PSS services and 393 follow-up calls. With the support of the IFRC, the WhatsApp orientation line remains active and, to date, has served 430 people, and 8,170 messages. PRC continues to provide safe water to migrants located in temporary shelters implemented by UNHCR and IOM in Tumbes. A total of 130 people is being assisted permanently. Cleaning kits for public spaces have been distributed. 400 hygiene kits are being purchased. Unconditional cash transfer will start this week. PRC branch in Arequipa delivered food kits.

Red Cross Society of Panama (PRC)

Volunteers from the Colon branch delivered food parcels to 80 families in Ciritito, Costa Abajo. PRC volunteers are supporting the distribution of medications to homes from the National Social Security Fund (CSS in Spanish). PRC is coordinating to establish a telephone helpline, as well as virtual online platforms for the attention of volunteers, their families, and collaborators. Multiple intervention sessions were conducted to provide psychosocial support to the staff of PRC. 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 Foundation 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 delivered meals to homeless and vulnerable people on Boca Isla, to help mitigate the conditions of lack of food. PRC volunteers supported the assembly of food bags at the collection point established at the ATLAPA Convention Center during the night shift. PRC provided support to the Spanish Embassy in Panama, establishing preventive measures for the repatriation of Spanish citizens at Tocumen International Airport. In coordination with the Ministry of Agricultural Development and the MERCA PANAMA Service Management, a team of PRC volunteers reinforced the hygiene and prevention advice in response to the health alert issued by COVID-19.



PRC volunteers distributing medications.
Source: PRC, April 2020.

Saint Kitts and Nevis Red Cross Society (SKNRCS)

SKNRCS continues to support the National COVID-19 Response Team daily through personnel at the NEOC, PSS, and Best Practices Information on both St. Kitts and Nevis. The SKNRCS will meet virtually on Wednesday, 22nd April, to discuss Hurricane Preparedness in the Context of COVID-19. A schedule has been developed for refresher courses on Hurricane Preparedness and Damage Assessment and Needs Analysis (DANA). The SKNRCS long term plan to the response to COVID-19 will be addressed when funding becomes available.

Saint Lucia Red Cross (SLRC)

SLRC distributed 74 food packages to the elderly who lives alone and has no support system. SLRC is developing a Public Service Advertising (PSA). The NS President convened a meeting with staff and volunteers to discuss current activities and to hear concerns regarding COVID-19.

Saint Vincent and the Grenadines Red Cross (SVGRC)

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 SVGRC will mount billboard messages in areas frequented by the commuting public. The NS will assist the Ministry of Health with the distribution of 25 cleaning kits and blankets for isolated people. SVGRC assisted 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.

Salvadorean Red Cross Society (SRCS)

SRCS is providing support in the evacuation of patients from the San Rafael Hospital that has been designated to attend patients with COVID-19. SRCS has delivered 25 mattresses, 25 family hygiene kit and 150 light blankets in the Mario Zamora's containment center in La Palma, Chalatenango. SRCS women volunteers delivered prepared food to 70 elderly adults in Tejutepeque. During the week of April 14-19, 744 care sessions were held at the SRCS emergency clinic, and 98 pre-hospital care services were provided. 41 SRCS branches in the country are providing care pre-hospital emergency for COVID 19 patients.

SRCS delivered 10,000 gallons of water to the communities of Canton Ojo de Agua, Caserío Los Gálvez, Cojutepeque, la Flor de la macarena, Usulután and colonia Los Almendros, and Ciudad Delgado. SRCS delivered PPE and supplies for disinfection to the Quezaltepeque branch reaching a total of 49 volunteers. SRCS is holding Facebook live sessions, responding to the public's concerns on topics of interest to the COVID 19 pandemic, addressing issues such as "Stigma and discrimination in the context of COVID 19. So far, the sessions have reached 3,200 people. SRCS held six sessions to disseminate the Manual of operational procedures in pre-hospital care in the context of the COVID 19, with volunteers from 15 branches throughout the country and administrative staff, reaching a total of 99 people. SCRS carried out two workshops on psychosocial support, with volunteers from the headquarters brigades reaching a total of 22 people. SRCS continues participating in meetings of the departmental and municipal commissions of the National Civil Protection System.

Suriname Red Cross (SRC)

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 trained 30 people from organizations in the correct handwashing measures, is translating IFRC messages in Dutch, and sharing daily messages about COVID-19 on social media. SRC volunteers are assisting the National Disaster Office in:

- The hotline service established by local authorities and the digitalization of information.
- Logistical and administrative activities.
- Making home visits to people in quarantine.
- On borders points: checking people temperature and carrying out prevention measures.
- Reception and accompany of repatriates to quarantine facilities.
- Identify and approve of quarantine facilities.

The Bahamas Red Cross Society (BRCS)

BRCS continues with its daily Meals on Wheels services to the most vulnerable populations, including homeless people and migrants promoting and maintain social distancing. BRCS Call-In Center and Community Engagement and Accountability (CEA) Unit is facilitating referral and enrollment processes to the Meals on Wheels Programme and other support Services. BRCS volunteers are using social media and phone calls to contact beneficiaries and conducting home visits to deliver food parcels, food vouchers, and rental assistant checks. Safe preventive practices and protocols such as social distancing, wearing of face mask, use of gloves and hand sanitizers and handwashing are adhered to at all times. French Creole-speaking caseworkers and volunteers are interacting and collaborating with the immigrant communities through social media to assess their needs and provide appropriate support. Religious and Community Groups Leaders are key persons in this process. Volunteers in Grand Bahama and Abaco distributed in each island 100 food boxes to individuals and families affected by the loss of employment and income due to COVID-19 strict preventative measures.



BRCS volunteers distributing food boxes to individuals and families affected by the loss of employment and income. Source: BRCS, April 2020.

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. The TTRC PSS hotline ran throughout the Easter break and volunteers followed up on contacts in the areas where most calls were made.

Uruguayan Red Cross (URC)

URC National Interventions Teams (ENI for its acronym in Spanish) have been deployed across the country to provide humanitarian assistance to vulnerable people. URC is working on a needs assessment with the National Emergency System. URC is sharing prevention materials with branches and through social media, including a communications campaign to respond to rumours. URC launched a marketing dossier to inform the public and potential donors on the different areas of intervention. The NS is coordinating with universities the incorporation of medical students as volunteers. An online First Aid course is available on the National Society's website, free of charge. 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. URC developed a child- friendly guide with information and key messages of COVID-19 that can be downloaded from their web page. The assistance under the Regional Emergency Appeal for migrants is maintained. The URC through its branches in Maldonado and Rio Negro provided a total of 5,000 food boxes to local people in need. URC signed an agreement with the Government to provide hygiene kits, cleaning kits, and communication materials to vulnerable older adults, homeless people, juvenile detainees, and impoverished communities.

Venezuelan Red Cross (VRC)

VRC developed the guidance "Each Home, A School" for parents, schools, and children on how to continue the learning at home. Since the beginning of the activities against COVID-19 (March 13), 9,603 people have been reached through educational sessions. Telephone lines for psychosocial care have been set up for the Venezuelan population in four Branches (Zulia, Táchira, Guasdalito, and Falcon), 120 people have been reached from this activity. The hospitals and clinics of the NS's health network are providing emergency consultation services in their facilities. Since March 13, 266, people suspected of being sick with COVID-19 have been identified and referred to the centennial health centers established by the Venezuelan government. None of the referred patients tested positive for the disease. 22 branches periodically send their epidemiological reports to the VRC' National Health Directorate. Since the beginning of the national quarantine, 3,160 patients not related to COVID-19 have been treated in the emergency services of the VRC hospitals and outpatient clinics. Guasdalito Branch in support of the temporary shelters opened to accommodate Venezuelans returning to the country. So far, it has attended 1,432 people with health checks and PSS care. San Cristobal Branch has carried out the following activities: a) Orientation in the Safe Route to the population that is returning to Venezuela, b) Provision of Personal Protection Equipment to health and migration personnel Venezuela, c) Provision of WASH kits (soaps, water purification tablets) to the migrant population, health institutions, and migration personnel Venezuela. These activities have reached 2,485 people since the beginning of the social quarantine.

The National Communications Directorate has carried out the following activities a) Publication of visual pieces on Instagram with a scope higher than 8,091 accounts with updated information regarding COVID-19 recommendations, b) Production and editing of video on World Health Day focused on COVID-19, c) Publication of more than 40 informative tweets about COVID-19 on the Twitter platform, reaching up to 63,087 impressions, d) Update of visual materials on the social network Facebook to more than 8900 people. Through the International Federation, the protocol of Diplomatic Franchise for the entry of Personal Protective Equipment (5,000 nitrile gloves, 2,500 KN95 masks, and 200 protective overalls) was carried out. The shipment of this equipment to Venezuela has been managed through funds from the regional appeal COVID-19. The items will be delivered to the central warehouse of the Venezuelan Red Cross, Caracas this week.

British Red Cross overseas branches (Anguilla, Bermuda, the British Virgin Islands, the Cayman Islands, Montserrat and the Turks and Caicos Islands)

There is a lockdown in place for all but essential workers. Bermuda RC, British Virgin Islands RC, Cayman Islands RC, and Turks and Caicos Islands RC are considered essential workers. Other RC Branches are advocating to be considered as essential workers. All British Red Cross Overseas Branches are supporting with 1) providing information via social media and other platforms in English, Spanish, Haitian Creole, Portuguese, and Tagalog; 2) psychosocial support hotline run by trained PSS volunteers and; 3) assisting vulnerable groups with food and medicine distribution.

