



COVID-19 OUTBREAK OPERATIONAL UPDATE #13

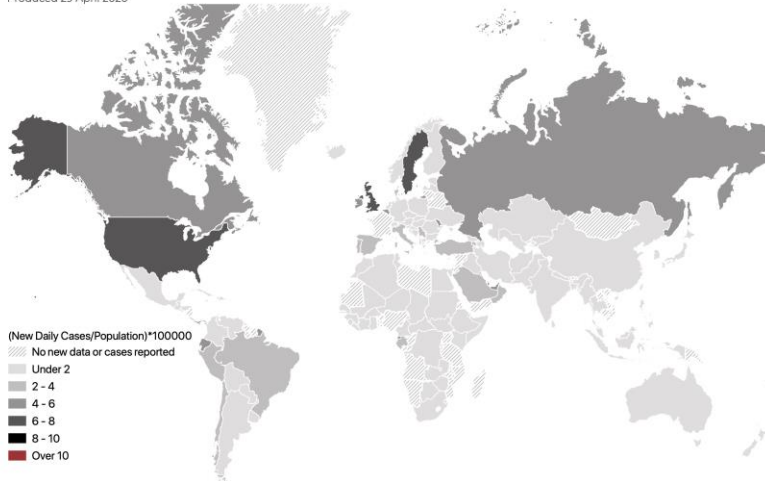
REPORTING DATE: 1 May 2020
GLIDE: EP-2020-000012-CHN
OPERATIONAL TIME FRAME: 31 JAN - 31 MAR 2021

Situation Update

3,024,059 confirmed cases globally
reported to WHO as at 2:00am CEST, 29 April 2020

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

COVID-19 Global View
Produced 29 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

28% **70%** **2%**

■ 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...

138
Health

144
RCCE

136
Institutional
Readiness

Number of National Societies engaged in selected activities:

Health:

- 68** Screening and contact tracing
- 84** Psychosocial Support
- 62** Clinical, paramedical, or homecare services
- 72** Emergency social services for quarantined individuals

Risk Communications & Community Engagement (RCCE):

- 104** Misinformation management
- 79** Community feedback mechanism
- 58** Stigma prevention messaging

Institutional Readiness:

- 92** Contingency Planning
- 65** Business Continuity Planning
- 109** 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

- The [health guidance](#) note highlights potential NS roles in clinical and public health in each phase of pandemic response, and supports decision-making before scaling up clinical interventions

Risk Communication and Community Engagement (RCCE)

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

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

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 operational for its first week; resources were updated and the desk received its first email requests for support. A survey was sent out to Regions and to the Emergency Health Technical Working Group (to be shared with cluster offices and National Societies), with the goal of better understanding Membership priority needs in terms of trainings, webinars, and other global-level support. In an initiative led by MENA health colleagues, the Geneva health team is putting together a 'health glossary of terms' with the goal of standardizing health terminology globally in to ensure consistency and quality in planning and reporting. The draft document was shared with regional health teams to ensure a global perspective is represented; the document will be finalized and disseminated in the next reporting period. A guidance note was prepared regarding epidemic 'waves' and the role of sustained public health measures to guide IFRC and NS policies and approaches over the coming weeks and months.

Mental health and Psychosocial Support

The IFRC PS Centre and several National Societies have produced tools and guidance material for various target groups and in a number of languages. These tools and guidance material can be downloaded from the [IFRC PS Centre website](#). According to surveys conducted in Europe and Americas an increasing number of National Societies are requesting webinars and information on self-care, caring for staff & volunteers and caring for the first line responders. These webinars are to mitigate the potential consequences of Covid19 and prevent burnout amongst first line responders. The IFRC PS Centre is planning a few podcasts addressing the topics of caring for staff and volunteers, and both Europe, Americas and Asia Pacific have arranged MHPSS webinars focusing amongst others on Self-Care and Caring for Staff and Volunteers.

- Webinars Europe:
 - PSS in time of Covid-19 focusing on hotlines and South Caucasus - 27th April 2020
- Webinars planned for the Caribbean NS:
 - Webinar 1 - General PSS in light of COVID-19 - 5th May 2020
 - Webinar 2 – Psychological First Aid for Volunteers – 14th May 2020
 - Webinar 3 - Self-Care for Staff/Volunteers – 19th May 2020
 - Webinar 4 - Safe Spaces – 27th May 2020
- Webinars planned for Asia Pacific
 - "Remote PFA" and lessons learned on remote activities - 5th of May 2020

Additionally, the IFRC PS Centre is developing a series of Psychological First Aid (PFA) online trainings/webinars and guiding material to support grieving processes. The PFA training has been piloted with the attendance of 18 experienced RCRC MHPSS experts working on including MHPSS in the Covid19 response in various countries - from Jamaica and Japan to Zimbabwe and Ukraine (to mention a few). Together with World Vision and the IFRC CP the PS Centre is also involved in adapting material and activities that can be used for children and caregivers as well as developing materials to be used for children who are back in schools. The IFRC is contributing to MHPSS guidelines for older adults developed by the IASC Reference Group on MHPSS. Danish RC has seconded two MHPSS delegates to the IFRC Covid19 operation to support the development of tools and online trainings. To support the operation in Asia Pacific the Swedish RC has seconded a PS delegate and to support English speaking countries in Americas a MHPSS volunteer from the RIT has onboarded. Finally, the IFRC PS team has initiated a mapping of all MHPSS activities being implemented and planned by NSs. This initiative is coordinated by the Global RRPSS delegate. Please provide any information or updates on MHPSS to the regional MHPSS focal person or to the [global RRPSS delegate](#).

Risk Communication and Community Engagement (RCCE)

Coordination: IFRC continues to strengthen interagency coordination structures together with UNICEF, and WHO with GOARN and proactively participating in technical Sub-groups to agree on global RCCE actions and recommendations

focused on addressing refugees, IDPs, migrants and other low-resource setting groups who are particularly vulnerable to the pandemic.

Preparations for a Webinar targeting PNSs is working progress. The webinar, hosted by IFRC HQ, will be framed as a Rapid TOT and provide guidance to technical staff on how to support NSs in conducting RCCE across the COVID19 response.

RCCE is focusing on how to improve knowledge management, ensuring all reference resources are accessible, available and appropriately shared on the plethora of existing platforms. To do that, coordination with the compendium of documents process is ongoing with IM colleagues, Health Helpdesk and Sokoni. Moreover, a [COVID19 CEA webpage](#) has been finalized targeting external audience such as donors and media outlets who may want to find specific RCCE implemented activities, reports and updates.

National Society Preparedness

Institutionalizing NS Preparedness within operations and planning

Coordination with ICRC has identified the opportunity for greater collaboration within Safer Access Framework (SAF) and Preparedness for Effective Response (PER). Approximately 13 National Societies in Africa have engaged in the PER process; many through the Community Epidemic and Pandemic preparedness program (CP3), and quite a few have completed SAF. The intent is to build on the previous assessment information that exists and to ensure that workplans coming out for these processes are coordinated and feed into NS priorities and response plans wherever possible. ICRC will also contribute to the review and alignment of the contingency planning guidance, to ensure it reflects SAF elements where relevant.

Collaboration with the Preparedness for Effective Response (PER) Core Working Group, the broader Technical Working Group and collaboration with the CP3 team continues with the mapping of PER 'Mechanism' guidance and tools that exist, development of PER 'Mechanism' videos, and transfer of PER face-to-face training to an online modality. Collaboration with the DREF team continues to support reviewing operational reports and identifying response system gaps/challenges faced by National Societies in recent operations. Current focus remains on developing ways to better integrate applying PER mechanism benchmarks into the operations cycle planning, monitoring and evaluation. One key development in this is the development of [Preparedness Country Profiles](#) to inform operations.

Strategic investment in NS response capacity enhancement: Learning from experience

An overall PER trends analysis of the 52 National Societies engaged in PER is in process. This was started in 2019 and is being updated. The intent is to refine the response system components that are commonly identified to be in need of strengthening. This will better define priority components that require support from IFRC and partners. It will also be shared to inform regional priority setting and resourcing. PER results are also starting to be uploaded in Go Platform. Sharing of learnings is being strengthened through the establishment of the Sokoni Volunteer Platform as an exchange platform for volunteers. It 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 GDPC) and a space to share NS-developed approaches and products.

Best practices/examples from NS in PER Mechanism aspects (EOC, SOPs, etc.)

Progress within specific National Society capacity components includes:

- Business Continuity Planning guidance is being revised based on input from National Societies and field offices to ensure support is relevant and practical. Simplified templates are in development focused on two aspects. The first, is on current operational guidance in line with movement restrictions and physical distancing requirements to mitigate health risks, ensure well-being and sustain current service delivery. The second is on how to support National Societies in their strategic thinking to anticipate required next steps and prepare for service delivery to a disaster response in a pandemic environment and/or a second wave of the pandemic.

- National Response Teams common standards, which includes a global harmonized curriculum are now translated into 4 languages. Some training modules are currently under revision: CEW, PGI and Logistics. Module translation into French will be supported by French RC. The testing process is been coordinated with regional offices. This will be critical to ensuring quality of enhancing national responders, given the inability to provide surge due to movement restrictions.
- Supporting improved NS in Emergency Operation Centers organization in several Europe Region NS, e.g. Serbia EOC mapping:
- The collection and review of best practices related to contingency planning, which is currently underway.



National Society Development in Emergencies

National Society Investment Alliance: On April 28, the joint IFRC/ICRC NSIA launched its 2020 call for proposals from National Societies. The focus of the NSIA remains on supporting the term development and sustainability of National Societies, particularly in high risk areas. In the current context, the NSIA will be including epidemic risk in its analysis, and encouraging NS to examine the longer term impact of the Covid-19 crisis on their development. The call is open until July 7, and applications for the bridge award will be reviewed as received, while the larger accelerator awards will be reviewed in July and August, with the announcement expected in September. More information can be found: www.nsia.fund

Knowledge and Learning:

- Official launch of SOKONI forums for knowledge sharing and peer to peer support among volunteers.
- Promotion of this interactive global space in the different RCRC networks, social media, and internal and public websites of the Movement.
- Update of resources for volunteers in Sokoni, in different languages. The website is also linked to FEDNET, GO Platform, Learning Platform, and to the GDPC Help desk
- Support the consultations and work around Digital Volunteers lead by the IFRC Digital Transformation work group and the Netherlands RC.

The SOKONI – global exchange platform

This global exchange platform for volunteers was launched online on 22 April. NSs have been informed in the letter by the President/SG on the availability of the platform which is available in 60 languages. The platform contains forums for discussion; access to official IFRC documents; and the ability to upload experiences, documents. It hosts a forum for discussion for the recently established BCP help desk of the IFRC and GDPC.

Business Continuity Planning and Security within IFRC Secretariat

Restrictions are still in place to address the spread of COVID-19, impacting delivery, movements and activities. Alternate working modalities are applied in almost all IFRC offices worldwide. So far at least **189** countries have taken measures that restrict movement; more than **180** countries have implemented social distancing measures, a range of public health measures are being taken by **190** governments to prepare, mitigate, and respond to COVID-19 and lockdowns of varying degree are currently implemented in over **115** countries.

Since the beginning of the COVID19 pandemic situation, the IFRC Secretariat has prepared, readied and activated COVID-19 specific **business continuity plans (BCP)** across all organizational levels (headquarter, regional, CCST and country office). All activities are based on detailed scenario planning and aligned with the existing crisis management and business continuity structures. Five strategic BCP objectives guide this work and are applied in all offices worldwide:

1. Care - Duty of care to staff, volunteers and those we serve
2. Corner - Predict ('look around the corner') and adapt to rapidly changing situation
3. Critical - Sustain critical humanitarian operations
4. Crises - Avert additional crises with effective risk management
5. Capture - Lessons being learnt and learn

As a small number of countries are now beginning to move into the 'sustain and suppress' phase of the pandemic and hence gradually lifting restrictions on movement, social distancing, economic activity and border crossings. For this reason, IFRC preparing a set of guidelines how moving to a gradual readjustment of working arrangements in IFRC offices during the sustain and suppress phase.