Activities of British RC branches	
Anguilla RC	ARC has set-up a PSS hotline and has collaborated with the Ministry of Health to interview 13

(ARC)	households who had recently returned to Anguilla after travel.
Bermuda RC (BRC)	BRC has conducted 2,551 health checks on people who have returned to Bermuda and reported 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. It has also received a donation of 125,000 masks and is discussing how to distribute it with the Health Department. Masks should arrive next week and will be distributed to senior's rest homes. BRC has obtained 15-minute airtime slots on TV and radio for PSFA and CISM teams to talk through coping skills.
British Virgin Islands (BVI) RC	BVI RC has sourced PPE for staff and volunteers. It has set up a PSS hotline that is available to the public. BVI RC is picking up prescriptions and groceries for the sick and elderly. BVI RC has partnered with the government to distribute food items, and their office is one of the food distribution locations. BVI RC coordinated a food distribution to 100 persons identified as in need of Social Development. Discussions with the government are taking place around implementing a cash programme.
Cayman Islands (CI) RC	CI RC has an MoU with its 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. CI RC has recruited 150 volunteers, 60 of which have completed training and will start being deployed this week. CI RC has started recruiting seamstresses to prepare masks for frontline workers. Over 200 volunteers registered, the materials have been received by the Government or donated by the private sector. CI RC is using a pattern that was designed and approved by the HSA and has already made and given 300 masks to frontline workers and aim to create 4,000 more in the next two weeks. CI RC has also released a handwashing music video project requesting footage of local children washing their hands and compiled it into a music video to promote the importance of children washing their hands – link here. CI RC host wellbeing checks on their volunteers each week, and one of their Board Members is hosting a weekly yoga class via Zoom.
Montserrat RC (MRC)	MRC is awaiting a response from phone companies regarding the setting up of a PSS helpline. Grocery delivery service has commenced. The Government has set up a food bank, and MRC is operating it – delivering food to vulnerable groups, including older people and the Hispanic community. Seven MRC volunteers have been issued with permits to support this activity.
Turks and Caicos Islands (TCI) RC	TCI RC is operating the PSS hotline from 7am – 11pm with one phone, and six PSS volunteers are rotating it between them every four days. TCI RC is now considered essential workers and distributed 100 cases of fresh produce to a detention centre, social services, and a children's home. TCI RC also supported the Department of Immigration by providing hygiene kits, and clothing for Haitian detainees, 157 hygiene kits, 60 male shirts, 40 male pants, 20 female blouses, 21 female pants, and skirts were provided.

French Red Cross (FRC) overseas branches (French Guiana, Martinique, Guadeloupe, St-Martin, St-Barthelemy, St-Pierre and Miquelon) and PIRAC regional delegation.

Activities of French RC branches	
Guadeloupe	Assessment of the water distribution during the Easter weekend: 32 FRC actors mobilized per day, including 26 volunteers. 9,667 people reached. 25,000 bottles of water distributed, i.e. 33 tons of water distributed, and 180 jerry cans distributed. Request from the authorities to take care, on arrival in Pointe à Pitre, of 60 French repatriated from Port au Prince on 17 April, and 170 French repatriated on 22 April from St Domingue. Coordination with the Regional Health Agency) on the health checks during the stopover of these travellers to monitor COVID-19 symptoms. Reinforcement of the EMIS (social intervention team) in order to cover as much of the territory as possible because there is an increase in requests for assistance from users during the Easter long weekend. Preparation of various actions: response, population information, monitoring and telemedicine platform, deployment of a light structure to reinforce the Marie-Galante hospital, the establishment of a contact point on containment measures in support of the Marie-Galante aerodrome. Request from the Prefecture of Guadeloupe for the opening of a containment centre in Le Gosier to accommodate 120 people from 16 April. The FRC will propose the setting up of a concierge service.
Martinique	Delivery of Emergency Food Aid. 175 emergency food parcels prepared, and 158 emergency food

	parcels distributed. Community outreach services and Harm Reduction Centers for Drug Users. 39 people were approached and supported. Support and monitoring of vulnerable volunteers.
French Guiana	Reopening of the PADA (reception platforms for asylum seekers) in preparation and setting up hygiene referents on each site to guarantee the implementation of protocols. The emergency food aid plan is currently being finalised, but the limits to ensure higher management capacity have yet to be estimated. Organization of food distribution and service vouchers throughout the country.
Saint Martin	For the past 10 days, distribution of 150 food baskets has been carried out in partnership with the community's social platform. These baskets allow 220 people to feed themselves for 8 days. The EMIS and the LAJ (a daytime center for people in precarious situations and looking for a social link) ensure a follow-up of the users. The FRC will propose the setting up of a concierge service. To date, 400 emergency kits have been distributed.
Saint Barthélemy	Partnership with a restaurant to prepare meals to be distributed to homeless people. Health control post at the airport for arrivals on the island.

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

	Activities of Netherlands RC branches
Aruba	<p>Flyers have been distributed. Boxes filled with toys and books have been delivered to the local shelter for battered women. Meals on wheels project provide about 100 meals a day to people who do not have food security has started. A hotline has been partly automatized to ensure people will be called back faster. Community Leaders are being contacted to explain the role, principles, and tasks of the RC.</p> <p>Volunteers sessions held on the risks and prevention of COVID19. Volunteers trained in the use of PPEs and PSS. Risk communication materials distributed to the communities (flyers, posters etc). Ambulances made ready for transport of COVID infected patients. Plan of Action developed. 30 meals provided to people in isolation. 160 meals provided to homeless people. Buddy system of the elderly program activated. All vulnerable elderly receives one phone call a day from their buddy. Preparing for large scale distribution of foodparcels/foodvouchers to the most vulnerable people, including migrants. 200 meals provided to the homeless people and 10 foodparcels to people in need by a donation. Social media: pushed PSS + anti - fake news information campaign (no cash hand-outs).</p>
St. Maarten (NL side)	<p>Facebook live stream sessions on trustworthy sources have reached 700 people. Mental Health Foundation is interested in partnering with the RC in the Facebook Live events. The branch helped the government with the distribution of 600 food parcels. Radio adds have been sent out, on health, specifically for elderly, PSS, and hygiene. A WASH delegate arrived on April 14 on St. Maarten via to support the Red Cross Branch and government in their response to the COVID-19 outbreak. After lobbying of RC, the government will include undocumented individuals in their current food distributions. However, this does not include the future food voucher project.</p> <p>Volunteers sessions held on the risks and prevention of COVID-19. Risk communication materials distributed to the schools on the Dutch side of the island (flyers, posters etc.). The branch will start assisting the local government in distributing 1,500 food parcels and 1500 hygiene parcels this week.</p>
Bonaire	Vitamine C and hand sanitizers have been distributed to 80 elderly. Volunteers sessions held on the risks and prevention of COVID-19. The branch is helping in registering 225 people soon returning to Bonaire.
Curaçao	RC has started food distributions to vulnerable families. Volunteers sessions held on the risks and prevention of COVID -19. PSS information sessions for volunteers held, including PPE training for volunteers. Special phonenumber opened for vulnerable elderly. Ambulances made ready for transport of COVID infected patients. Preparing for large scale food distributions to the most vulnerable, including undocumented migrants. RC Provided materials to the general practitioners working with people without documents on the island.
Saba	Local supermarkets have been supported by RC with their deliveries. Volunteers sessions held on the risks and prevention of COVID-19. Risk communication materials distributed to the community. Contacting the most vulnerable families on the island to find out their urgent needs.
St. Eustatia	Volunteers sessions held on the risks and prevention of COVID-19. Risk communication materials distributed to the community.

Europe

Regional Overview

The regional situation with the spread of COVID-19 continues to evolve. The **top 10 countries** with most cases detected are: Spain, Italy, Germany, The United Kingdom, France, Turkey, Russian Federation, Belgium, Netherlands, Switzerland. Compared to last week, the increase in new cases and deaths in Spain and Italy has slightly slowed, the number of new cases is rapidly increasing in Russia and Turkey. 48% of the global cases (more than 51% last week) and 68% of global deaths (more than 73% last week) were observed in the Europe region. Almost all countries of the region are seeing widespread community transmission of COVID-19.

The IFRC Regional Office for Europe's (ROE) COVID-19 response team has been constantly **keeping the NSs informed through the daily situation reports**. The IFRC ROE COVID-19 Response team jointly with the Country Cluster Support Teams and Country Offices **intensified its actions further to provide guidance and coordination support** to the National Societies. 48 National Societies of the region scaled up their COVID-19 response actions.

National Societies of the region intensified their **local resource mobilization** to scale up their COVID-19 response actions. The IFRC ROE Partnership and Resource Development Unit communicates and closely follows-up with several institutional and corporate donors and partners to mobilize funds for NSs actions. The ROE Communication Team provides its support to the NSs by publishing the latest **communications materials, profiles, key messages** on COVID-19 in the region.

The ROE COVID-19 response team, **Protection, Gender and Inclusion (PGI) team**, together with IFRC global colleagues and with input from some of the NSs in Europe, finalized a **guidance for NS staff and volunteers on working with older people** during COVID-19, including key messages and a list of resources. The [guidance](#) was published on [GO](#) and FedNet. The Risk Communication and Community Engagement (RCCE) delegate also participated in a global call with WHO, UNICEF, IOM and ICRC on **how to guide RCCE in the context of COVID-19 for migrants, refugees and other vulnerable groups**. The outcome of the call was a draft Terms of Reference on the role and functioning of the group as well as an initial discussion on a first draft practical guidance document to be reviewed. The ROE PSS Delegate continues to work closely with the Global Mental Health and Psychosocial Support (MHPSS) coordination team, working on the IFRC MHPSS component in different regions. One of the main aims is to map the various MHPSS activities currently being implemented and planned by the different countries. The team group also includes an overview of material produced and/or used by the RCRC partners.

We also encourage you to follow our **IFRC Europe [Twitter](#) and [Instagram](#)** pages where we have been highlighting daily the vital work being done by volunteers and staff throughout our region.

Country by country updates

Albanian Red Cross

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

Andorran Red Cross

Andorran RC is jointly organizing a national antibody screening process with stop-labs and home-labs for the whole population with the involvement of 800 volunteers. The NS continues to arrange transfers for COVID-19 patients, provides services for confined people including delivering medicines, hot meals, shopping, and dog walking. 122 vulnerable people are checked daily via phone calls. Volunteers continue to partake in the national COVID-19 hotline service.

Armenian Red Cross Society

The Armenian Red Cross Society's psychosocial support centres operate in emergency mode, based on the needs. The volunteers visit lonely older and disabled people and provide assistance, including helping in daily shopping. From 27 March to 12 April, the NS 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 Labour and Social Affairs.



Staff and volunteers Armenian RC delivering aid parcels.