Continues the monitoring of travel restrictions and more than 50 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. Of direct concern to humanitarian personnel there is growing anti-foreigner/anti-humanitarian sentiments. While demonstrations of these sentiments have to date been limited to acts of verbal aggression, the maelstrom of fear and anger that is being fuelled by the 'infodemic' of misinformation could lead to isolated cases of violence if appropriate precautions are not taken by personnel. Looking farther out, early signs have surfaced of COVID-19 impacts on some countries' political dynamics. Various groups – both within and outside established political structures – are starting to capitalize on expressions of discontent over governments' response to outbreaks in order to garner popular support for their movements.

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 new set of infographics reflects our call for action for people to [#StayHome, show solidarity and keep their physical distance, but stay socially close.](#)

Infographics: [how to stay healthy at home, Emojis of volunteers and Sending you a physically-distanced hug](#)

Social media highlights

[Twitter, TikTok videos](#)

Facebook and Instagram: [Let's keep clapping, Keep calm and Stay Home and Italian Red Cross video.](#)

COVID-19 RED Talks with experts: [A Q&A with our Director for Health and Care Emanuele Capobianco, Online volunteers and on how communities are the key to helping end #COVID19.](#)

Media Highlights

[Opinion piece by IFRC Secretary General, Jagan Chapagain in Kathmandu Post](#)

[AP article from IFRC president press conference with UN correspondents in NY](#)

[Interview with IFRC Secretary General, Jagan Chapagain on Aljazeera \(in Arabic\)](#)

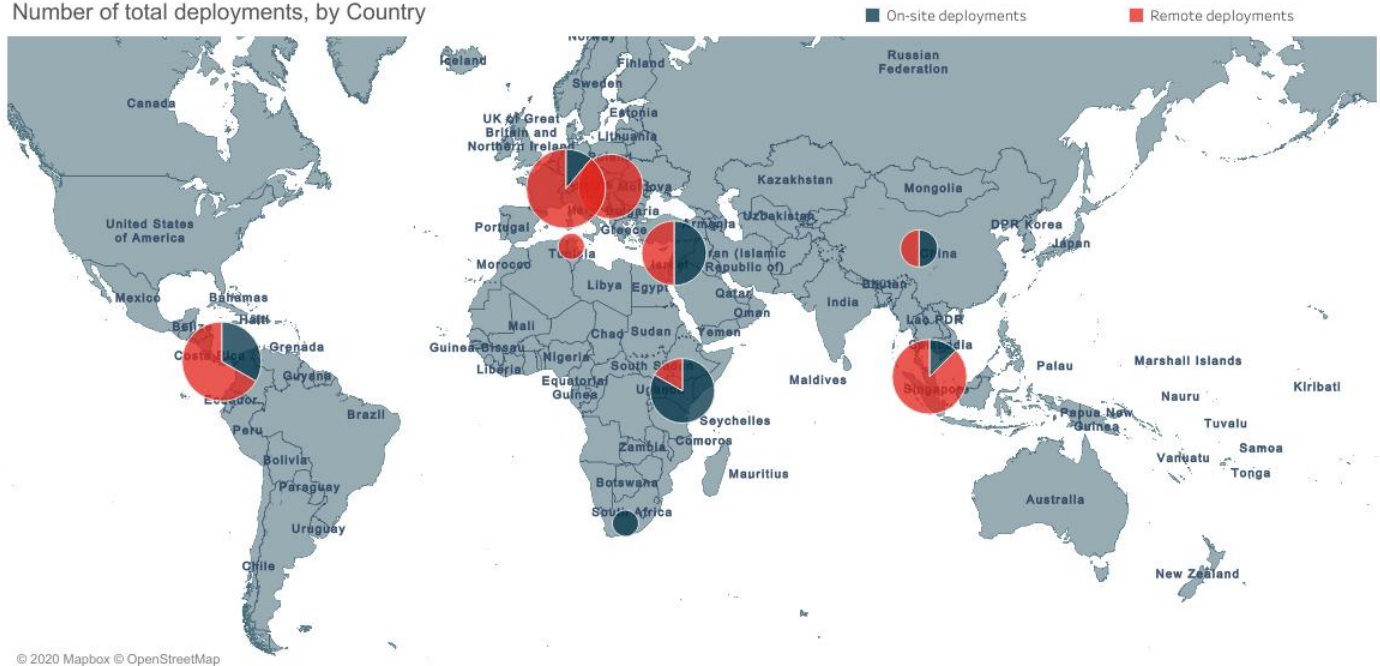
Global Rapid Response

A total of 61 people are deployed or in the pipeline to be deployed. In the last 2 weeks, there has been an increase in remote support due to new and existing travel restrictions. In order to facilitate the remote support engagement of rapid response personnel and alignment of the requests several documents have been disseminated (and are currently

COVID-19 Operation: Overview of Rapid Response Deployments (as of April 30, 2020)

61 Total Rapid Response deployments	48 Active deployments	15 On-site deployments	33 Remote deployments	21 Deploying National Societies
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Number of total deployments, by Country



available on the [Go Platform](#).

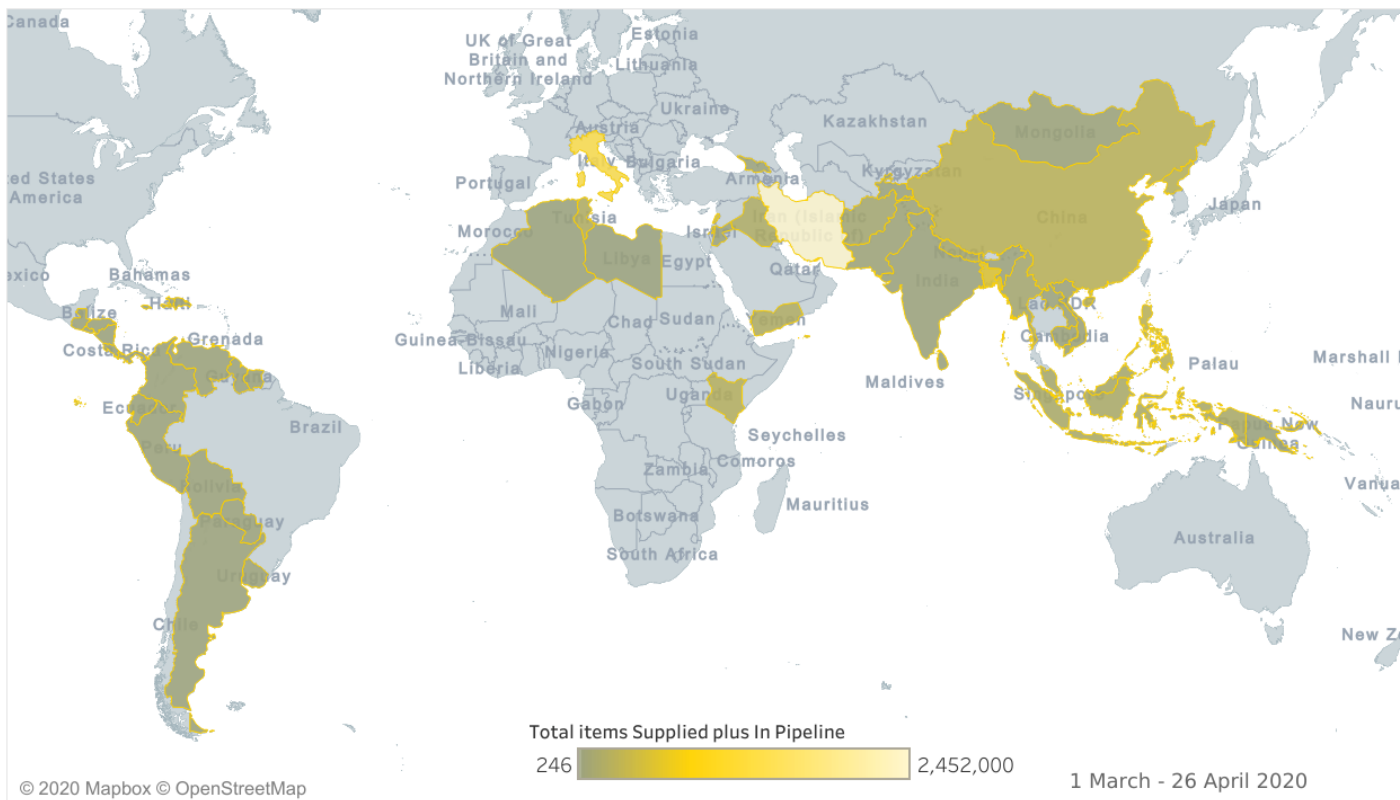
Supply Chain

Personal Protection Equipment items purchased and already being distributed include surgical masks, coveralls, goggles, face shields, surgical gloves and infrared thermometers. PPE items that are difficult to procure and not yet distributed include respirators and examination gloves.

The main issues include nationalization / requisition of production and stocks; export bans or restrictions; tight earmarking; increasing global demand and transport capacities. Despite these challenges, the following items have been procured and distributed or in pipeline.

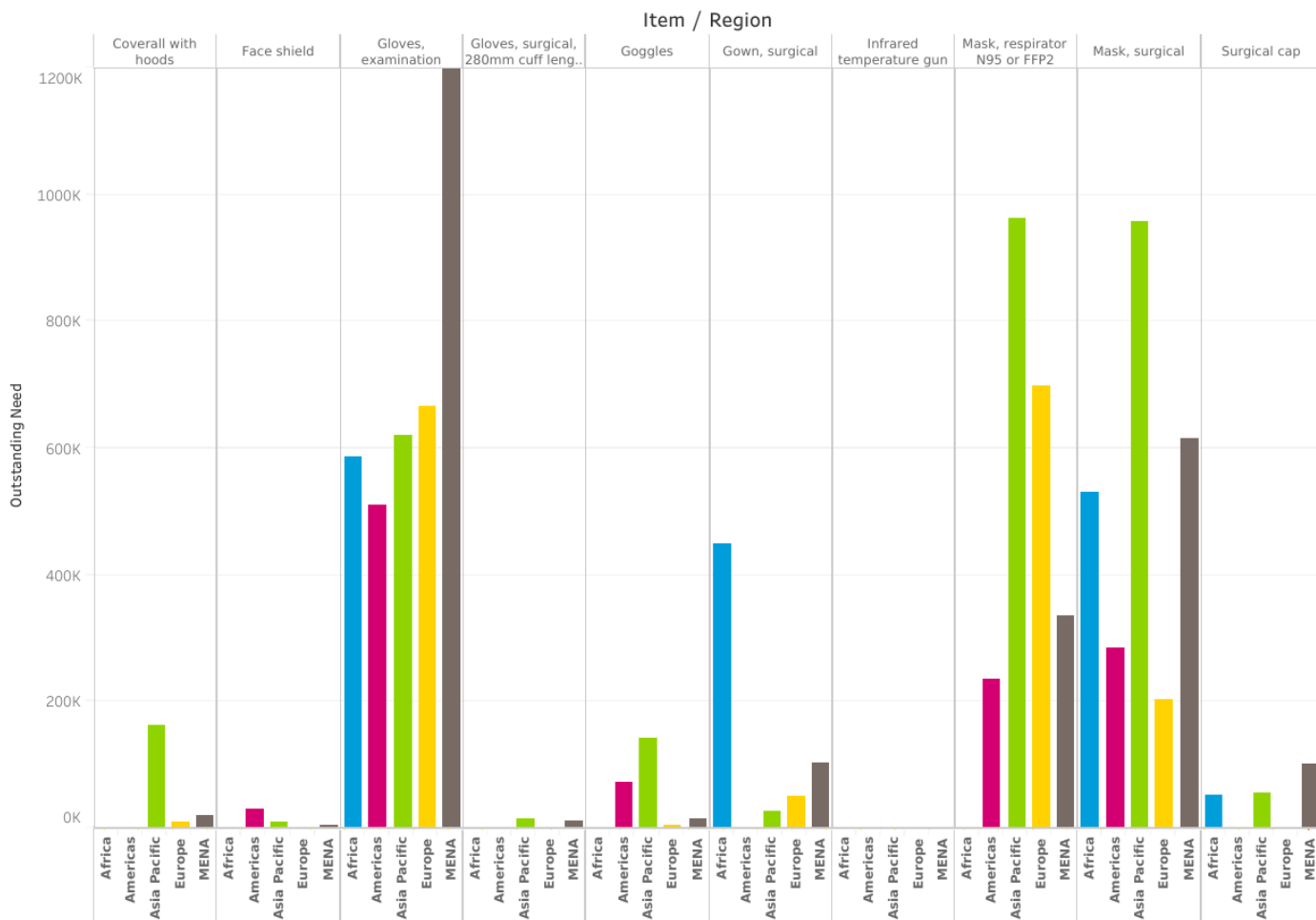
PPE Items (pieces)	1.5 million distributed	to 35 countries
12.5 million procured	11 million in pipeline	5.5 million in transit

Locations - Goods Supplied or in Pipeline



Outstanding Needs by Region

As at 26 April 2020



Federation-wide planning and reporting:

Building on all the elements needed for a comprehensive and well aligned Federation-wide planning and reporting approach a template for NS response plans is finalized and will be launched in the next few days. It includes a revised COVID-19 epi field report on GO which is already well used by NSs and matches the pillars of the response plans template. Thereby capturing at consolidated level funding and expenditure data at domestic level. Moreover, the Who-What-Where on GO has been launched this week. To support prioritization of resource allocations and risk mapping the IFRC is working closely with IASC INFORM on creating a structural risk index and inter-agency Assessment and Analysis cell to also extend the analysis to secondary impacts.

Interagency:

IFRC as the primary penholder (with UNICEF in support) is finalizing the IASC Interim Guidance on Localisation which will soon be submitted to the IASC Principals for their endorsement. In co-leadership with UNICEF, the IFRC is establishing a Collective Service for risk communications/community engagement and accountability. Under IFRC leadership the global Shelter Cluster support team is actively supporting the COVID-19 preparedness and contingency planning in countries where IFRC/NS is in the lead (e.g. Nepal, Philippines). The adapted scale-up procedures from IASC have been shared with the countries.

Green response:

A Factsheet on environmental mainstreaming in the COVID-19 response was produced by the Green Response Working Group, focusing on solid waste management, especially proper disposal of contaminated PPE.

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. The Daily Report published to track activities and statuses of Business Continuity Plans across the Asia Pacific region has changed its frequency to a weekly update as sudden changes are not expected at this time. The finalized version of the Asia Pacific Emergency Plan of Action (EPoA) had been shared with the global headquarters in Geneva and remains pending for approval. COs and CCSTs across the Asia Pacific have drafted COVID-19 Domestic Response Plans for responding to the pandemic and these are being sequentially finalized for approval processes.

In the past few days, the following Domestic Response Plans have been approved: Afghanistan (25 Apr); Pakistan (27 Apr); Viet Nam (28 Apr); Papua New Guinea (28 Apr); Lao (29 Apr); Nepal (30 Apr); and Indonesia (30 Apr). A total of 12 plans have been approved and 17 other Domestic Response Plans are being finalized for approval processes with two pending revisions at this time of writing.

Civil-Military Relations (CMR)

The APRO CMR Coordinator is representing the Movement as a whole on the United Nations Office of the Coordination of Humanitarian Affairs (OCHA) Regional Office for Asia and the Pacific (ROAP) sub-regional CMR coordination group. Close liaison is being maintained with the key UN Agencies and regional militaries, particularly with the United States through the Indo-Pacific Command (INDOPACOM). Contingency planning for Foreign Military Assets (FMA) deployment in the case of a major disaster is ongoing with inputs from the IFRC.

Food Security, Livelihoods and Basic Needs

The Bangladesh Red Crescent Society (BDRCS) has completed its procurement of 40,000 food packages and distribution is ongoing to all 68 branches with a 75% completion rate as of 30 Apr. An additional purchase order has been made to

procure another 35,000 food packages to be distributed among people-in-need in COVID-19 lockdown situations.

Water, Sanitation and Hygiene Promotion (WASH)

A webinar on WASH activities in COVID-19 operations was carried out on 21 April 2020. At one point of the webinar, a total of 50 people was listening in. This is one of the series of weekly webinars organized by the APRO Health and Care unit, to provide a platform for National Societies to highlight their achievements, challenges, lessons learned and need for support as well as a channel to share key resources during these times. The presentations and respective links are as follows:

- [The Philippine Red Cross](#)
- [Nepal Red Cross Society](#)
- [Pakistan Red Crescent Society](#)
- [IFRC Asia Pacific Regional Office](#)

Key WASH resources related to the pandemic are as follows (also referred to in the APRO video):

- [IFRC Watsan Mission Assistant](#)
- [IFRC GO Platform page dedicated to COVID-19](#)
- [Global WASH Cluster Resources on COVID-19](#)
- [Hygiene hub on COVID-19](#)
- [Article on effectiveness on handwashing with soap](#)

Country by country updates

Afghan Red Crescent Society (ARCS)

As the main responder besides the Ministry of Public Health in the country, the 13 Mobile Health Teams (MHTs) deployed by ARCS have continued the screening of the population for COVID-19 cases, and has shared its main activities in the OCHA COVID-19 Daily Update. ARCS clinics, together with the MHTs, have also been conducting risk communication activities in targeted communities. With the support of IFRC, ARCS is working to develop its Situation Report template for COVID-19 in the country.

Cambodian Red Cross (CRC)

The CRC Project team has conducted an online "Zoom" meeting with all 25 Red Cross Branches focal persons, focusing on the monthly planning including financial procedures and the integrated aspects of gender and diversity and migration in COVID-19 operations, and attended also by observers from the IFRC and the ICRC focal persons in Cambodia.

As of 26 April, distribution efforts have reached a total of 7,631 persons (4,261 females) including 53 migrant workers from abroad (27 females) in 4 provinces. These distributions include IEC/hygiene materials and Hygiene-Sanitation kits; 43 units of PVC banners; 2,789 units of posters; 6,018 units of flyers of COVID-19 prevention and handwashing key messages; 5 loud-speakers that have been used for key messages dissemination; 1,826 pieces of Soap; 17,287 units of facial mask; 660 Units of potable hand gels; 1,162 liters of alcohol; and 973 units of Krama (local scarfs provided by Cambodian Govt). Throughout this time, CRC was studied/selected as part of the series of IEC material that has been developed by IFRC, and these will be reprinted in the format of leaflets. CRC has been keeping regular coordination and technical consultation with the IFRC, ICRC, and the MoH on updates of the COVID-19 operations.



After received the key message from Red Cross Volunteers in their village, the brother was explain to his young brothers about washing hand step to prevent COVID-19. (Photo: CRC)

Red Cross Society of China (RCSC)

As part of the IFRC Emergency Appeal, RCSC has procured 12 negative pressure ambulances in anticipation for a "second wave". Of these 12 negative pressure ambulances, 10 ambulances will be deployed for the Beijing 999 emergency center and 2 will be deployed in Yingshan County, Hubei Province. The ambulances were handed over on 24 April 2020. The project agreement for the next batch of 9 ambulances is undergoing approval processes.

The negative-pressure ambulances are equipped with a negative-pressure isolation cabin, one transport ventilator, one defibrillation monitor, one pulse oximeter, one sputum aspirator and one emergency kit. These will be employed for epidemic prevention and control, ambulance transfers, and other related tasks.



Transfers of newly acquired negative pressure ambulances. **(Photo: IFRC)**

Hong Kong Red Cross Branch of RCSC (HKRC)

Since January 2020, the HKRC has disseminated health & hygiene knowledge and provided psychological support to more than 2.8 million people, distributed 46,000 infection prevention kits to vulnerable groups, provided more than 33,000 relief materials to quarantine centres, provided emergency support to 10,000 people under quarantine, and set up 24-hour appointment on psychological support service. HKRC is planning to further distribute infection prevention kits to around 58,000 low income households with children in 8 districts through school networks and distribute 6,000 sanitation kits and health messages to at least 600 homeless from April to June. HKRC's local appeal for COVID-19 operation in HK has ended on 27 April.

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

The Ministry of Public Health (MoPH), in close collaboration with the domestic and international stakeholders, has recently developed the DPRK country strategic plan to support preparedness and response to COVID-19 to strengthen the national institutional readiness level. In accordance with the country strategic plan, preparedness work for prompt response is underway, such as with the simulation exercises and replenishment of emergency items for anti-epidemic response.

In continuation of DPRK RCS auxiliary role to the government, the emergency anti-epidemic work against COVID-19 is ongoing in north & south Phyangon and north & south Hamgyong provinces. Accordingly, the cooperation and the coordination with the stakeholders such as MoPH and the non-standing Central Public Health Guidance Committee have been further strengthened. On 20 April 2020, a coordination meeting between the MoPH and the DPRK RCS was held at the national headquarters of the DPRK RCS. At the meeting, the DPRK country strategic plan for COVID-19 and the DPRK RCS and the IFRC CO joint emergency plan of action on COVID-19 were presented and the knowledge, experience and lessons learned were shared among participants. In response to the evolving situation of COVID-19 around the world, the four RC branches at all levels are encouraging their volunteers on the ground to remain active and committed to anti-epidemic work with focus on risk communications and community engagement (RCCE) in close collaboration with household doctors in their communities. As part of the COVID-19 response, the international procurement for WATA devices is in the pipeline. These WATA devices will be used in primary healthcare institutions to produce chlorine for disinfection to prevent COVID-19. WATA is a device that operates based on a simple process of electrolysis to convert a salt water into an active chlorine solution at a concentration of 6g/l. At the same time, the WATA user manual is being translated and printed in Korean language to ensure that its ready for use by the time the devices arrive in the country.



Learning the right way of Hand Washing, hygiene promotion, Unpho ri, Hongwon County, **(Photo: DPRK RCS)**

As of 24 Apr 2020, the epidemiological data on DPRK shared by MoPH are as follows:

- Number of quarantined: 124 (foreigner: 0, local: 124)

- Number of people released from quarantine: 25,227 (foreigner: 382, local: 24,845)
- Number of fever cases: 388 (foreigner: 8, local: 380)
- Number of laboratory tests: 388 (foreigner: 8, local: 380)
- Laboratory tests: Negative
- Laboratory Confirmed COVID-19: Nil

Indonesian Red Cross Society (PMI)

PMI has been disseminating educational information about the prevention of the COVID-19 outbreak through social media and IEC media. As of 28 April, 9,511 positive cases of COVID-19 have been recorded out of 62,544 tests conducted, with the highest cases in the provinces of Jakarta (4,002), West Java (969), East Java (857), Central Java (682), and South Sulawesi (453). The government has imposed large-scale social restrictions as well as officially banning the Eid homecoming to reduce risks of local transmission. The ban applies to land-based travel (until 31 May), rail transport (until 15 June), sea travel (until 8 June) and air travel (until 1 June). Large Scale Social Restriction has also been imposed in 23 areas of Indonesia (combination of Provinces and districts).



Distribution of COVID-19 prevention kits in Jakarta areas. (Photo: PMI)

As of 23 April 2020, PMI COVID-19 operation, has involved 33 PMI chapters and 327 PMI branches in:

- Disinfectant spraying: 39,573 points (population: 21,076,779)
- Health service: 215,684 people reached
- Health promotion: 1,681,292 people reached
- Psychosocial services: 2,858 people reached
- Ambulance services: 83 people reached

PMI NHQ has distributed the following items to their Provinces offices operation:

- Sprayer 3,678 units
- Hazmat Suit 6,147 pieces
- Raincoat 10,584 Pcs
- Goggles 5,146 Pcs
- N95 Masks 17,220 Pcs
- Rubber Gloves 4,362 Pcs
- Surgical Gloves 821,972 Pcs
- Boots 6,915 Pairs
- Medical masks: 2,092,159 (to the public)
- COVID-19 prevention kits: 304,500 packs

Japan Red Cross Society

While the nationwide state of emergency is said to last till 6 May, there is a possibility of extension and the Japanese government has decided to deny the entry of foreign nationals from an additional 14 countries to step up its coronavirus measures at ports of entry.