Austrian Red Cross

Austrian RC statistics: 90,000 people tested by AutRC, 131,000 helpline calls handled, 11,600 infectious transports conducted, 25+ AutRC drive-in test stations open per day. Austrian RC continued with providing emergency medical services, non-emergency ambulance transport, infectious transports of suspected and confirmed cases to health facilities. AutRC operates drive-in testing and more than 80 mobile testing teams for testing at home, care institutions, hospitals, etc. of suspected cases, as well as screening at hospitals entrances and borders. The NS provides psychosocial support for staff and volunteers and a general psychosocial support telephone line ("Ö3 Kummernummer"), online education material for people caring for others if 24hrs care staff is not available: [here](#) and COVID-19: [Online education material for people that have to take care in quarantine: here](#). AutRC is designing and running a large scale public media campaign jointly with the government, and is supporting the governmental telephone [hotline 1450](#) with staff and handling 2,000+ calls each day re COVID19 health requests. There is also a ["Stop Corona" Application \(Android / IOS\)](#): voluntary tracking of contacts and notification to contacts in case a person is tested positive. It is also running a streaming radio station to provide youth Red Cross content and music at <https://henri.fm/feed>

Red Crescent Society of Azerbaijan

During the past week staff and volunteers of the National Society visited older people living alone and provided them with food parcels. Humanitarian action was implemented in 45 local branches and covers 1,943 households. 328 volunteers took active part in distribution of food parcels and promotion materials. Through a corporate sector partnership, supermarket products are being collected and packed. Aid is also being provided to migrant families. During this week, 840 phone calls were received through the NS telephone hotline. The main concern was expressed by people who have no income since the quarantine and need humanitarian support. Since this hotline became operational at the end of March, over 25,600 calls were received. On-line trainings on COVID-19 and psychosocial support were conducted for 32 staff, volunteers and community-based volunteers of Ganja and Mingehcevir local branches.

Belarus Red Cross

The BRC has provided the following in support of the COVID-19 operation: 230,510 pairs of gloves, 10,500 litres of antiseptic, 6,100 antiseptic wipes, 19,400 masks, 22,400 other means of protection. There are 1,487 volunteers involved in the response. BRC is organizing its work in accordance with four main areas of activities:

- Provision of medical and social service of BRC "Dapamoga"-159 visiting nurses provide home care to more than 1,500 beneficiaries.
- Provision of social support to lonely older people - organizing the delivery of food, essentials and medical prescriptions from medical facilities. As of 17 April 2020, there were 1,588 requests for the delivery of medical prescriptions, 1,338 requests for the delivery of groceries and essential goods, and another 1,582 requests for other needs.
- Launch of a multi-channel telephone helpline "Kind Phone"- an information line providing psychosocial support for lonely older people and will also be used to help people who had close (contacts of the 1st level) or possible (contacts of the 2nd level) interaction with confirmed COVID-19 patients.
- Assistance to the medical staff of healthcare institutions. Thanks to the sponsorship of the "Minsk Soft Drinks Factory" and the "Lidskoye Pivo" brewing company, the BRC has already transferred 13,200 tons of water to quarantine patients and staff of several quarantined hospitals. BRC also transferred water to hospitals in the city of Vitebsk (1,080 litres) and has delivered 2,040 lunches to medical institutions.



Staff and volunteers of the Belarus Red Cross are providing support to older people. Photo: Belarus RC

The Red Cross Society of Bosnia and Herzegovina

The RCSBiH continues to provide a range of services in support of 4,756 persons encompassing 2,112 households throughout the country, including persons above 65, people with chronic disease and people in isolation mainly by purchasing groceries (113) and purchasing medications (119), paying bills (47), providing firewood (2) and transport services (5). Most of the RC organizations are also distributing food, hygiene parcels, protective masks and gloves received by local authorities or local donors. A reporting model has been established from the branch level up to the NS HQ, in order to encompass all RC organizations within the NS structure. RCSBiH local organizations continue to be engaged in disinfection of buildings where COVID-19 cases have been confirmed, and in some locations management of the local COVID-19 quarantine system. Many partner National Societies and Organizations from the RCRC Movement have already provided or offered to provide assistance to the NS: Swiss RC, Turkish RC, Austrian RC, ICRC, IFRC. The NS has been very well recognized by authorities for capacities and resources offered at all respective levels (state, entity, canton, municipality). In the reporting period, there were 79 RCSBiH professional staff and 226 volunteers engaged in activities, and volunteers contributed with 1,829 hours of work.

British Red Cross

British Red Cross have developed a vulnerability index to help identify those most at risk in the context of COVID-19 (e.g. no access to support, food, medicines; loneliness) and are filling gaps in the provision of services and support. The BRC is delivering food, medicines and checking people at risk of isolation. It also supports refugees and asylum seekers, especially those facing accommodation and economic insecurity. A new hardship fund has been developed to support any groups/individuals that are at risk of economic insecurity as a result of the COVID-19 response. Educational tools have been developed to promote kindness and manage anxiety during the crisis and there is a telephone support line. The BRC supports the NHS by working in 100 hospitals to support safe discharge from hospital including psychosocial support, providing a hospital transport service and delivering mobility and medical aids. BRC co-hosts the Livelihoods Helpdesk with the IFRC Livelihoods Resource Centre. The service offers technical support on analysing the impact of COVID-19 responses and guidance on appropriate response options in the context of food security and livelihoods. The CEA cash hub has been opened up to provide a support hub for NSs, including on risk communication and community engagement (RCCE) in the context of COVID-19. The BRC is also part of a new Voluntary and Community Sector Emergency Partnership (VCSEP) which will engage with and influence government and ensure that efforts are coordinated across agencies and targeted at the most vulnerable groups. BRC is also advocating with government on a number of issues relating to COVID-19. The BRC supports the IFRC response, mobilising £38m DFID funds to the IFRC global emergency appeal.

Bulgarian Red Cross

The NS participates in the development of position papers, e.g. key messages, guidelines focusing on protection of migrants, and remains one of the only two organizations still operating and working directly with migrants and continues its regular visits to closed regime facilities. Up to 15 April, the Bulgarian RC has registered 394 requests via its national PSS online chat platform. BRC has translated and issued guidance on cloth masks and updated its website regarding disease prevention, control and response.

Bulgarian RC volunteer with a #stayhome message



Croatian Red Cross

In addition to previously reported activities, the following new activities took place in the reporting period. Info graphics produced with the activity results from the 131 local RC branches since the beginning of COVID-19 outbreak and SARS-CoV-2 epidemic in the Republic of Croatia show the following:

- FIELD ACTIVITIES: 1,488 RC staff active, 3,012 RC volunteers active, 81,014 home care visits and assistance to vulnerable groups of people, 28,035 volunteer working hours, 80,000 PSS call - center interviews, PSS provided to 4,690 people
- DISTRIBUTION OF: 163 tons of food, 37,550 litres of water, 5,702 hygiene parcels, 509 hygiene items for cleaning homes, 51 wheelchairs, 10 tents set-up
- QUARANTINE SET-UP: 509 beds, 2,635 blankets, 461 mattresses, 1,200 towels
- INFORMATION AND EDUCATION: 500,000 Washing hands guides distributed; 200,000 leaflet instructions for COVID-19 prevention for both - older persons and the RC volunteers; 50,000 other informational tips related to risk reduction measures with PSS

More than 3,000 local RC staff and volunteers assist 20,000 beneficiaries over the whole country, delivering daily meals and home service assistance to meet their urgent needs. An online training for the RC volunteers and youth (high-school

age) was organized on the topic of COVID-19 outbreak and social stigmatization. Volunteers are also encouraged to share their experiences and stories via an online form. For PSS support, a telecare phone line call-center (0800 1188) permanently operates for the most vulnerable people, open 24 hours/7 days a week. The phone line is also available for beneficiaries with hearing impairment. An online PSS session was organized for 60 PSS providers: "Providing support to the RC personnel in response to COVID-19 outbreak". The second phase of cooperation with IKEA continues with donation support of mattress and bed linen for non-hospital quarantine set-up. There is also continued cooperation with IKEA - South East region with donation of food items to the social markets of the local RC branches.

Cyprus Red Cross Society

The CRCS issued informative leaflets on COVID-19 in four languages, English, Greek, Turkish, and Arabic, which were distributed to all units nationwide, as well as to all facilities of the CRCS staff and volunteers and to various stakeholders. To serve the needs of the most vulnerable, the CRCS created the "Emergency Service for Support to Third Age and Vulnerable People", which is available on a Pancyprian basis and is offered one-to-one. The beneficiaries can call the dedicated hotline located in the Headquarters and the request is then forwarded to a volunteer residing in the district concerned. The CRCS, after constantly evaluating the emergency needs of the most vulnerable of our society, is in the process of designing a new psychosocial support (PSS) service. This service will be available to any person in quarantine or self-isolation, to friends and family of affected people, and to the elderly with limited social connections.

Czech Red Cross

At headquarters level, the Czech Red Cross has produced educative texts on COVID-19 for use on websites and social networks and has created TV and online educative campaigns. It works in cooperation with Integrated Rescue System of the Czech Republic. It provides counselling services and has prepared humanitarian packages for people detained on the borders for COVID-19 testing. It cooperates with the private sector and with celebrities, including to put on performances for vulnerable people: "Concerts under Windows" (e.g. clients of the Czech RC senior houses.) The Czech media inform the public on available services including those provided by the Czech RC. The local branches coordinate and recruit volunteers, provide humanitarian aid including obtaining basic food and medical items for vulnerable people and provide transport services for older people, distribute information leaflets, provide or support hotline services, provide psychosocial support, distribute masks and other protective items, blood services, assisting families with home education, and cooperate with hospitals and other social/medical facilities (asylum shelters, seniors' houses etc.).

Danish Red Cross

DRC HQ has set up two call centres, where the NS on behalf of the Danish authorities hosts a COVID-19 call centre for three weeks. In the second call centre DRC has established a network linking those in need of support services (shopping/walking the dog) with volunteers to support them. More than 10,000 persons have volunteered. DRC is also supporting in running a shelter for the homeless and undocumented migrants, who have symptoms of COVID-19. A phone service platform has been set up so that volunteers can chat with people who are alone.

Estonian Red Cross

The NS continues with all the activities at the branch level in close cooperation with local authorities including food deliveries for older people, 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. Four ERC regional coordinators have been involved in the work of the regional crisis management centres in close cooperation with the Ministry of Interior.

Finnish Red Cross

The NS 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. The NS 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 NS 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.