At present, the PCR test and antibody test are dominant ways for testing COVID-19. In Japan, many types of test kits are available for the antibody test, but no kits have been fully evaluated for their performance.

Therefore, in response to the request of the Ministry of Health, Labour and Welfare, JRCS will cooperate in conducting a study to evaluate the reliability of the antibody test kits by using the remainder of the donated blood.



Still images extracted from the JRCS video on "What comes after the virus". The number of views of this video is more than 1.4 million viewers. (Photo: IFRC)

Korean Red Cross (KNRC)

On 17 April, KNRC and Canadian Red Cross held a video conference with 34 participants from KNRC, academia and the government participating and sharing Korea's experiences and lessons-learnt on its COVID-19 responses in South Korea. As the fund-raising campaign was finalized at the end of March, KNRC has received about USD 55 million from the general public and private sectors as of 22 April. Of the donation, about USD 43 million has been spent to support medical personnel, confirmed patients, self-isolated, vulnerable and returnees from abroad. KNRC has set up additional plans worth up to USD 4.6 million to support people in need. KNRC has also organized a special team to write up a whitepaper and identify challenges and lessons-learnt from its responses on COVID-19. The task will be continued until mid-July.

Lao Red Cross (LRC)

For the period 18-27 April, LRC-Laungprabang branch disseminated to 52 villages COVID-19 knowledge and prevention measures, covering topics like quarantine measures for 14 days, COVID-19 symptoms, following social distancing regulations and distributing 3,200 posters. Members of the public have also been advised on who to consult should they fall sick.

Mongolian Red Cross Society (MRCS)

As of 29 April, 189 Red Cross staffs and volunteers have been mobilized to support 798 people who are in self-isolation at home. Supported by UNICEF and USAID, distribution of hygiene items to 67 quarantine centers is underway, with 12,000 pcs of brochures on psychosocial support messages for elderly, pregnant and children having been produced and are being distributed through NEMA.

A COVID-19 prevention short video has also been produced and is being broadcasted for 3 months through billboards near the central square. The short video can also be found on the MRCS Facebook [page](#).



Engaging the community in the market. (Photo: LRC)

Nepal Red Cross Society (NRCS)

As of 28 April 2020, the number of confirmed cases has risen to 52, with the largest number of cases (28) in Udyapur district. A total of 11 districts of Nepal have witnessed at least one positive case of COVID-19 infection, and a total of 16 positive cases have been recovered and discharged from the hospital, leaving 36 active cases being treated at the various hospitals of Nepal. The nation-wide lockdown that started from 24 March has been extended till 7 May 2020. NRCS has supported various Government-established quarantine sites with the provision of 12,274 non-food items (tent, tarpaulin, blankets, mosquito nets, mattress, bed sheet, etc.).

Jointly with all movement partners, NRCS developed a Movement-wide COVID-19 preparedness and response plan and held a Partners' Call on 24 April 2020 to share the plan. This was then technically reviewed at APRO and after clarifications were made, the Domestic Response Plan was approved on 1 May 2020.

As of 28 April, 224,422 sets of Personal Protective Equipment (PPE) consisting of masks, gloves, hazmat suit, shoe cover, goggles etc. have been distributed to the frontline volunteers, NRCS ambulance drivers, and Blood Bank staff of district chapters. In the past weeks, 1,023 RCRC volunteers are being mobilized by the district chapter to support the COVID-19 response and preparedness operations, 162,826 people from the community have been reached through COVID-19 awareness sessions (orientation at schools, communities, door to door visits, help desk micng, etc.), and 5,911 people have been reached through hygiene promotion activities such as hand washing demonstration and practical sessions.

In addition, a total of 337 calls have been received by the NRCS hotline-1130, and 126 episodes of COVID-19 specific radio programs have been broadcasted through NRCS radio. A total of 561,651 sheets of IEC materials have also been distributed.

Pakistan Red Crescent Society (PRCS)

The 120-bedded PRCS Corona Care Hospital in Rawalpindi with a 10-bedded ventilator equipped ICU was inaugurated

by the Prime Minister of Pakistan on 22 April 2020. Currently out of the 312 patients admitted, 102 were brought by family members while the other 210 were referred from hospitals. Of these, 36 patients have recovered and have been discharged. Currently, 10 confirmed cases (6 females and 4 males) are under treatment.

Across Pakistan, the PRCS Muhafiz Force has continued to perform its duties in spreading awareness amongst public through mosques announcements, and also collecting food items and distributing amongst the neediest households affected by the COVID-19 lockdown. While teams of First Aid Responders (FAR) are performing duties at Attendants Facilitation Counter at Field Isolation Expo Center Karachi, community awareness activities are being conducted in different cities across the country through these PRCS FAR teams, and also through awareness campaigns in social media.

As part of its commitment to provide psychosocial support and risk communication and community engagement, the PRCS Virtual Call Center at NHQ is operational through toll free helpline for guidance to public regarding COVID-19, and the PRCS COVID-19 AAGAH Call Center has also been established and is operational at all times at PHQ Karachi to guide communities. A total of 12,072 volunteers have been registered so far through the helpline.

PRCS NHQ has dispatched 49,160 pieces of N95 masks to all PHQs for further distribution to Government-designated Health facilities for COVID-19 treatment and health staff at different PRCS hospitals across the country. PRCS NHQ has also dispatched 400 TEVEC suits to PHQs, and has distributed PPEs distributed amongst Hospital staff, Law Enforcement Agencies (LEAs) and community members in Punjab. PRCS KP branch has so far distributed 847 different PPEs amongst Health staff, 1272 PPEs at quarantine facilities and 3170 amongst community members. FAR teams distributed hand sanitizers in District Muzaffarabad and Mirpur, with 355 Hygiene Kits to different households in Khyber Pakhtunkhwa and disinfection spraying carried in different districts. A two-days Infection Prevention & Control (IPC) training was completed at NHQ with the support of NorCross, with a detailed orientation session on COVID-19 organized at Field Office Azad Jammu and Kashmir (AJK) by WHO representatives.

With blood supply running low, PRCS NHQ is collecting blood through blood camps for donating to more than 500 registered Thalassemia patients in Islamabad as the patients are facing shortage of blood due to current situation. A Medical Response Vehicle (Ambulance with staff) has also been deployed at the isolation facility at Expo Center Karachi for mobile diagnostic services. Elsewhere, 10 PRCS ambulances with First Aiders have deployed at different locations for transportation of confirmed or suspected cases

Papua New Guinea Red Cross Society (PNGRCS)

Through branch volunteers, PNGRC is raising community awareness, community engagement and risk assessment in the respective areas.

Philippines Red Cross (PRC)

Situation

As of 28 April 2020, a total of 7,777 confirmed cases and 511 deaths have been reported by the Philippine Department of Health (DOH). This is an increase of 1,178 cases and 74 from the last reporting period (21 April 2020); and while the situation appears to be stabilizing, the Office of the President (Malacañang) has emphasized the need for ongoing action due to the impact of the COVID-19 pandemic.

Philippine President Rodrigo Duterte has approved the Inter-Agency Task Force of Emerging Infectious Diseases (IATF) recommendation to extend the "enhanced community quarantine" (ECQ) in high-risk areas, including National Capital Region (NCR), until 15 May 2020. Other areas deemed moderate - lower risk remain under general community quarantine, with restrictions eased on business, education, movement and travel. This general community quarantine has been described as the "new normal" by the Malacañang, until a vaccine for COVID-19 can be found.

According to the Department of Labour and Employment (DOLE), more than 2 million people have had their jobs impacted as a result of the COVID-19 pandemic. This comprises 1.4 million who have been displaced after places of work were closed, and 600,000 that have reported reduced incomes due to a change in working arrangements – reduced to working for fewer days, placed on rotation, or expected to take leave etc. NCR has been the most impacted, recording 687,000 affected workers, followed by Central Luzon, and Davao Regions. A report that 90,000 Overseas Filipino Workers (OFWs) have been displaced or unable to work amid the measures taken following the COVID-19 pandemic. DOLE has initiated a cash assistance program to support those affected, but applications were suspended (refer to previous OU)

after demand exceeded the budget allocation that has been made available. The Department of Finance is reported to be seeking a \$500 million to replenish funds that have been allocated to those affected by the COVID-19 pandemic, under the Philippines' Emergency COVID-19 Response Development Policy Loan. The World Bank has estimated that approximately 18 million families are vulnerable to the impacts of COVID-19 on the Philippine economy.

Activities

Philippine Red Cross (PRC) will start the volunteer mobilization for community-based surveillance in Rizal chapter on 29 April 2020. PRC will deploy vehicles with public address system, announcing COVID-19 information, home quarantine guidelines, and will identify families with elderly and sick people. PRC volunteers will also put IEC materials and survey/health cards in the target areas.



The Philippine Red Cross continues to assist the most vulnerable people, including the homeless affected by the implementation of the lockdown. Volunteers and staff spent their weekend distributing ready-to-eat food to 200 individuals in Manila City to ensure that they are receiving nourishment to protect them from getting sick while staying in the temporary shelter provided by the local government. *(Photo: PRC)*

PRC has six pressure ambulance units used as Emergency Medical Service (EMS), which have been funded through the donations from Australian Aid, Bloomberg Cultural Foundation, PAGCOR and Security Bank Corporation. These ambulances are equipped with tools such as a negative pressure cabin and a patient isolation chamber, which lowers the air pressure, disinfects and filters the air. As of 28 April 2020, the PRC EMS have transported 37 COVID-19 related cases.

The Welfare Services has a structured support activity called Psychosocial Support for Humanitarian Workers which aims to provide psychosocial support to the staff and volunteers of PRC. This is also to ensure their mental health and well-being while doing humanitarian work. The first batch was conducted on 3 April and was participated by 20 staff and volunteers responding to the COVID-19 operations. A second batch is planned to be conducted in first week of May. PRC Welfare Services has entered into discussions with the Overseas Workers Welfare Administration (OWWA) for the provision of assistance to the overseas Filipino workers (OFW), including psychosocial support and for COVID-19 testing. A Memorandum of Understanding (MOU) has been drafted; and is now with PRC management for review/approval.

For the pilot Cash and Voucher Assistance (CVA), coordination with different local government units (LGU) continues. PRC has scaled up its pilot areas to five locations: Mandaluyong City, Manila City, San Juan City, Quezon City in the National Capital Region and one area in Central Luzon Region. Overall, the pilot activity will now target 5,000 household recipients. IFRC Emergency Appeal in the Philippine will be supporting PRC with 20,000 households with CVA.

The IFRC CO logistics have issued requisitions for the procurement of personal protective equipment to APRO OLPCMD, valued at approximately CHF 1.35 million and comprising items including: masks N95, masks – surgical, face shields, coveralls with hoods, goggles, gloves, thermometers etc. Medical tents and equipment have been procured, which will be deployed to designated hospitals as part of PRC support to DOH. 18 Alpinter tents, 200 cot beds and 20 air-conditioning units for the medical tents have been delivered from the supplier. An additional tender for the procurement of molecular laboratory equipment, valued at approximately CHF 750k was also issued, bids received, and technical review in progress. This is being done by the IFRC CO in consultation with OLSCMD; and will support the strengthening COVID-19 testing capabilities through the establishment of five (5) PRC managed molecular laboratories.



Tiring but fulfilling. For the Philippine Red Cross volunteers and staff, setting up tents is not an easy task but at the end of the day, they still carry a smile of fulfillment knowing that tents will help manage the overflow of patients seeking treatment for COVID-19. **(Photo: PRCS)**

Thai Red Cross Society (TRCS)

On 23 April, TRCS Relief and Community Bureau staff went to Lumpini park to interview and assess the needs of homeless and people-in-need affected by COVID-19 in order to provide further assistance to this vulnerable group. Deputy-Director of TRCS Relief and Community Health Bureau had a meeting with Director-General of Department of Health Service Support, MoPH, and related agencies to discuss on how to monitor and prevent COVID-19 spread in migrant workers in Thailand. On the same day, TRCS and the Foundation for Good Governance on Medicine had a press release for delivery of the project's first medical equipment, such as N95 health masks, a digital mobile PPE kit, to be given to hospitals in the South, with Prince of Songkla University coordinating and helping to distribute them to Songkhla, Pattani Yala and Narathiwat, an area where there are many patients and Thais returning from neighbouring countries. It will then be delivered to all the donated medical devices in all regions. In addition to medical equipment, consumer goods and donations are also used by private government agencies, including the public, to help the people in the area.