French Red Cross

Latest publications highlight the French Red Cross actions in training for its 77,000 volunteers in prevention and containment; Emergency Medical Services supplementing overburdened public services, the Henry Dunant 158 bed

gerontological Hospital in Paris and support to the most vulnerable including, solidarity delivery of food, water hygiene and medications Croix-Rouge chez-vous and psychosocial support through the call centre (Croix-Rouge écoute) for isolated people and those with mobility constraints; opening of 35 Centres d'hébergement spécialisés (shelters for homeless people with mild COVID-19) offering 1,128 places; and promotion of the Confinés et solidaires initiative to encourage people to help their neighbours and their communities. The programmes have proved popular. More than 100,000 calls for assistance have been received since the opening of Croix-Rouge chez vous.

Georgia Red Cross Society

A campaign has been launched in supermarkets, encouraging customers to buy specific products based on a list of items developed by the NS, which then will be donated to older people. More than 9,000 volunteers 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 (1,800 in total) people are reached through psychological first aid services provided by trained volunteers to overcome panic and stress via the NS Hotline. The NS 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. Promotion of voluntary non-remunerated blood donation has started by GRCS to highlight the need for blood with dissemination of the additional information about recommendations specific for the outbreak.

German Red Cross

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 travellers; 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.

Hellenic Red Cross

Hellenic Red Cross is working closely with the national authorities as well as the Ministry of Health in supporting the domestic response to the COVID-19 situation. The National Society has also deployed units of nurses and volunteers to support for example in health screening as well as providing health care for migrants in country.

Hungarian Red Cross

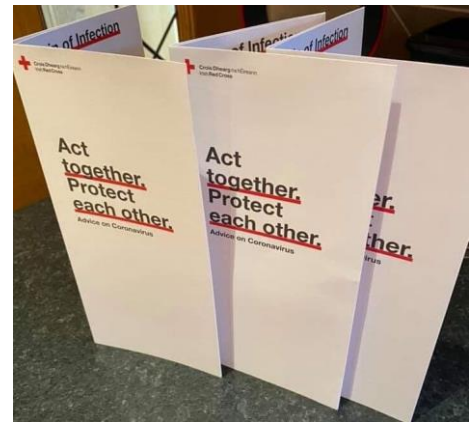
Hungarian RC has been invited to the National Humanitarian Coordination Council, along with four NGOs. Hungarian RC Branches cooperate with the County Defense Committees. During the waiting time while the ambulance vehicles are disinfected complementary food and drinks are provided to the ambulance staff to replenish energy. A joint hotline is operated for the members of Charity Council (6 leading charities of Hungary) to collect funds. Protective equipment is hardly available in the country; however, the RC stock has been distributed to staff in the field doing care work. Blood donation is ongoing with special measures on safety of blood. Internal procedures: risk communication plan developed for colleagues, internal recommendation and business continuity plan are in place. Risk communication plan and key messages for the media are available. Hygiene promotion and health promotion materials are published and distributed; information is also disseminated via their social media platforms. Positive messages and information about rumours and misbeliefs are also shared on the same channels.

Icelandic Red Cross

The NS is part of the country's national task force and all district task forces and continues to support vulnerable and marginalized groups by providing them with basic health care, emergency shelter, access to hygiene kits and awareness raising on COVID-19. The NS runs three quarantine centres on behalf of the Icelandic authorities. Additionally, its helpline serves as a national MGPSS hotline and during the COVID-19 situation it has become the national social affairs 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.

Irish Red Cross Society

Since the onset of this crisis, staff and volunteers have been sharing critical information about the virus and how to prevent its spread through a variety of channels. The IRC is actively helping those most vulnerable and are facilitating care for people who cannot access essential services. On a daily basis NS teams in the communities are delivering thousands of essential supplies, including bringing food and medicine to the elderly and those who are required to stay at home. Volunteers are also providing non-emergency ambulance support, including transporting patients to their medical appointments and outpatients who are undergoing chemotherapy to and from hospital. RC in partnership with Age Action Ireland are operating a COVID-19 Hardship Fund targeting specific support to older populations at risk based on needs analysis. IRC has worked closely with its partners on the Community Based Health and First Aid (CBHFA) programme since the beginning of COVID-19, to ensure the health and safety of prisoners, 200 active IRC inmate volunteers, and prison staff. Campaign posters have been designed and posted amongst the prison population and IRC inmate volunteers continue to share information via weekly newsletters, which are translated in many languages to ensure as many prisoners as possible are able to read and understand the information being discussed.



Information leaflets by Irish RC

Italian Red Cross

The ItRC has been implementing the following activities during the last week: deployed 14 medical and nurse staff and 22 volunteers in the airports, involved 36,075 volunteers in response activities, ensured 9,023 instances of transportation for the activities related to COVID-19, set up 134 pre-triage tents and 3 advanced medical posts. Thanks to donations from different sources, the NS has been able to provide its local branches with 10,849 FFP2 masks, 150,000 surgery masks, 20,000 KN95 masks. The ItRC has made an agreement with the Italian Ministry of Justice to ensure psychological support to the officers of the Penitentiary Police Department. The ItRC has activated an integrated system of assistance for hearing-impaired people, Pedius. These people have been provided with an App that will convert the voice message of an operator from the National Response Center into a text message. The ItRC has reached an agreement with the Municipality of Bergamo to provide the town with a number of general practitioners, who will support the Local Health System of Bergamo with a telemedicine system. The ItRC has delivered more than 15,000 kg of groceries received through the donations. The ItRC has also made available 8 emergency vehicles for the RC Regional and Local Branches in Italy, focusing on the most affected areas of the country. Furthermore, the ItRC has implemented the pre-existing RFL programme, available now for people with relatives in hospital affected by COVID-19. This will help to avoid the loss of connections within families.



Italian RC volunteers in a shop.
Photo: Italian RC

Kazakh Red Crescent

NS HQ 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 by observing the state of quarantine for persons from the list of potential contacts. 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.

Red Crescent Society of Kyrgyzstan

The NS provided the following to governmental bodies (MoH KR, MES KR) involved in the COVID-19 response: 10,755 units of disinfectants and 32,916 units of personal protective equipment. The NS has arranged public information campaigns and distributed more than 582,000 information materials. More than 2,400 vulnerable families all over Kyrgyzstan have received food parcels.

Latvian Red Cross

Federation materials are being translated and posted to all information channels and will be posted in Latvian Red Cross social centres, big stores as well as being shared with their biggest partners. English and Russian language versions are also available. The NS communicates with governmental institutions and municipalities to work together with the branches. The LRC negotiates with some businesses to produce masks, etc. There is only one reception center in Latvia, information materials are being translated for the people in the center in languages besides the ones in English, Russian and Latvian. Social services are also promoting that the RC will be able to provide them with support.

Lithuanian Red Cross Society

The NS manages a hotline for people in self-isolation and quarantine, mainly older people, providing psychosocial support, information and guidance. The reserve of the volunteers was established in the three biggest cities of the country. Together with the existing NS volunteers the task of the reserve is to provide vulnerable people with essential products and support their needs on a regular basis. The NS is focusing on supporting older people. The "Good neighbours help network" around Lithuania matches community volunteers with persons in quarantine or those at high risk and provides them with practical assistance – a food package, medicine, hygiene items, anything a person needs to survive.

Luxembourg Red Cross

LRC has a Business Continuity Plan in place for the critical activities. Additionally, the NS created a coordination cell to answer the questions regarding precautions, etc. This cell is likely to also coordinate human resources if those become limited (an important part of their health-personal comes from the countries around Luxembourg). For the Health Department services (including home-care services, Rehabilitation Center, Home for older people, Blood-Transfusion center) there is work on preparedness and managing the stocks. Additionally, discussions with the Ministry of Health are ongoing evaluating the situation and human resources mobilization capacities.

Malta Red Cross Society

Current ongoing and planned activities include: Migrant Isolation Unit: All those residing in the Open Centre have been put under mandatory isolation. The NS is managing the clinic at the center. Plans to begin thermal screening service outside supermarkets and governmental/private entities, delivery of shopping (basic necessities) to older people and all those who are in isolation (free of charge) as well as first Aid Courses via online platforms.

Magen David Adom in Israel

MDA together with the Ministry of Health and the primary health care providers opened a dedicated call center, where the personnel conducts a preliminary triage, followed by an interview conducted by a primary health physician. On average, during the last days, MDA operations centres are dealing with more than 30,000 calls per day above the 6,000 daily calls. MDA personnel are taking samples at the homes of suspected cases and transferring them to reference labs. Four drive-through testing complexes and 16 mobile Drive-through centres are operated by MDA, where the most vulnerable communities are situated. MDA is sampling in nursing homes and mental institutes all over the country where confirmed cases were found. MDA teams are treating and



MDAs ambulance takes people from their home to be tested in the Drive-Through complex, and takes them back home, Beni-Brak

transporting patients who are under home quarantine and have a situation that requires medical assistance, or exacerbation of their condition, or become symptomatic and test positive for COVID. MDA is also transporting the patients who test positive to the hospitals, and those who are discharged from the hospital to the quarantine hotel. MDAs blood services collect plasma from patients who recovered from COVID-19 and have antigens and provide it to hospitals to treat severe cases. 40 patients were treated this way so far, as a new treatment protocol. MDAs ambulances will transport the donors from their houses to the blood center for the donation as needed.

Red Cross Society of the Republic of Moldova

Following a request from the Ministry of Health and Social Protection, on the 3rd of April the Red Cross of Moldova provided support to the COVID-19 Centre where 700 people with confirmed COVID-19 will stay. The support included

500 sets of bed linen and 500 blankets. The Red Cross branch in Bendery (Transnistria) continues to deliver food and medicine to older people and people with disabilities. With financial support from the IFRC, the Moldova Red Cross also provided support to RTE (public electric transport chain in Chisinau) and donated 1000 litres of disinfectant solution which is placed in Chisinau public transport. In addition, MRCS will distribute information materials in the upcoming days.

Red Cross of Monaco

The NS operates a COVID-19 call center with medical and psychosocial specific support helplines (anonymous calls to the psychosocial helpline with psychologists available 7/7). The Red Cross provides home visits to confirmed COVID-19 cases, contact cases, untested symptomatic cases, providing medical and psychosocial support and “home bags” for symptomatic people. The NS delivers food and non-food items (i.e. pharmaceutical products) and other services, and distributes and delivers PPE to the Princess Grace Hospital Centre, medical establishments, laboratories, general practitioners, pharmacies, ambulance drivers, fire brigades, etc. The NS ensures support to the Ventimiglia camp for migrants managed by the Italian Red Cross.