Giving out relief kits to migrant labourers in Nakhon Pathom. **(Photo: TRCS)**

King Chulalongkorn Memorial Hospital (KCMH), under TRCS, is one of the hospitals in Thailand that can test/confirm COVID-19. On 23 April, KCMH organized COVID Grand Round on webcast "Management in severe COVID: interactive case discussion. During 1 Feb - 27 Apr, there were in total:

- 9,253 people coming to KCMH for COVID-19 testing
- 4,903 people transferred to Emerging Infectious Diseases (EID) clinic for further treatment
- 11 hospitalized

- 187 confirmed cases of COVID-19

On April 24, Dr. Duang-rit Beonjathikul Chairurung Assistant Minister of The Ministry of Labour, along with Channa lamsaeng, Nakhon Pathom Governor, Dr. Pichit Siriwan, Deputy Director of the Office of Relief and Community Health Bureau of The Thai Red Cross, together with the Department of Health Support, Ministry of Health, the Red Cross chapter in Nakhon Pathom Province and related agencies to visit, encourage and educate about the prevention of the COVID-19 epidemic and to give a set of relief kits during this crisis. About 500 sets were given to migrant labors in Bantha market community area Si Sam Pran Market and Yai-cha Community Tumbol Yaicha Sampran District, Nakhon Pathom

During the period 27 March - 1 May, TRCS planned to distribute 82,947 relief kits (with a total value of approximately 1.64 million CHF) with drinking water to people under quarantine at home for 14 days, in 57 provinces who are the most vulnerable, lack of basic necessities and have never received assistance from any organizations. Other provision of relief kits and assistance include the following:

- **Health Station no. 14 Pang-nga:** on 27 April, provided 368 relief kits to Pang-nga Provincial Red Cross Chapter to distribute to those in needs in 4 districts in the province.
- **TRCS Health Station No.5 Sawangkaniwas:** provided 14 relief kits to those under quarantine who needed assistance in Samut Prakan Province.
- **Health Station No.6, Aranyaprathet:** Chalermprakiet together with Committee of Sa Kaeo Provincial Red Cross Chapter and relevant agencies provided 321 relief kits for COVID-19 to people under quarantine who needed assistance in Sa Kaeo province.
- **Health Station No.12 Thung Song:** on 22-23 Apr, relevant agencies provided 440 relief kits to people under quarantine who needed assistance in Nakhon Si Thammarat Province.
- **Chachoengsao Provincial Red Cross Chapter:** on 27 April, prepared relief kits for COVID-19 to be distributed to 494 people under quarantine in the province.
- **Governor of Trang and President of Trang Red Cross Provincial Chapter:** on 27 April, provided 23 relief kits to those affected by COVID-19 in Mook island, Trang province.
- **Governor of Sra Keo and President of Sra Keo Provincial Red Cross Chapter:** on 28 April, provided relief kits to people with disabilities affected by COVID-19 in the province.
- **Health Station no. 3 Chiangmai:** going to set-up a mobile kitchen unit in order to provide freshly cooked food to people affected by COVID-19 in the province for the period 29 April to 8 May.



Setting up of a mobile kitchen unit in Chiangmai. (Photo: TRCS)

TRCS Youth Bureau with IFRC and SEAYN (Southeast Asian Youth Network) organized a "Let's YABC at home!" Qi Gong exercise to both relax and energize oneself at home. The video is on [Facebook](#). Even during the ongoing outbreak of the Novel Coronavirus 2019 (COVID-19), the National Blood Centre, Thai Red Cross Society, continues to seek blood donation from the general public in order to keep the blood supply stable and adequate for patients. In Thailand, there are over 10,000 child patients suffering from blood disorders and are still waiting for blood transfusion treatment amidst blood shortages caused by the pandemic.

Timor-Leste Red Cross Society (CVTL)

CVTL NHQ and branches continue to disseminate COVID-19 information in rural and urban areas across the 13 districts and in the capital Dili. Branches are also monitoring the situation and are meeting with local development partners and government agencies. In Ermera, the branch has supported the installation of tents in the border of the town with Bobonaro. The tent is used by medical and security teams to screen people passing through. In Covalima, the branch has distributed 41 buckets and, in cooperation with partners, is installing a water tank for the handwashing station at the police station.



Installation of water tank for a handwashing facility in Dili. (Photo: CVTL)

Viet Nam Red Cross Society (VNRC)

At the meeting of the Standing Government on COVID-19 prevention and control on 28 April 2020, the leader of the Government expressed his delight to see that Vietnam has reported no new community-transmitted cases for the past 12 consecutive days - about 60% of provinces and cities were not affected by epidemics; the infection ratio was controlled; and Vietnam has basically pushed back the COVID-19 epidemic. All these good results have been attributed to the proper, timely, effective and low-cost prevention strategies and measures. However, the pandemic is still pervasively spreading in many countries and thus requires the Vietnamese Government and people to be vigilant. Launching the World Humanitarian Month and celebrating World Red Cross and Red Crescent Day (May 8), joint events are being organized to support the disadvantaged people affected by the COVID-19 pandemic.

Support to be given to other partnering National Societies include supporting US\$30,000 for the IFRC's global Emergency Appeal and supporting 802,500 medical masks and some medical supplies for the Lao Red Cross, Cambodia Red Cross, Indian Red Cross and the American Red Cross. VNRC continues to collect information and has been updating the pandemic situation in localities and providing support to the Cities/Provincial Red Cross Chapters.

Focus Story:

Bangladesh: COVID-19 - BDRCS Volunteers Stories

"Team Red Line"

We have been spraying almost 15 liters of disinfectants in the different hospitals in Dhaka every day. Since March of this year when the country declared the first positive cases of "COVID-19" we have been involved in the hospital disinfection activities. I, along with another ten members, are part of one team and named our group "Team Red Line". To contain this outbreak, we volunteers are engaged in the field. We are one of the teams who are working on disinfecting various locations. I, as a young member of this team, have been disinfecting hospitals for the last one month in Dhaka and have been trying to protect other people from getting infected. Since people can easily get contaminated, we are trying our best to protect ourselves by taking necessary precautions before and after the disinfecting activities. I and other team members are living in a location, quarantined, away from our families. Thus, we are trying to keep our family members safe too.



When we initially started to visit the hospitals to spray the disinfectants, we would notice that the hospital staff would look very scared and worried. However, later, they were very encouraged by our activities and acknowledged our hard work. We have gained the confidence and won the hearts of many people through our hard work.

It was somewhat hard to convince our families to provide us with consent, because considering the risk of Corona Virus, parents are not comfortable to allow their loved ones to get involved in this type of work. My father was not quite happy at first, yet he gave me his permission. However, after seeing what we are doing now, he takes great pride in my work. That is something very especial for me – for the serving people, I made him feel proud. It is our belief, one day, we will return to our loved ones with a smile of victory!



Mohammad Inzamamul Khan
Red Crescent Youth (RCY), National
Headquarters, Dhaka
Bangladesh Red Crescent Society (BDRCS)

“Selfless Love!”

COVID-19 has kept the whole world in halt like someone has pressed the pause button in a remote; people are locked in their home like a bird in a cage. Amidst this situation, I'm working as a volunteer of BDRCS and going out every day to disinfect public places and raise awareness on how to keep safe from the virus. I am also part of one of the teams distributing meals to the underprivileged city dwellers who are suffering due to the country-wide lockdown situation. During this, one day was special for me - when I offered food to an elderly woman, she held her hands together and prayed to the almighty saying, “I have lived enough; may the almighty add my existing lifetime into yours so that you can help more people.” I was overwhelmed and could sense a strong connection with her but didn't know what this is exactly called. I realized this is the precious bond of humanity, the true definition of selfless love which I experienced by working during this pandemic. We believe, this critical time will end soon, and the selfless love for us will grow continuously and together we can overcome this crisis!



Marium Bibi Roshny
Red Crescent Youth (RCY), National Headquarters,
Dhaka
Bangladesh Red Crescent Society (BDRCS)

Keeping people safe, best moment for a Red Crescent volunteer

It's been one month seventeen days since I left my house to do something for the people of country, for the people of my community. And this is my first Ramadan away from my parents, which is totally a different experience for me. However, I am happy that I am serving my country in this unprecedented crisis moment.

As a Red Crescent Volunteer, I used to engage with other works in my local branch Munshiganj but this time the experience and feelings are completely different. I want to serve as long as it takes to fight against the corona virus to keep the people of my country safe and sound. My best wishes for my fellow volunteers in Bangladesh as well as who are working worldwide to keep the people safe.



Khaled Bin Ansari
Red Crescent Youth
Munshiganj Branch
Bangladesh Red Crescent Society (BDRCS)

Spreading awareness, love and kindness

While the worldwide confirmed corona virus cases surpass 3 million, the people in Bangladesh are also affected with this deadly virus. I am working with a team of dedicated Red Crescent Youth (RCY) volunteers in my local district – round the clock, tirelessly, we are serving people in all eight sub-districts in Khagrachari district.

Some of our main activities are disinfecting the hospitals, jails, distribution of awareness messages, awareness raising through hand mikes, helping people in practising physical distancing. We are also closely working with police and army at the checkpoints and measuring the temperature and keeping the detailed information of all incoming people to our district. We already helped the local authority to send 945 people in quarantine, our volunteers are also regularly monitoring them and looking after their needs. One of our regular activities is to provide food to 30 mentally disabled people on a regular basis. Sometimes people do not want to follow the things but most of the time they are very much cooperative and support us to do our works.



Through our continuous shifting works with the local administration, we are trying to keep the virus away from our district. Our district is one of the two where no affected person has been reported yet. This, along with inspiration from different corners, keep us mentally strong and work determinedly to fight against COVID-19. With spreading kindness and love, together we will overcome this pandemic situation.

Didarul Alam Rafi
Red Crescent Youth (RCY)
Khagrachari Branch
Bangladesh Red Crescent Society (BDRCS)

Africa

Regional Overview

In line with the upwards revision of the PEAR for Africa to CHF 30m, the IFRC has launched a second round of funding to African National Societies. More than CHF 24m will be distributed to our membership, representing greater than 80% of available funds. Allocations by country will be defined by the CCST's and submitted to the Africa Region by Monday 27 April. Activities plans and operating budgets are expected to be received by the CCST's by Wednesday 29 April in anticipation of a light process to begin transferring second funding allocations in the next reporting period. To date, over 1m has been transferred to 41 National Societies in Africa to support response operations. This number represents 27% of the total NS' targeted under the global Emergency Appeal making Africa the Region supporting the largest number of NS in the world.

Epidemiological Scenarios highlight in Africa

Tanzania's cases soar: There was a significant increase of confirmed cases from an initial 53 cases last week to 255 cases which marked a 451% increase. The new cases were reported across the country with the commercial hub Dar es Salam recording the highest number of infections. The number of deaths as well increased from an initial of 3 to 10. This has put the country on the number two position in terms of the COVID-19 burden in the Eastern Africa cluster after Kenya.

Somalia cases surge: There was a significant increase of confirmed cases from an initial of 60 confirmed cases last week

to 286 cases which marks a 476% increase. Most of the cases are in the country's capital Mogadishu.

South Africa: The South Africa Government recently announced planned partial reopening of the economy from 1 May after 21 days of lockdown. This is after undertaking stringent measures to reduce the transmission of COVID-19 which the government now say such measures cannot be sustained economically. South-Africa continues to be among the most affected country in the continent with 3,953 cases and 75 deaths reports as of 25 April. It is worth noting that despite the high number of cases, this is below what had been expected, e.g., in early April, it had been expected that country's total cases would have been 4000. After the implementation of total lockdown, the spread of the virus slowed abruptly in South Africa.