Red Cross of Montenegro

Services are provided by 134 home helpers and consist of: house visits, PSS, cleaning, washing, cooking, assisting in maintaining the personal hygiene of people, purchasing food, hygiene items, medicines, scheduling an appointment with a doctor etc. House visits are provided by trained volunteers – in 5 local branches for around 300 people. More than 100 volunteers are providing the following: distribution of assistance based on needs assessment, shopping, paying bills, small housework, checking blood sugar level and blood pressure, procurement of medicines. Visits to older people continue and are recognized as a priority (people who are alone without any support, people without food and medicine), respecting all preventive measures. The National Society is running a phone line for providing information and receiving requests for assistance. In addition, there is a specific hotline for providing PSS. There are more than 300 calls on a daily basis. Assistance is being provided to the Roma population as well.

The Netherlands Red Cross

The Red Cross Helpline continues to be a much-used service. As of 22 April, the Red Cross Helpline is also answering questions in the Turkish, Arabic and Berber (Amazigh) languages. Together with local farmers who have a surplus of produce, the Red Cross is creating and delivering food parcels to vulnerable households. The “Serious Request: Never Walk Alone” campaign, which was held last week in partnership with public radio station 3FM raised 307,392 euro. The Netherlands Red Cross is also responding in our overseas branches in the Caribbean with risk communication, food assistance and PSS.



RC volunteers prepared a RC vehicle for transport of patients potentially infected with the coronavirus to ICUs. Photo: Netherlands RC

Norwegian Red Cross

Almost all 380 local branches reported activities either in direct response to Covid-19 or previously existing activities aimed at vulnerable groups/needs that have been adjusted to prevent the virus from spreading. In total 429 new activities have been implemented. Of these, 214 are a result of dialogue with local government and aim to assist them in their Covid-19 response, and 189 have been initiated by local branches. The main activities at the moment are: telephone buddies (operated by 118 local branches), food delivery and shopping (operated by 104 local branches), delivery of medicine (operated by 24 local branches), and patient transport (operated by 32 local branches). Previous reports also highlighted work of the international department on community-based surveillance incorporating COVID-19 signs and symptoms in Senegal and Somaliland.

Polish Red Cross

The Operational Program Food Aid 2014-2020, implemented under the European Fund for Relief to the Most Deprived (FEAD) is continuing according to the schedule. PRC has been transferring food to 113,000 people, of whom 10% are seniors. Every day up to 16,000 people with different diseases are visited by over 5,000 home carers. They provide care, support in daily activities like washing up, tidying, cooking or shopping. 22 PRC Rescue Teams are prepared to provide assistance during disasters. This time they support construction of temporary shelters and quarantine camps, transport food in container trailers, and are mobilized with pneumatic tents, power generators and heaters to contribute to the municipal civil protection response. With the engagement of volunteers, PRC has started a psychological helpline where qualified psychologists and psychotherapists are on duty. PRC urges donors to donate blood because there has been a

significant decrease in donations in recent days. PRC is active in prevention; its basic activities are focused primarily on educating the community on how to protect themselves against infection and how to care for others. PRC uses infographics and messages in social media and its website about good social behaviour.

Portuguese Red Cross

The NS is providing support in transporting COVID-19 patients, with its 15 dedicated ambulances. The Red Cross is working on online awareness raising and prevention/mitigation materials through social media, with more than 30,000 people directly informed and over 300,000 reached through social media. The NS maintains 37 social and psychosocial helplines. Clinical, paramedical, or homecare services are provided to supplement the health system in cases where capacity is exceeded, 14 medical field units are supporting public health facilities. The National Society is also engaged in provision of food- and non-food items to those in need, through the distribution of food aid, personal and household hygiene items, provision of medicines, ensuring shopping and care for the homeless.

Red Cross of The Republic of North Macedonia

The National Society distributes food, hygiene, medicines, etc. for vulnerable people and people in isolation, 310 people have been reached. The NS operates an SOS Phone line for psychosocial support for vulnerable people and people in isolation, reaching 128 people so far. The NS distributes humanitarian aid for the homeless and social cases from stocks and donations in cooperation with the local government as well as with the support of organizations and companies, reaching 400 people up until now. Meetings are held and coordination is maintained with local government as well as with the corporate sector for donations. The NS performs disinfection of vehicles, premises and equipment of volunteers and staff of Red Cross. The NS is sharing information on social networks.

Romanian Red Cross

The NS has been conducting an information campaign for the population including both online and printed materials, which are distributed at the national level through the branches. People in self-isolation have been supported by the distribution of food parcels for the most vulnerable people (non-perishable food from the Red Cross Food Bank supplies).

The Russian Red Cross Society

The following regions of Russia demonstrate a deterioration of the situation with a rapid increase in the number of cases and deaths: Moscow (26,350 cases, 49 deaths), Moscow region (5,241 cases, 49 deaths), St Petersburg (1,846, 8 deaths), Nizhny Novgorod (759 cases, 5 deaths), Bryansk region (321 cases, 30 deaths), Krasnodar region (417 cases, 8 deaths), Republic of Bashkortostan (297 cases, 14 deaths). Within these figures, certain categories of people such as older people, people with chronic diseases, HIV, TB are at high risk to be affected by COVID-19. The Russian Red Cross continues to aid vulnerable people in responding to COVID-19. With the support of Nestle, it provided more than 5 tonnes of food and hygiene items to migrants to address their basic needs. The St. Petersburg RRC regional branch also works on provision of humanitarian assistance to migrants, IDPs from Ukraine as well as single older people and people with chronic diseases. The Irkutsk RRC regional branch volunteers provided assistance (food, hygiene and other essential items) for more than 1,500 vulnerable people who are self-isolating: older people (65+), people with HIV and TB, people with disabilities, single people and families with more than 4 children.



"Exchange of Good" campaign by Russian Red Cross. Photo: Russian RC

The Red Cross of Serbia

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 have been assisted by professionals and volunteers in the COVID-19 response so far, the largest percentage of whom are households with older people who are unable to move because of the risk of COVID-19, and are supported by mobile volunteer teams. NS volunteers and staff are available to older people to buy groceries, prescription drugs, paying bills. In the coming period, the NS will also have a hotline available for psychosocial support for older people. In addition to these activities, the NS 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. The NS has 120 info phone lines in Red Cross organizations in cities and municipalities. The NS has taken steps to ensure

the smooth running of voluntary blood donation activities and is in constant communication with all Red Cross organizations to continue this activity in a safe manner.

Slovak Red Cross

More Slovak RC regional branches have been providing their tents to Slovak hospitals, in some of them our volunteers are present and help with body temperature measurements for triage of the patients. Since April, one Slovak RC regional branch has been charged to carry out the COVID-19 testing (in cooperation with regional public health authorities). A regional branch whose day care centre clients – children with special needs – had to stay at home, is organising video chats with them to support them and help them stay connected with their friends during lockdown. Several Slovak RC regional branches, its staff and volunteers are helping Slovak repatriates in state quarantine centres – ensuring their welcome, registration, accommodation, distribution of food 3 times a day for them. A regional branch in cooperation with RC volunteers from Roma settlements ensure promotion of prevention measures, stricter hygiene, wearing of protective masks (compulsory in Slovakia), etc. The NS continues translating IFRC visuals related to COVID-19 and is also translating and sharing different inspiring PSP materials from sister NSs. There is blood donation promotion on Slovak RC social media, and local branches are encouraging healthy blood donors to continue donating blood even during COVID-19 pandemic. Due to the increased number of children's domestic injuries during quarantine, the Slovak RC is preparing social media posts about domestic injuries prevention and basic first aid at home.

Slovenian Red Cross

SRC and Administration of Civil protection of Slovenian Republic have established EMT I (Mobilni stacionarij) with the capacity for 120 persons. 500 active volunteers are in the field in mobile first aid (FA) units at the border, FA units and logistics are at local and branch level in support of health and elderly care units, in coordination of needs/food and non-food items including distribution and the mobile hospital and supporting Civil protection authorities with work force. 1,000 volunteers are on stand-by for FA, food and NFIs distribution, PSS and other support. FA units have been also measuring temperatures.

Spanish Red Cross

Some 30,000 volunteers have been mobilised and trained in response to COVID-19, including 11,000 new volunteers. More than 5,000 staff were mobilised. A total of 276,222 people have taken the Red Cross COVID-19 online course and 39,756 people have taken the Red Cross first aid course. Nearly 4,000 ambulance services were provided by some 600 ambulances and 16 temporary health facilities were established in collaboration with the public health system. The Society worked with 29 emergency coordination centres and 86 confinement shelters for homeless people with capacity for 3,739 places. 34,550 kits (relief, hygiene, blankets, etc.) were distributed to the vulnerable. The Society reached close to 300,000 people with information on prevention and containment. It monitored symptoms of 1,719 people through 4,796 follow-ups. It provided social information to 43,960 people (older persons, people affected by gender-based violence and other vulnerable) and contacted 5,279 people in situations of loneliness. Pharmacological assistance reached 1,261 people; Cash assistance: 2,430 people; assistance for errands: 10,249 people. Volunteers made 95,265 food deliveries. For employment, the Red Cross provided orientation and online training. School support has reached nearly 2,000 children.

Swedish Red Cross Throughout Sweden, Red Cross members and volunteers continue to adjust and adapt activities in order to better contribute and meet the needs that have arisen due to the COVID-19 outbreak. The Swedish Red Cross also continues its work to reach older people and isolated people with food and medicines across the country, as well as meet with concerned citizens through our phonenumber. The Swedish Red Cross has hosts present at several hospitals to answer questions in multiple languages. 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 and service personnel who can guide and provide information about the coronavirus. The NS also continues its work to reach older and isolated people with food and medicines across the country, as well as providing services to concerned citizens through a phonenumber.



Swedish RC volunteers supporting people with shopping. Photo: SRC

Swiss Red Cross

The SRC has committed 1 mio Swiss francs in bilateral COVID-19-support with partner HNSs. The respective HNSs concentrate their efforts on increasing preparedness, reducing the spread of COVID19 through information and supporting community support mechanisms, mitigating the health and economic consequences of the pandemic and securing the business continuity of the NS. Multilaterally, the SRC has committed CHF 800,000 to the IFRC appeal to allow for further strategic and conceptual support in the form of un-earmarked funding. Domestically, the SRC runs a COVID19- drive-thru test center in Bern in which approximately 150 tests have been performed. The test centre's key objective is to follow the WHO recommendations for increased testing in order to gain a better understanding of national infection rates and to support the national health system in its screening and mitigation efforts. SRC has also increased its efforts in serving the most vulnerable groups such as older people by increasing volunteer services which provide grocery shopping, telephone-based psycho-social support and letter writing. The matching platform 5up which matches volunteers with the vulnerable has seen an unexpected surge in use which has carefully been managed to meet demands.

Red Crescent Society of Tajikistan

NS HQ response staff held a training seminar for the employees of the T-cell mobile campaign, where 35 campaign staff were provided with information on compliance with safety rules and the prevention of COVID-19. Also, the NS HQ response staff provided support to this organization for the development of information leaflets. The RCST together with ICRC Mission in Tajikistan initiated a new approach that focused on the reorientation of the NS volunteers for safe behaviour dissemination and support to vulnerable people. Thus, 81 volunteers from Kulob, Bokhtar, Khujand, Vanj and Rasht districts who are supporting the Mine Risk Education and Accompaniment programs funded by ICRC have been trained on COVID 19. A German RC approved COVID-19 Project, which will be supported by the Federal Foreign Office of Germany will be implemented with Red Crescent Society of Tajikistan in close cooperation with other Partners and governmental authorities. In its first immediate phase will cover most vulnerable 800 families in Tajikistan by distribution of food and hygiene parcels, also in first phase 16 quarantine points in Tajikistan will receive hygiene items. In later second phase of early recovery, it is planned to cover 2000 families in Tajikistan with cash/ vouchers assistance. According to the last information as of 21 April 2020 the RCST volunteers jointly with the Ministry of Health and Social Protection of Population staff in places covered 35,858 community members and 27,353 schoolchildren in 32 target areas of Tajikistan on COVID-19 prevention.

Turkish Red Crescent Society

TRC continues to provide protective equipment support to its staff working in the field at hospitals, observation points and food banks. As of April 17, 656,578 PPEs and 278,608 hand sanitizers were distributed. Additional 20,631 masks and 444 visors have been produced during the reporting period in cooperation with stakeholders. TRC teams distributed hygiene kits to migrants and host community including seasonal agricultural workers. TRC teams take necessary measures at the community centres to prevent the spread of the disease during implementation of ongoing services. All centres are sanitized on a daily basis to improve hygiene conditions. COVID-19 treatment operation continues at TRC's 18 blood centres. These centres collect the convalescent plasma with apheresis devices from patients who have been diagnosed and treated in accordance with the directives of the Ministry of Health. Immune Plasma Therapy has been announced to the public via the press conference. Public information activities have been conducted in digital and conventional media channels with the support of volunteers. Within the scope of Psychosocial Support Services carried out by staff volunteers, 15,552 people including local and migrants were reached. TRC operates 16 community centres around the country that serve refugees together with the host community. These centres have reached out to 44,737 individuals from migrant and host community members through awareness raising activities. 22 youth workers in 15 provinces made 330 calls targeting families to inform them about the distance-learning programme in Turkey, Education Information Network (EBA) and good hygiene practices during COVID-19 epidemic. TRC specialists were able to get in touch with 1,291 children who cannot continue formal education. TRC continues to provide hot meals to 13,818 individuals who are under quarantine at 140 locations in 66 provinces around the country. TRC provided in cash or in-kind bilateral support to 14 NSs so far.



Turkish Red Crescent volunteers and staff are delivering food packages to older people staying at home across Turkey. They also distribute protective masks for the people and teach them how to use properly.

Red Crescent Society of Turkmenistan

The NS is conducting an awareness-raising campaign among the population and organizations on the prevention of

spread of COVID-19, including through the media (radio, television, newspapers) on safety measures and personal hygiene. The information material provided by IFRC has been adapted, translated into Turkmen and is used in presentations, and is also included in a seminar module. The National Society staff were also provided with PPE, and the RC offices are treated with disinfectants.

Ukrainian Red Cross Society

URCS has launched an awareness raising campaign around the country on prevention rules (videos, posters, pocket notes) and is participating in temporary Anti-epidemic Commissions at Regional State Administrations. URCS is also coordinating with the Ombudsperson of the President of Ukraine on Volunteering and is procuring what is needed for the people in observation and transmitting necessary items to the Medical Center of the National Guard of Ukraine "Novi Sanzhary".

Red Crescent Society of Uzbekistan

The NS is carrying out health education and personal hygiene discussions, distributing medical masks and information materials (received from IFRC, ICRC, WHO and the Ministry of Health) in crowded places - in markets, public transport, car parks, enterprises and mahallas (local communities). Care for the wards and socially vulnerable groups of the population; in particular, lonely, older, disabled people and others. The NS has arranged 1,620 events and reached around 56,755 people. Around 1,038 people are involved (221 staff and 817 volunteers) in actions. They distributed 43,972 medical masks, 20,423 sanitary and hygiene products, and 21,901 information materials.

Middle East and North Africa

Regional Overview

MENA region has increased progressively the number of laboratory-confirmed cases and reached 124,018 cases in 17 countries and 6,331 COVID-19 associated deaths reported in 16 countries as of 20 April.

MENA Health & Care unit has worked on COVID-19 MENA regional planning contributed to the Global plan, ensuring that all updates and relevant information including guidelines are uploaded in GO Platform and shared in Google Drive. The team has coordinated and supported a peer to peer exchange through bilateral discussions and forums with the aim of sharing knowledge and information about health activities in the MENA region. The unit has been part of WHO led technical coordination on Fragile settings and RCCE.

MENA RO Health & Care unit has been working with Geneva team to develop a glossary of health-related terminologies for COVID-19 response. The glossary captures all terminology related to the health activities and tools, in order to improve a common understanding on clinical health activities. In addition, the team has been developing the draft of a protocol for Emergency Medical Service that will be presented and discussed with National Societies in the coming days. Libya Red Crescent has also developed specific procedures on health in workplace, with the support of Health & Care Unit.

Concerning Community based health and RCCE, the e-learning sessions on community response to COVID19 for Iraqi RC and Libya RC are ongoing. The team have drawn on these learning experiences in Libya and Iraq, and new and innovative learning approaches will be integrated and extended to all the region. Updated risk messages have been drafted on topics related to Ramadan, stigma, violence and environment. These messages have been reviewed by the Communications team and, once the inputs from National Societies will be gathered and incorporated, the messages will be finalised and the material will be disseminated. All RCCE available guides and tools have been integrated to Health & WASH interventions.

WASH team has provided technical support on reviewing technical sector priorities via Teams and has participated in the Rapid training for COVID-19 webinar with Libyan RC and Iraq RC. In addition, the team has reviewed and updated the WASH technical guidance and all related resources have been shared with the National Societies on Google drive.

DCPRR team continues to arrange weekly call with MENA National Societies' focal points with the aim to coordinate the COVID-19 response in MENA. This week, the agenda of the call included topics related to RCCE and revision and update of National Societies' Contingency and Response Plan. The discussion always allows National Societies to engage in a peer to peer exchange of experience. The DCPRR team has also supported several National Societies to develop their operating budgets to accompany their Plans.

National Societies continue to submit weekly operational updates: so far 40 updates from different national societies had been submitted since the launching of a specific tool developed by IM Unit. The updates are feeding different reporting systems, including the 3W/4W dashboard and the NS response activities to COVID-19 dashboard, that can be found on GO platform, in the MENA Region page <https://go.ifrc.org/regions/4#additional-info>

In addition, **the first Epidemic Field Report** has been submitted by Iraqi Red Crescent, and more Field reports will come soon. Besides that, dashboards and infographics from different national societies about their response to COVID-19 were developed and added to their emergency field reports in GO. Here there are a few links to access [Iraq dashboard](#) and [Jordan](#) infographic.

Country by country updates

Egypt Red Crescent (ERC)



On Health, ERC continues to intensify health and hygiene promotion messages on social media and online platforms. ERC medical volunteers continue to operate the medical hotline and WhatsApp 24/7. On WASH, ERC has conducted an awareness seminar during the food distribution for migrant families. The seminar provided information and tools on how to avoid infection of COVID-19. In addition, 125 ERC volunteers continue to purify and sterilize state institutions as well as banks, post offices and schools equipped to pay pensions. ERC vehicles are disinfected before, during and after field missions. ERC is also continuing to transmit key messages on COVID-19 prevention and good hygiene habits.

The PSS hotline continues to provide PSS services and field support to the teams in all governorates 24 hours a day, 7 days a week. PSS messages has been disseminated to community leaders and on social media. ERC has installed a MHPSS tent at one of the quarantine hospitals to provide MHPSS to health care workers. ERC teams distributed food aid to orphanages and elderly homes in Greater Cairo. The ERC branches in Ismaillia, Minya, Gharbia and Port Said have provided services for urgent needs (food and medicines) to isolated areas and villages. 600 hygiene kits and 600 food parcels have been distributed to migrants in coordination with IOM. ERC management is coordinating with the Sudanese Embassy in Egypt to ensure referrals for the Sudanese migrants who are stuck in Egypt as a result of border closures. The Resala Foundation donated 2,000 food parcels for migrants and ERC, with EU Funds, is also providing online support and health awareness to Syrian refugees and host communities.

ERC is actively coordinating with Movement partners (a weekly coordination meeting in place with IFRC, ICRC, ERC, Swiss and German Red Cross to share updates on progress made) and non Movement partners as IOM, UNICEF, and other NGOs. ERC is also coordinating with the authorities to disinfect vital facilities and provide PSS to health care workers at quarantine hospitals.

Iran Red Crescent (IRCS)

In Iran, 12,703 IRCS staff and 57,515 volunteers are actively involved in the COVID-19 response operations. 17,029 IRCS volunteers, organized in 5,741 teams, have provided psychosocial support services to 2,381,450 community members. The IRCS Volunteer Organization distributed 50,000 food parcels and 154,000 hygiene kits among the most vulnerable population. The IRCS has distributed PPEs as follows: 420,090 3-layer masks, 28,560 N95 Masks, 402,200 gloves, 14,794 bags, 32,728 anti-septic gel, 444 thermometers, 1,200 hospital gowns and 7,037 relief gowns for volunteers in IRCS's road relief bases, medical shelters, drugstores and health and rehabilitation centers in all the provinces of the country for one month consume. A training on Risk Communication has been organized for cleaners and janitors, who have been also provided with sanitizing items.