Risk Communication and Community Engagement

The CEA team continues to be engaged in discussions and activities to strengthen RCCE for COVID19. Engagements undertaken in the last week are:

- Additional key actors working on community feedback have joined the community feedback working group, such as Africa's voices and Africa CDC.
- A call with the coordinator of the RCCE working group from West Africa was held and clear actions agreed upon to ensure good coordination across the region, setting up a community feedback sub-working group for West Africa, close links to social science research platforms, as well as sharing of resources and lessons learnt.
- The third feedback report (ENG, FR) covering feedback collected by 14 African National Societies, as well as the third 'Ask Dr Ben' report (ENG, FR) addressing the most common rumours and questions were published in English and French.
- The second #AskDrBen video addressing the rumour that garlic can prevent, or cure COVID-19 was translated into French.
- 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.
- Two feedback reports analyzing community feedback collected by Nigeria as well as Cameroon Red Cross were produced, the report for Cameroon Red Cross has been published and shared with partners in the country.
- The second RCCE COVID-19 newsletter was issued to NS, PNS, IFRC and ICRC staff working in Africa, with the latest feedback report and Ask Dr Ben factsheet, as well as access to new resources like the French version of the 1-day RCCE training.

Country by country updates

Mozambique Red Cross Society

The Mozambique Red Cross and movement partners have quickly responded to the Ministry of Health call for support to prevent transmission and contain the virus. The Red Cross trained and engaged 1,300 local volunteers across all the 11 provinces in COVID19 Risk Communication and Community Engagement activities, particularly in crowded areas, adapting the messages to the context. Handwashing points are being set-up across the country, especially in places where risk of transmission is greater, and disinfection of public transportation is being undertaken at transport hubs across the country. Particular attention and support are being given to elderly centres, orphanages and centres for people with disabilities, by equipping these centres with proper hygiene facilities, as well as providing the caregivers with Protective equipment. Great attention is given to psychosocial support in these centres given the greater isolation these people are currently suffering.

Cameroon Red Cross Society

The NS continues to implement RCCE activities in most of the affected regions (Douala, Yaoundé, Bafoussam) of the country with funding from UNICEF. So far the NS has mobilized and trained 1,560 volunteers with funding from IFRC (200 volunteers), UNICEF and MoH. These volunteers are supporting RCCE, contact tracing, phone monitoring through the toll-free number 1510, support to investigation and rapid intervention teams and psychological first aid in COVID-19 affected families.

Through the support from IFRC, the NS has developed and submitted a proposal for the Coca-Cola grant for which technical review is ongoing. The NS is also finalizing a budget for the USAID earmarked COVID-19 grant for Cameroon. A proposal has been developed and submitted for technical review.



In view of the launching of activities supported by the IFRC, first round of funding from the emergency appeal, the NS signed a contract with five radio stations (three in Yaoundé and two in Douala) to engage communities through interactive radio shows on COVID-19. Monitoring of these activities will be jointly done by IFRC, NS and the RCCE designated focal points from the MoH.

The NS also produced a weekly community feedback report and shared with CCST CEA focal point for analysis.

Congolese Red Cross Society

The NS facilitated two training sessions of one day each on active community-based surveillance and contact tracing in Pointe Noire targeting 60 volunteers. The NS has confirmed receipt of the 1st round of funding from the IFRC COVID-19 emergency appeal. Additionally, a series of communications from the CCST were made to the NS concerning the second round of funding from the appeal and consequently a work schedule was developed and shared with the NS to support and guide the process of submission of the envisioned activities and budget to be considered for this funding.

Gabonese Red Cross Society

A total of 60 volunteers and staff members were mobilized to ensure operational coordination of the COVID-19 response. The NS continues to support contact tracing, alerts and investigation activities. During the previous week, the NS Volunteers traced 113 contacts, provided 23 alerts and investigated 46 cases.

Psychological support was provided to the volunteers involved in the household visits of COVID-19 contacts as part of epidemiological surveillance.

A series of communications from the CCST were made to the NS concerning the second round of funding from the appeal. A work schedule was developed and shared with the NS to support and guide the process of submitting activities and budget to be considered for this funding.

Sao Tome and Principe Red Cross

The NS mobilized and trained 39 volunteers on RCCE and general knowledge on COVID-19. The local Government is updating its COVID-19 response plan in light of the current epidemiological situation (the country has reported 4 COVID-19 confirmed cases). In order to aligned with the government plan, the NS expressed the wish to be supported in developing a global COVID-19 response plan. This request will be addressed as we the second round of funding from the emergency appeal is initiated.

The Nigeria Red Cross

A total of 80 Volunteers in the FCT continue to support in sensitization, distribution of food aid and first aid response at "Holding bay" Eagles square. Additionally, four Volunteers from the FCT supported the Daniel Amokachi Foundation (including Alex Adingi foundation and the Nigerian Turkish International College foundation) to provide food packages to 200 hospital personnel (cleaners, security, drivers) at the two major Isolation and treatment centres in the FCT. Also, 50 volunteers RC received food bags for 50 frontline volunteers. Elsewhere, four NRCS Volunteers carried out sensitisation forums on COVID-19 Health education and promotion at the mobile court to violators of the Government enforced lockdown. NRCS Taraba Branch carried out training and sensitisation for 10 Mothers club Volunteers to support the COVID-19 program in TAKUM LGA.

Ghana Red Cross Society

Public sensitization on COVID-19 was done through radio/TV discussion, mass sensitization using megaphones at lorry stations and markets in the previous week in Accra, Kumasi, and Tamale. In addition, SMS on COVID-19 was sent to 2,000 persons daily through MTN, Voda-phone and Airtel-Tigo telecommunication providers.

A total of 50,000 nestle food starter was distributed to 50,000 vulnerable families in Kumasi and Accra (30,000 in Accra and 20,000 in Kumasi).

Red Cross society of Cote `d Ivore

The NS did mass awareness through public broadcasting of COVID-19 messages done in front of CRCI headquarters on a continuous basis. They also held meetings with community leaders in high-risk locations to raise awareness and get their commitment to participate in the response

Additionally, Feedback Mechanisms were put in place through a telephone system set up by the Cocody town hall to collect the concerns of residents and provide them with the necessary support.

Togolese Red Cross

The NS finalized on the volunteer's sensitization materials. A ToR was sent out to eight Radios and final documents (Flyers, Posters, manual) have been collected from MoH. Public sensitization of communities with the local authorities are also on-going.

The NS plans to do mass awareness campaigns in the coming week in all the regions of the country, with a focus on the affected districts of Tchaoudjo, Lomé commune du Golfe and Agoè-Nyivé are scheduled to take place this week. They have drafted an agreement protocol with Plan International- Togo for the awareness campaigns.

Liberian Red Cross Society

The NS engaged with the Ministry of Health on activating the PSS pillar of the COVID-19 response. The NS is a key stakeholder to the national Government Technical Working Group on PSS Currently, MoH and the NS are developing a training package for PSS animators in the response.

Food Distribution: The NS plans to distribute food to vulnerable groups as a result of temporary lockdown.

A total of 49 volunteers have signed Contracts (ToR) and Volunteers Code of Conduct.

Sierra Leone Red Cross Society

Contact Tracing/ Surveillance of entry points: The NS supported in carrying out contact tracing and surveillance at entry points in the borders of Kailahun and Kambia, and in Freetown. The NS carried out sensitizations on COVID 19 in Kabala, Kambia, Port Loko, Pujehun, Kono, Tonokolili, Bo, Bombali, Bonthe and Kenema. Additionally, they facilitated the training of hotline officers and some staff from the HQ staff on feedback and complaints system in Freetown. Collection of rumours is ongoing through the hotline number at the HQ.

Red Cross of Benin

The NS carried out social mobilization of 210 volunteers and reinforcement of the capacities of 12 departmental focal points to contribute to the reduction of the immediate risks linked to the spread of the Coronavirus pandemic in the municipalities of the cordon sanitaire. Mobile teams were activated to move around using vehicles (travelling 250 km per day) with pre-recorded key messages, to carry out sensitization in the communities. Two-day training of six trainers, on the tools and support of the response and the development of the action plan for training volunteers in local committees was done. The NS is working with the Ministry of Health's rapid intervention team to follow up on persons quarantined in the four isolation centres. The NS is also popularizing key sensitization messages to communities via GSM networks, and disseminating giant posters in targeted areas.

South Sudan Red Cross

A total of 2,362 (896 F, and 1,466 M) volunteers were trained and oriented on COVID-19 prevention and more than 1,700 volunteers have been deployed in all the branches except Pibor. The NS has reached 1, 052,590 (589,738 F, and 462,852M) people so far in their branches through 1,976 sessions conducted through various interventions like house to house visits, street announcements and 1,117 handwashing facilities installed in selected branches of Juba, Torit, Wau, Malakal, Bor Bentiu and Maiwut. A total of 99 megaphones were distributed to 26 locations, 918 posters, 118 banners and 1,356 leaflets were distributed in Juba, Wau, Bor, Torit, Kuajok, Yambio, Mundri, Bentiu and Malakal.



Kenya Red Cross Society

The Kenya Red Cross Society (KRCS) trained a total of 89,820 staff and volunteers on COVID-19 response. and 224,626 households visits done. A total of 5,372,343 people were reached through mass campaigns carried out via PA system while 173,009 refugees have reached through sensitizations at refugee camps. Through community sensitization meetings (barazas), the NS has reached 94,390 people and distributed 69,257 IEC materials as well as reaching 570,538 people through the established handwashing facilities.

The NS has also distributed 11,243 handwashing materials to prisons and trained/sensitized 39,763 prison staff and inmates. To support the Government, the KRCS has conducted public screening and screened 138,532 people so far and reached 1,401 people through contact tracing. Two hundred and thirty-four (234) suspected cases were referred. The NS supported five County Governments to undertake fumigation.

The KRCS has trained 235 mental health practitioners on COVID-19 and reached 853 people reached through Tele counselling services done via KRCS toll-free number **1199**. Besides, the NS has reached 260 health care workers through ongoing PFA sessions and provided counselling to passengers in 20 quarantine sites across the country. The NS has distributed 5,495 PPEs to first responders, health workers and vulnerable community members.

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, 18 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
- Planning, Monitoring, Evaluation and Reporting (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 volunteers, sheltered and served people with meals and snacks, and completed damage assessments across the state following social distancing guidelines and measures.

AmCross is:

- Setting up a health screening process for everyone coming into the shelter - Creating an isolation care area in the shelter
- Providing masks, tissues and plastic bags throughout the shelter
- Following social distancing practices, as much as possible, by staggering mealtimes and adding extra spacing between cots, chairs, tables, etc.
- Providing additional handwashing stations, in addition to normal restroom facilities
- Increasing wellness checks to identify potential illness, including self-monitoring and checking temperatures of both shelter residents and staff.
- Enhancing both cleaning and disinfecting practices throughout the shelter. We are working closely with public health officials to ensure the safety of local communities and our workforce, while still providing the help and hope they need should disaster strike.

The American Red Cross has also provided assistance to evacuated citizens that were placed in quarantine after returning to the United States. AmCross teams provided relief items such as blankets, comfort kits, and children's toys to partners managing these quarantine facilities.

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.