Brochures, posters, info graphic (2,204 pages in Persian and other languages) have been developed. 697 programs (Movies, clips, and motion graphic) and 11 educational documentation videos have been produced, targeting specifically economically vulnerable people and deaf people. 64,180,000 people have visited IRCS social media and 18,793,000 have visited the webpage corona.ir, 10,205,500 people did the online test available on test.Corona.ir and 27,610,000 people have been reached through SMS. In addition, 986,795 people, 65,417 volunteers, 39,039 staff and 15,348 trainers have passed IRCS COVID-19 online course. 42000 buses as well as 118,000 public places have been disinfected.

IRCS is coordinating with Movement (IFRC, ICRC and Chinese RC) and non-Movement Partners (MoH, WHO and WFP). In coordination with MoH and NDMO, IRCS stopped screening people on 2 April 2020, while the IRCSs Noor Afshar hospital has been prepared to host patients affected by COVID-19.



Iraqi Red Crescent (IRCS)

Iraqi Red Crescent, with the support of IFRC and other Movement Partners, has implemented the following activities:

- Development of Health Messages in Arabic and English, printing of 179,767 Health Education and Awareness material (posters, flex and brochures) and production of informative videos. IRCS is using different channels to disseminate Health Messages, among others, social media (Facebook, Instagram, Twitter), local televisions, news agencies, and also use of speakers in public spaces in Baghdad and other governorates.
- Development of psychosocial support messages
- -Hygiene promotion sessions in 5 primary health care centers in Baghdad targeting community members and distribution of 15,000 Hygiene Kits (14,000 kits Baghdad and 1000 kits Erbil). An assessment on the quality of Hygiene messages will be conducted through Skype calls.
- - Procurement of PPEs: the PPEs distribution has been delivered to staff and volunteers working in 6 ambulances in Baghdad and in 5 ambulances in Anbar, in addition to health educators and medical and non-medical staff working in health facilities
- Procurement and use of test kits and other medical devices
- Distribution of 3,255 food parcels
- Disinfection of 17,586 institutions, homes, stores and buildings
- Installation of a camp consisting of 200 tents at the Erbil Book Fair to be used as a quarantine center.

To implement these activities, 900 staff and volunteers has been trained and are currently active in the whole country. So far, a total of 6,624,466 community members have been reached (771,628 beneficiaries reached through awareness campaigns, 5,852,838 beneficiaries reached through media awareness video, 179,767 beneficiaries reached through distribution of brochures and publications, 17,586 reached through disinfections of buildings)

The Iraqi Red Crescent Society is part of the Crisis Management Cell in the Iraqi state and works as a supporting agency to train communities on First Aid.

Jordanian Red Crescent (JRCS)

Jordan Red Crescent operations are still ongoing, including the distribution of food parcels and shopping vouchers to the most vulnerable Jordanian affected by the ongoing lockdown declared in March 2020. On April 12 Jordan Red Crescent has started a collaboration with the National Centre for Diabetes Endocrinology and Genetics (NCDEG) to deliver lifesaving medication to patient's doorsteps in Amman, Balqa and Zarqa.:1,090 patients have already received their medications in those three provinces and a total of 14,000 medication packages is expected to be delivered by the end of the operations. 250 Staff and volunteers have been trained on how to respond and operate during COVID-19 pandemic, of which 120 have currently been deployed. A total of 12,000 people has been reached so far.



JRCS is chairing a Movement task force and is a member of the higher council of civil defense and the governmental social affairs task force.

Moroccan Red Crescent (MRC)

800 volunteers in 30 MRC branches are engaged in awareness activities. Three online platforms for Training of Trainers have been established to provide courses on Psychosocial First Aid and health in emergencies. So far, 45 volunteers have been trained.

MRC has been adapting risk communication materials developed by Egyptian Red Crescent. These materials (including a video in Berber language and other prevention messages) have been shared in the MRC Facebook and Twitter Page. Several awareness activities have been launched: among others, MRC branches in Assela and Chefchaouen have launched a campaign called «Zéro Corona», instructing and accompanying people who moved into those two cities during their isolation period. Another awareness activity has been launched in open and closed markets in Larache and other activities have been implemented in the south.

MRC volunteers in Tanger, Larache, Berkane, Azilal, Chefchaouen, Boujdour are providing home care services to families in need and are distributing food parcels. Volunteers in Chefchaouen, Mohammedia, Zagora, Laâyoune are taking care of homeless people.

MRC medical staff have been supporting Saint Ramel hospital in Tétouan on the assistance to COVID-19 patients. An entire floor of MRC health facility in Tetouan has been made available to provincial medical services. In addition, MRC is also supporting with provision of medical staff the hospitals in Marrakech, Er-Rachidia, Bouarfa, Ouarzazte and Laayoune. MRC is providing its fleet and staff in Ouarzazate province (7 ambulances, 2 cars and 30 volunteers) for transportation of patients that testes negative for COVID-19. A blood collection campaign has been launched in the 5 branches in Casablanca and in Safi and Agadir.

MRC is also taking part to disinfection campaigns of private and public building and means of public transportations in Oued Zem, Sidi Slimane and Zagora. MRC is continuously disinfecting its fleet of ambulances in Larache, Ouarzazate, Oued Zem et Mohammedia.

Finally, MRC volunteers are taking temperatures at check points in Chefchaouen, Boujdour, Laâyoune.

Palestine Red Crescent (PRCS)

1,500 PRCS volunteers are currently engaged in COVID-19 operations in West Bank and Gaza. During the past week, 46,000 people have been provided with the following services:

- 88 suspected cases have been transported to the designated health facilities
- 403 patients benefitted from medical services in 5 primary health centers in the West Bank
- 210 patients in the Northern Jordan Valley have benefitted from medical services provided in mobile clinics. One mobile clinic has been temporarily established to serve the locked down inhabitants of Qalqiliyah governorate.
- Medical supplies have been delivered to 4 public authorities, 9 community societies and 6 PRCS Branches in the West Bank.
- 30 families have received hygiene kits in the Jordan valley area
- 44,000 awareness sessions have been provided to specific target groups
- PPEs have been provided for PRCS staff and volunteers who are working in frontline.
- 8 PSS teams (45 members) have been activated to respond to people' PS needs in the West bank.
- 480 PSS phone sessions have been conducted with beneficiaries from West bank.
- 318 home visits have been organized to elderly and chronic diseases patients.

- 50 sanitation initiatives have been carried out by 220 volunteers in public spaces in the West bank.
- 402 home first aid have been delivered in many communities in the West Bank.
- 43232 awareness raising brochures were distributed both in Gaza and in the West Bank.
- PRCS continues to coordinate with the RCRC movement partners, the Prime Minister's office, the MoH, UN agencies and with the Cluster system.

In Lebanon, 146 **PRCS Lebanon branch (PRCS/L)** volunteers and 200 staff are directly involved the COVID-19 response. 30,642 beneficiaries have been reached so far by PRCS/L services in response of COVID-19:

- 3,296 were reached by WhatsApp messages on health awareness
- 3,650 brochures have been distributed in 7 camps (Qasmieh, Rashidieh, Baalbak, Ain El Helwe, Naher El Bared, Bourj El Shemali, Bouj Al Brajneh).
- Online awareness sessions on the importance the stay at home have been conducted in 4 camps
- Temperature screening at check points have been set in 5 camps.

PRCS/L is planning to provide training courses in 5 hospitals (Haifa, Hamshary, Safad, Balsam and Al Nasra hospitals). These training courses are supported by UNICEF and will focus on the following topics: 1) Triage staff on safe detection on COVID-19 patients; 2) Infection Prevention and Control (IPC); 3) Safely donning and doffing of PPEs for staff and 4) Medical management of patients. A total of 15 specialist doctors, 20 General Practitioners and 32 nurses will be trained. In addition, PRCS/L ambulance staff and other staff will be trained on safe transfer of infected and suspected patients and proper use of PPEs. In addition, personnel in Hamshary and Haifa hospitals will be trained on Infection Prevention and Control (IPC)

Concerning coordination, PRCS/L is organizing a weekly RCRC movement coordination meeting to update partners about the situation and the response and is regularly communicating and coordinating with external partners such as Welfare Association, MAP-UK, Philanthropic Palestinians and others for seeking possible support.

Syrian Arab Red Crescent (SARC)

SARC has prepared a four-month plan to respond to the COVID-19 outbreak, covering a range of preparedness, containment and mitigation measures. SARC along with the support of IFRC, in-country PNSs, ICRC and other agencies adopted following actions to respond to COVID-19 outbreak in the country:

- First responders' safety through providing training, and securing safety equipment while delivering First Aid
- Health and sterilization services to the vulnerable people
- Raising awareness about COVID-19 across the Syrian communities via suitable communication channels
- Community engagement in countering the spread of the virus.
- Access to clean water and distribution of hygiene items and sterilize public facilities.
- Ensure the continuity of providing Health services to the people in need.
- Monitoring the food security challenges.



1,252 SARC Staff and Volunteers have been trained to respond to the emergency and 1426 staff and volunteers are currently involved in the epidemic response. The total number of direct beneficiaries of awareness sessions and distributions is 225,596.

SARC has established a steering committee for COVID-19 response operations, with all heads of departments meeting with SARC President once a week. IFRC is co-chairing with SARC a weekly COVID-19 Movement partners meeting with ICRC and PNSs, the frequency of which is likely to increase in the coming days. More generally, SARC is supported by and coordinates with the IFRC, ICRC and nine partner National Societies (British, Canadian, Danish, Finnish, French, German, Norwegian, Swedish and Swiss Red Cross).

Coordination and support are received also from non Movement partners., such as UN agencies including FAO, UNDP, UN OCHA, UNFPA, UNHCR, UNICEF, WHO, WFP, and INGOs such as Action Against Hunger, ADRA, MedAir, Danish Refugee Council, IMC, PU, Secours Islamique France, Terre des Hommes and Armadilla.

Tunisian Red Crescent (TRC)

After WHO declared COVID-19 a pandemic, TRC has mobilized all resources and reinforced coordination with National, regional and local authorities. 2500 volunteers are currently involved in the whole country, implementing the following activities:

- provision of risk communication and health education to inform about COVID-19 disease and how to prevent it following the guidelines of Ministry of Health;
- ensure physical distance in public buildings;
- provision of social and economic assistance to vulnerable community members (especially female headed households and migrants); and
- provision of logistic support to health facilities structure (including tented hospital) and provision of non-medical services (preparation of meals, disinfestation of buildings, etc.).



Yemen Red Crescent (YRCS)

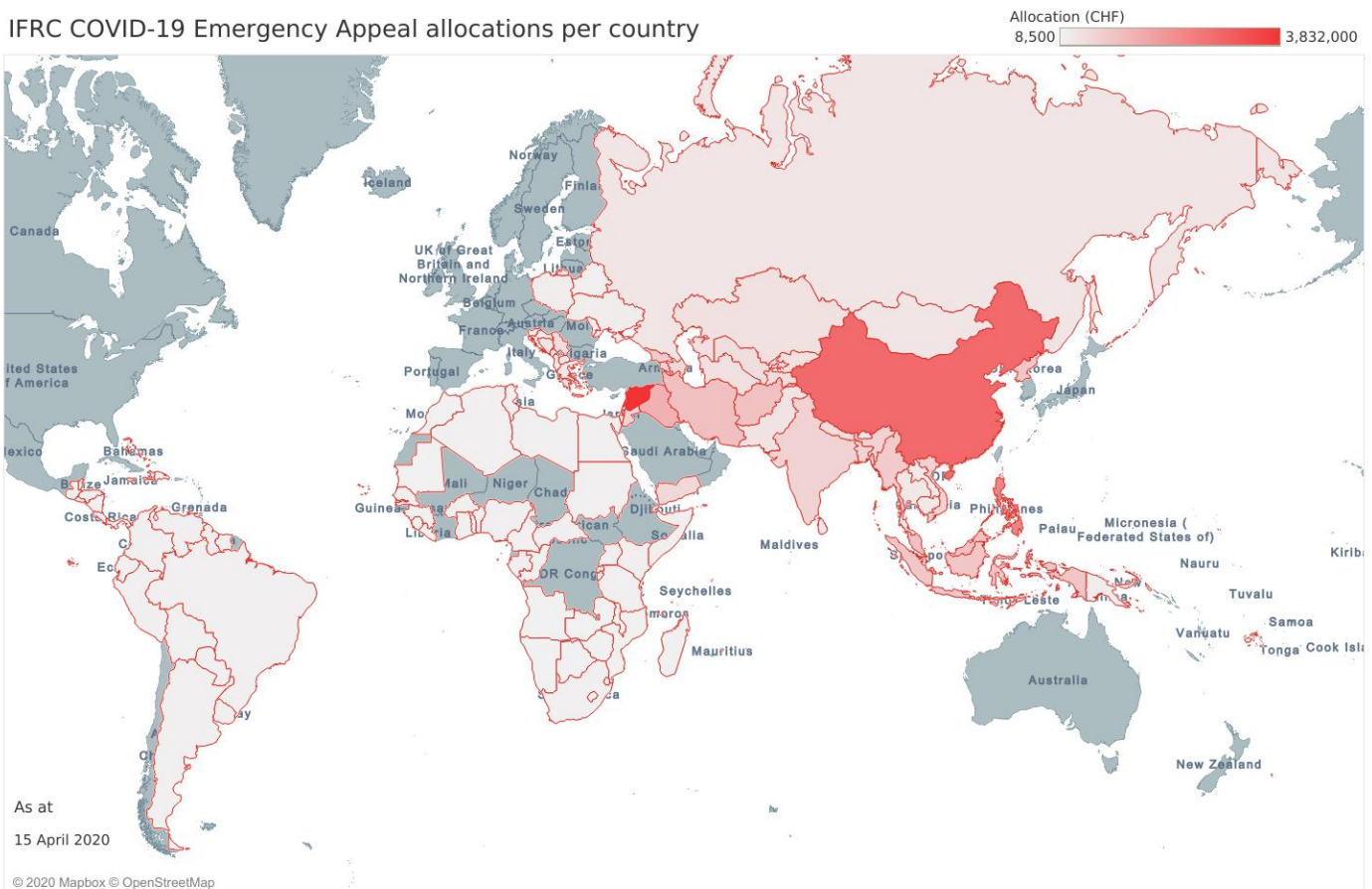
15 new quarantine centers have been opened during last week, reaching a total of 43 quarantine centers opened in the whole country.

Distribution of hygiene products, food and no-food items is still ongoing. Cumulatively, the following items have been distributed: 59 tents, 4,750 blankets, 2,286 hand sanitizes, 2,447 hygiene kits, 604 water bottles, 271 mats, 1,280 mattresses, 113 buckets, 220 kitchen kits, 508 mosquito nets, 16 tanks and 553 food kits. In addition, during the past week the following activities have been implemented:

- YRCS staff and volunteers in Hajaah Governorates have been trained to raise awareness on COVID-19 among communities
- A field assessment was implemented in Al-Mahra, Hadramut, Shabwa, AlMahwit Governorates and Sana'a Capital to identify the needs in the quarantine centers located at the entry points of the Governorates.
- In Hajaah Governorates, YRCS team has been included in the Operation Rooms to coordinate COVID-19 response
- In Amran Governorate, YRCS transported 11 people from Arurah to the quarantine center.
- The quarantine centre in Amanat Alasimah has been provided with solar panels and items for general hygiene.
- A sanitation maintenance has been undertaken in the quarantine centre in Sana'a Capital
- YRCS participated to spraying and sterilization campaigns in Ibb, Hadramut and Al Mahwit Governorates.
- The quarantine centre in Saada has been provided with hygiene materials in addition to 700 masks, gloves and surgical caps

ALLOCATIONS

IFRC COVID-19 Emergency Appeal allocations per country



- **CHF 98 Million** has been allocated to the 5 regions
- **CHF 32.2 Million** has been allocated to **123 National Societies**, based on the first allocation to the regions and hard pledges registered.
- **91 National Societies** have received funds in their banking accounts **totalling CHF 3.4 Million, plus CHF 5.7 Million** related to global and regional procurement.

FUNDING UPDATE

[Donor response to the Appeal MDRCOVID19](#)

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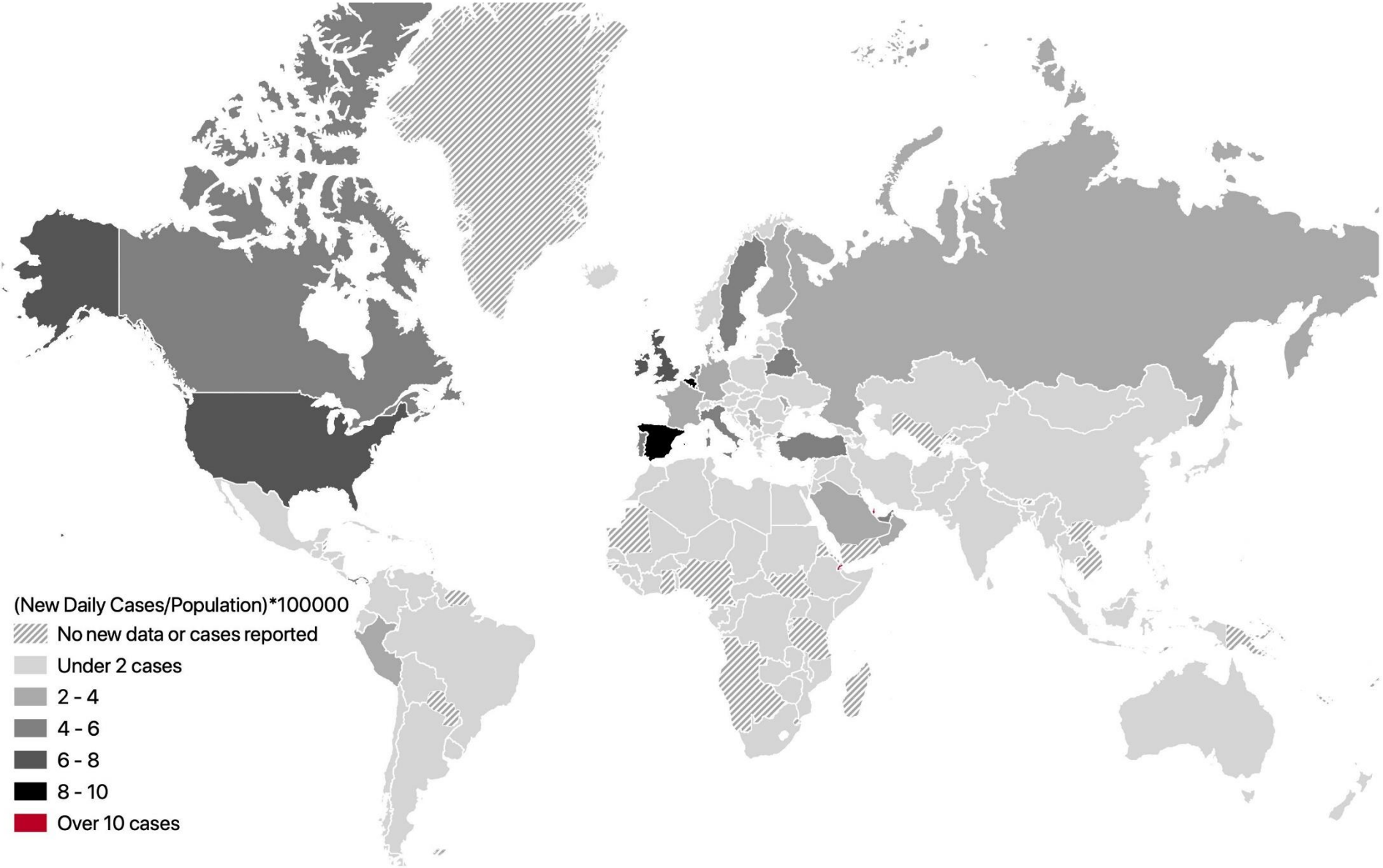
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The Operations Update covers new information from the last reporting period. Please see previous updates for more information on how National Societies and IFRC have been responding to COVID-19 since the start of the Emergency Appeal.

Operational Update Link	Published
Operational Update 11	17 April 2020
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 22 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).