Argentine Red Cross (ARC)

ARC is developing a Comprehensive Plan of Action to respond to the COVID-19 pandemic in coordination with the National Government. Two main lines of action have been developed:

- On the one hand, in coordination with the Ministry of Health and support for IFRC processes, work is being done to equip the national health system, strengthening the capacity to provide care in hospitals and out-of-hospital centres, and providing inputs and personal protection equipment for health personnel. This line of action is supported by two fundraising campaigns: "Unidos por Argentina" (United for Argentina): a telethon held on 5 April, on national open television channels to raise funds, and "Argentina Nos Necesita" (Argentina Needs Us): a fundraising campaign to which private sector actors contribute.
- On the other hand, the National Society is implementing actions through its network of branches and higher institutes throughout the country, focusing on the health aspect and support for people in vulnerable situations. This line of action is being implemented by individual donors, companies, and has the support of the IFRC and the ICRC. Some of the activities developed are:
 - Socio-health assistance: assistance in the coordination of out-of-hospital centres and temporary accommodation.
 - Tele-assistance in emergencies: remote centre for monitoring, follow-up, and emotional support for more than 50,000 people affected by COVID-19 and their relatives, which operates 24 hours a day.
 - Training for health personnel: specific training in intensive care, on-call and respiratory problems for nurses and health personnel, both virtually and in person.
 - Support for control and prevention actions: temperature taking on routes, pre-hospital triage, prevention and health safety on public roads.
 - Assistance to people abroad and new arrivals: assistance and monitoring of repatriated people and restoration of contact between family members.
 - Risk communication: providing accurate information from reliable sources to communities that help combat the distress caused by rumors and uncertainty.
 - Assistance to people in a situation of vulnerability: support to the state and other organizations in restoring food and medicine to people in a position of vulnerability, such as people at risk, older adults, people with disabilities, people on the streets, and migrants.
 - Dealing with social isolation and psychosocial support by telephone: NS volunteers make calls to the general population, people with risk factors and adults over 60, to provide information on care, psychosocial support, and recommendations for dealing with social isolation.



ARC volunteers provide information on COVID-19 and its forms of prevention, assistance or emotional support.

To promote community participation and accountability to the community, the NS launched the first Accountability Report, which was disseminated to individuals and donor companies through various media outlets, as well as broadcast and published in the media and social networks.

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 started the distribution of food parcels to 2,500 families and has planned for the next week the distribution of 560 hygiene kits to front line persons: police, ministry of Health, and Belize defence forces. Food packages on the way to Belize Rural North. 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



BRC Food kits being distributed to persons with disabilities. Source: BRC, April 2020.

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)

BRC is carrying out awareness campaigns in markets of Santa Cruz de la Sierra. 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 overview 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 virtual relief support to asymptomatic returning Canadians who cannot complete the self-isolation period in their home. This support will be provided virtually utilizing local Personal Disaster Assistance (PDA) teams within each province. Referrals will be received from Canada Border Services Agencies (CBSA) in coordination with PHAC. CRC in partnership with both Indigenous Service Canada and the Ministry of Health and Social Services, has been engaged in providing Health equipment, most notably beds, to provide surge capacity to augment local Health facilities.

In partnership with Indigenous Services Canada and First Nations Inuit Health Branch (FNIHB), CRC will work with communities to provide relevant and current health and emergency guidance to amplify ongoing care of their communities, thereby contributing to community resilience and sustainability in approaches to address pandemic risk across the key areas of focus: Health Planning and Preparedness, Health Guidance (partnering with FNHMA), and Community Wellness and Protection

CRC is working with Employment and Social Development Canada (ESDC) to support local community organizations with funding, PPE training and equipment. The CRC's community granting program will provide emergency funding to support organizations to adapt frontline services for vulnerable Canadians during COVID-19 with a focus on non-registered charities. Other engagements include activating the Community Partnership Program for grants for COVID-19 service delivery adaptations for active flood and fire partners.

Provincial CRC teams are providing additional support to existing Community Health & Wellness clients through telephone safety and wellness checks, primarily focusing on seniors, to reduce the heightened impacts of isolation due to COVID-19.

CRC has also been engaged under existing Medical Equipment Provision Program (MEPP) contract to provide Health Loan Equipment, notably hospital beds for non COVID patients. In support of Health Emergency Management BC (HEMBC), First Nation Health Authority (FNHA), Northern Health Authority (NHA), CRC is engaged in supporting planning efforts related to community isolation and field hospitals. At the request of the British Columbia Emergency Management Department, CRC is providing support to asymptomatic returning foreign travelers without adequate self-isolation plans and who are not supported under the federal programs.

CRC has been engaged by the CIUSSS de l'Ouest-de-l'Île-de-Montréal to respond to the outbreak of COVID-19 in the long-term care homes (CHSLD) within its territory. CRC will provide support in the areas of recruitment; training; infection prevention and control (IPAC), and loan of materials and equipment (field hospital) for LaSalle Hospital. CRC has been engaged by the City of Montreal to coordinate up to 3 homeless lodging sites (rooms and other individual areas) in order to reduce the risk of contagion in current shelters.

CRC has been engaged to support in connecting eligible seniors and individuals with physical disabilities to access Meals on Wheels programs and/or essential needs service delivery. CRC has been engaged to coordinate the provision of essential services delivery (i.e., grocery, medications) to low-income individuals who have tested positive for COVID-19 or are awaiting COVID test results.

CRC has been engaged by FNIHB, 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 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 Instituto Tecnológico de Costa Rica (TEC) and CRRC are collaborating in the development of a dismantle mobile unit protection system. Experts from TEC's School of Materials Science and Engineering are developing this system that will serve as a protective barrier to minimize the risk of exposure among the occupants of the CRRC's ambulances and patients with infectious diseases such as COVID-19.

CRRC has transported through its trucks and in support of the National Emergency Commission, 68.4 tons of food and non-food assistance to communities in all regions. A total of 3,564 incidents related to this COVID-19 have been attended to by telephone. 505 people have been transferred to medical centers that meet the parameters agreed by the Ministry of Health and the NS.

The NS continues to conduct awareness-raising campaigns targeting both the population and CRC volunteers and staff and has been replicated in all regions. CRC has 4,179 hours of peripheral walking accumulated in the communities sharing messages regarding staying at home and some advice on promoting hygiene and mental health during social distancing. CRC held 95 training in the different regions to prepare for and prevent infection of COVID 19, and campaigns on the use of personal protection equipment are continuing.

CRRC staff and volunteers who have been in contact with suspected and confirmed COVID 19 patients are followed up to determine whether they are developing symptoms, testing for infection, and a total of 199 psychosocial support sessions have been completed. Distribution of hygiene and cleaning supplies for our committees or branches continues as part of the donations received from the National Risk Management System through the Regional Operational Coordinators. CRC branches in each region are distributing the PPE received under the IFRC Regional Appeal, according to the criteria of the number of cases attended in the areas of responsibility, including instructions on their use.

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.



CRC volunteers supporting the Ministry of Health (MINSAP) in control points, medicines and quarantine centers. Source: CRC, April 2020.

[Cuban Red Cross \(CRC\)](#)

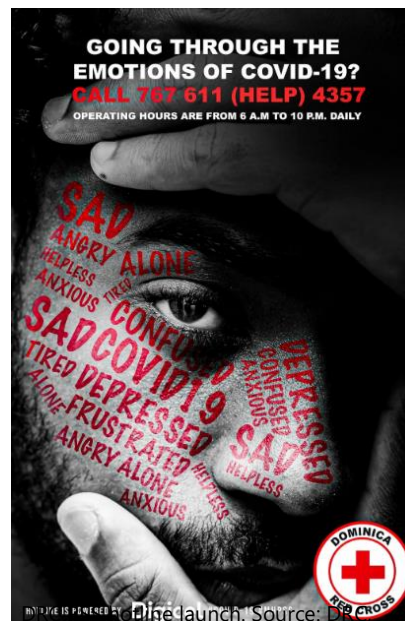
CRC is supporting the Ministry of Health in control points, protection measures, awareness-raising, distributing medicines, and providing services in quarantine centers. CRC working with a local company for the printing and is distributing COVID-19 awareness materials at the national level. The NS has 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 \(DRC\)](#)

The DRC continues with its text message alerts campaign with Digicel. DRC has officially launched a PSS Hotline in the local press in partnership with Digicel. People can contact the DRCS at 611-HELP (4357) for support. A total of 9 volunteers are on schedule handling calls. DRC RCCE messages distribution continues through-out the island. A total of over 400 posters have been distributed. PSA's completed and officially launched to all media houses for publishing.

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.



April 2020.

[Dominican Red Cross \(DRC\)](#)

DRC is delivering food parcels from private contributions to older adults who live alone and is supporting the distribution of food to parents and children beneficiaries from school lunches. DRC is supporting disinfection campaigns in schools, neighbourhoods and prisons in different cities in the country. DRC is providing psychosocial support to people affected by the virus and to personnel working in operation COVID-19 in quarantine and those who are positive. DRC continues to keep community networks informed and oriented about social distancing and supports people in their quarantine. The NS is contributing to maintaining the social distance between people who attend supermarkets, markets, grocery stores, or pharmacies.

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. Higüey 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.

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)

The ERC Health Programme, in coordination with other institutions, collaborated in the preparation of the MIES document "Recommendations for the management of elderly people in the context of the COVID-19 emergency in public and private residential gerontological centres, as well as home care". ERC has worked on position profiles for "telemedicine professional" and recommendations for the management of new-borns with suspected or confirmed COVID-19. ERC is supporting the National Health System in carrying out rapid tests. So far, 3,983 tests have been applied. In the Province of Santo Domingo, the fumigation of sectors continues with the support of community health volunteers. In the last week, 21,600 families have benefited. The local branch of Chone in the Province of Manabí has carried out the distribution of sodium hypochlorite to 250 families. Psychosocial support for volunteers and others continues. In the last week, 244 people have been tele-assisted, providing psychoeducation and psycho-emotional care. Food assistance is provided to migrant and refugee shelters in 7 provinces. In the last week, 603 people have benefited. The provincial branches of Azuay, Guayas, Galapagos and Pichincha have distributed food kits for a total of 2,240 families. The RFL services are still active and in the last week have carried out 46 treatments, especially in the Salesianos Shelter.

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 volunteers are distributing hand disinfectant (alcohol gel) in coordination with the Municipal Coordinator for Risk Reduction (COMRED) and providing humanitarian information on the containment measures promoted by the Ministry of Public Health and Social Assistance. Also, explaining correct handwashing, ways of cough to avoid contagion, and proper application of the antibacterial gel. GRC collected 140 units of blood to support the hospital's level supply and transferred 102 patients to care centers. GRC 138 (82 men and 56 women) volunteers from 15 delegations and staff from the GRC management team, participated in a virtual meeting to update case definition, case reference. Volunteers from Puerto Barrios, Cobán Alta Verapaz, Retalhuleu were trained in:



- Data collection and systematization of information according to the Damage and Needs Assessment.
- Collection of information such as population, weather conditions and health conditions, as part of preparedness and to have this information available for emergencies or disasters.
- Elaboration and filling of forms to be used as processes and tools for Disaster Risk Reduction

Under the Migration projects, Tecún Uman, San Marcos, and San Benito branches in Petén, provided humanitarian assistance to people in transit and returning by land: hygiene kits, basic food, safe water, guidance and information on COVID-19 prevention measures. GRC Quezaltenando branch provides humanitarian assistance to returnees by land: hygiene kits, basic food, guidance and information on measures to prevent COVID-19. In addition, support is provided to the Hogar Nuestras Raíces return and quarantine centre for children and adolescents, which provides hygiene kits, guidance and information on hygiene measures to prevent the virus. Printed material has been provided on information and prevention of the COVID-19 virus. And psychosocial support is provided to the CRG team that attends to returnees during the emergency.

In the GRC Coatepeque delegation, humanitarian aid is delivered to the shelter in Coatepeque, including snacks, hygiene kits, pre-hospital supplies and antibacterial gel. GRC continues to analyze and follow up on information related to trends and forecasts for the rainy and hurricane season in the country, with national and regional authorities on the subject.

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).
- 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 continues with its engagement with the Civil Defense Commission for 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. 2,500 surgical gloves were received from IFRC. GRC has procured 90% of hand hygiene and disinfectant items needed and is in the process of procuring the additional items and packing for distribution. Two hand-washing demonstrations and sensitization were done with the staff of two municipal daycare facilities.

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.

Haiti Red Cross Society (HRC)

HRC has placed four hand washing points in different locations in Delmas 33, Airport Crossroads, Maïs Gaté, Delmas and Carrefour de Gérald Bataille. HRC has also increased community outreach and disinfection activities in conjunction with personnel from the MSPP and the Civil Protection Directorate of the Port-au-Prince.

Community outreach activities launched at Carrefour-Feuille in conjunction with personnel from the MSPP and the Civil Protection Directorate of



Handwashing points in Maïs Gaté and Delmas 33. Desinfection and sanitation training in Delmas and community awareness activities in Carrefour-Feuille. Source: HRC, April 2020

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)

HRC is designing and implementing community awareness campaigns for the prevention of COVID-19, through social networks with key messages of prevention, stigma and non-discrimination, mental health and psychosocial support in COVID-19 contexts. Water, Sanitation and Hygiene support is planned for the Temporary Isolation Centers (CAT in spanish), which will be gradually installed nationwide

Awareness-raising sessions on basic knowledge and measures to prevent the spread of COVID-19 for HRC volunteers and staff have been held in 48 councils, and virtual seminars on COVID-19 guidelines for health staff have been held, with 103 people already being trained at the national level. In addition, a training curriculum on Epidemic Control in the context of COVID-19 is being developed for National Intervention Teams.

HRC established biosecurity measures for the prevention of COVID-19 in the offices and headquarters and is supervising their compliance. It also has set procedures for the protection, prevention, and care of patients with COVID-19 at home. Guidelines for access to the emergency fund for volunteers and staff infected with COVID-19 have been developed (but are under review). Coordination and negotiations are underway with the Resource Mobilization Management for food aid to volunteers and staff in need.

HRC is supporting vulnerable groups (elderly, people with HIV, among others) in the transport of medicines for chronic diseases. HRC 315 volunteers have been recruited for the emergency and received a Basic HRC Induction Course.



HRC volunteers supporting RFL actions (telephone calls) in the National Institute of Migration (CAMI-TGU), enabled to receive Honduran returnees by air from Mexico. Source: HRC, April 2020.

Accountability actions include weekly updates of the Emergency Response Plan for International Cooperation and representatives of the Movement. HRC supported 35 migrants returned (32 men and 3 women) by land from Guatemala. A total of 268 humanitarian aid and reception services have been provided, and 487 telephone calls have been facilitated to the same number of returned migrants through the reception and isolation centres. 8 returned migrants (2 men and 6 women) are in the process of reintegration and are receiving and participating in individual sessions of psychosocial support and self-esteem.

Telephone call services have been initiated at the Isolation Centre in Tegucigalpa. New volunteers have been trained in RFL to strengthen the national team and meet the suitability requirements established in the institutional regulations and to participate in COVID 19 response actions. Key messages about maintaining contact and family care are also being disseminated.

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 has begun the process of quoting and purchasing food kits.

Jamaica Red Cross (JRC)

Sanitation packages along with the beneficiary forms are being distributed to JRC branches according to the vulnerable listings provided by the branches. The Branches have started distribution of these sanitation packages to the vulnerable people in their parish. JRC is in the process of procuring the second batch of sanitation items to assemble a second batch of sanitation packages. The list of food items to be included in the



JRC distributing sanitation packages. Source: JRC, April 2020.

Red Cross food packages has been finalized. JRC has strengthened their partnership with Nestle. Nestle has now committed to making food and monetary donations. Psychosocial support sessions held with all members of staff at the National Headquarters considering the COVID-19 pandemic. Those working from home joined virtually on the zoom platform.

JRC is having discussions with the Jamaica Defence Force (JDF) regarding the use of the National Headquarters to facilitate the assembling and storage of JDF food packages. JRC will provide volunteers to assist with these activities. 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 a Clinical Assessment Center (triage) to support suspected coronavirus patients and refer them to health hospitals for specialized care. 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.

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)

Distribution of 110 protective visors to medical personnel of health centers in the city of Arequipa. The PSS service is maintained for participants and the general public. During the last week, 52 PSS services were provided, and 514 follow-up calls were made. With the support of the IFRC, the WhatsApp orientation line remains active and, to date, has served 600 people, and 8,170 messages. Distribution of more than 1,500 food rations in the city of Arequipa based on donations from local companies. In Arequipa, shelter kits and food were delivered to migrants and refugees, with the support of UNHCR. The Ayacucho branch has collected donations that will be given to the most vulnerable families in the region. The PRC has provided RFL care to walkers returning to their home cities.

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)

PRC, in support of the Panamanian Social Security Fund (CSS in Spanish), continues to deliver food bags in different provinces of the country and has coordinated the delivery of medicines house by house. PRC Volunteers continues to support seven epidemiological fences nationwide by carrying out screening. In Darien, PRC supported with water distribution and attention to migrants from the Penita area. PRC continues with the dissemination of the Stay at Home campaign through different media and social networks.

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.

Saint Kitts and Nevis Red Cross Society (SKNRCS)

SKNRCS distributed care packages. 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.



SKNRCS distribution of care packages. Source: SKNRCS, April 2020.

Saint Lucia Red Cross (SLRC)

The demand for support from the SLRC is increasing as several persons have lost jobs and there is no unemployment insurance. There is still a level of uncertainty amongst public servants with regards to salaries as cuts are being proposed. The NS is monitoring the situation to evaluate the inclusion of Livelihoods activities and support with PSS. Mental health is threatened in some cases by the impact of the loss of livelihood than social distancing and isolation

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 is making hygiene packages for homeless on the streets and care packages for indigent and families at risk. 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.



SVGRC volunteers setting up hygiene packages for distribution. Source: SVGRC, April 2020.

Salvadorean Red Cross Society (SRCS)

During the week of April 20-27, SRCS provided 743 care sessions and attended 89 pre-hospital care services. In addition, 24,000 gallons of water were delivered to communities such as: Manantial las Marías, Barrio San Antonio, Santa Ana, San Antonio Las Vegas, Comunidad la Meca, Sierra Morena and Tikal Norte. Also, 2,000 gallons of water for Centro Obrero containment center, La Palma Chalatenango.



SRCS delivers water to Tikal Norte community. Source SRCS, April 2020.

A meeting was held between the Ministry of Education's departmental director and the SRCS's Social Inclusion department to coordinate actions to support the continuity of education in the emergency. Materials were distributed to 21 schools in the municipalities of Apopa, Guazapa, Aguilares Tonacatepeque and Ciudad Delgado. And support is being provided for the reproduction of guides for people with disabilities. SRCS Institutional Security Unit continues to reinforce security guidelines and the installation of sanitation spaces.

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. SRCS 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)

Bahamas Red Cross North Eleuthera branch is distributing daily meals on wheels programme extended to the elderly, disabled, unemployed, and Frontline workers affected by COVID-19 Pandemic. Warm meals and food parcels delivered to COVID-19 affected people in the Bahamas through the BRCS Meals on Wheels program. Deliveries include food delivery, dissemination of key messages, and collecting feedback and complaints.

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 enrolment processes to the



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

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.

Trinidad and Tobago Red Cross Society (TTRC)

TTRC is still doing contact tracing in various districts. TTRC is based at the Decanter centre providing testing for persons that returned from Barbados and persons who are socially displaced before they are placed within a safe space off the street. TTRC is still providing PSS via the hotline and exploring sessions via skype.

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)

The response currently being implemented by the National Society against COVID-19 is based on a reorientation of the activities of Plan Pais´ programmes and the Assistance Venezuela Appeal.

Health Promotion: Health promotion activities are mainly carried out within the facilities of the National Society's Hospitals and Outpatient Clinics and are aimed at patients who request health services from these institutions. Additionally, these activities are also carried out outside the facilities of the Venezuelan Red Cross branches, through talks to small groups in the community. Since March 13, 13,232 people have been reached with these activities nationwide.

Psychosocial support: In coordination with the International Federation and the Red Cross network of psychologists, the "Guidelines for the Management of Patients with Mental Illness" was developed. This document sets out key messages and recommendations for volunteers and first responders. This Guideline is the second PSS technical manual produced as part of the response against COVID-19

Telephone lines for psychosocial care have been set up for the Venezuelan population in four Branches (Zulia, Táchira, Guasdalito, and Falcon).

Epidemiological surveillance: The National Health Directorate is regularly sending relevant scientific information on the evolution of the COVID-19 epidemic at the global and regional levels to the Venezuelan Red Cross Health Network.



VRC volunteers distributing personal protection supplies to people living in states with a high incidence of COVID-19 Source: VRC, April 2020.

During the period of this report, the hospitals and Outpatient Clinics of the National Society's Health Network have continued with passive surveillance activities. As of the date of this report, 24 sections send their epidemiological reports periodically to Venezuelan Red Cross' National Health Directorate.

Since the beginning of the national quarantine, 5055 patients not related to COVID-19 have been treated in the emergency services of the VRC hospitals and outpatient clinics.

WASH: - The following number of information sessions on COVID-19 were held, a) Bolivar Branch: 20 sessions / 207 beneficiaries, b) El Tigre Branch 32 sessions/ 420 beneficiaries; c) La Vela Branch 298 families and d) Barinas Branch Dissemination of messages by groups On-Line 1251 beneficiaries.

LOGISTICS: 5,000 pairs of nitrile gloves, 2,500 KN95 masks and 200 protective coveralls were received at the central warehouse of the Venezuelan Red Cross. The shipment of this equipment to Venezuela has been managed with funds from the regional appeal COVID-19. Within the framework of the Venezuela Assistance Appeal and the Country Plan programs, NFI's were distributed to the Calabozo (Guarico State), Guasualito and San Fernando (Apure State) branches.

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)	ARC has set-up a PSS hotline and has collaborated with the Ministry of Health to interview 13 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)	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

RC	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.
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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>A chat and hotline have been partly automatized to ensure people will be called back faster. Flyers are being distributed. 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	The branch helped the government and other organizations with the distribution of extra 490 food parcels last week. The deployed WASH expert and the branch is providing a training for community

(NL side)	leaders on how to break the stigma around COVID-19. The branch is driving around with Speakers sharing messages in Creole and Spanish to inform about the virus. 35 new volunteers have now registered. Facebook live stream sessions on trustworthy sources have reached 700 people. The Mental Health Foundation is interested in partnering with the RC in the Facebook Live events. The branch will start assisting the local government in distributing 1,500 food parcels and 1500 hygiene parcels. The branch helped the government with the distribution of 600 food parcels. 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.). Radio ads 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.
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.
Curacao	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 phonline 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

Epidemiological situation with the spread of COVID-19 in the Europe region continues to be very complex. 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 notably increasing in Belarus and Russia. 46% of the global cases (48% last week) and 61,4% of global deaths (more than 68% 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 National Societies (NSs) informed on epidemiological situation through the **daily situation reports**. The IFRC ROE COVID-19 Response team, jointly with the Country Cluster Support Teams (CCSTs) and Country Offices (COs), **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**, out of them **30 NSs requested support from IFRC**. Funds from the Global Appeal allocated to 15 National Societies, 9 National Societies completed their Plans of Actions and funding allocations are being processed for them, and 6 National Societies are currently in the process of developing their Plans of Actions. Regional Health and Care/Risk Communication and Community Engagement (RCCE)/Psychosocial Support (PSS) teams jointly with COs and CCSTs continue to provide methodological support to the NSs of the region with special focus on health needs for special groups, psychosocial support (PSS) hotlines, community engagement and accountability (CEA), data collection from those calls and establishing feedback mechanisms.

Online survey on the most actual topics of webinars IFRC Regional Health/RCCE/PSS team developed and conducted online survey to identify the needs, interests and preferences of the NSs in thematic webinars on different aspects of the COVID-19 response.

37 NSs participated in the survey to prioritize the most beneficial topics of webinars. Thematic plan of webinars will be developed based on the results of this survey in close coordination with GVA Health Team to avoid duplication and overlapping.

South Caucasus NSs Regional platform: “PSS in time of COVID-19” was established to build an information exchange and mutual support to guide our COVID-19 response in the South Caucasus region. The aim of this platform is to strengthen our PSS service by learning from each other, and also knowing that PSS needs and effects of COVID-19 will be felt for a long time and will only intensify with each passing day. Participants of this platform – three NSs of the region: Armenia Red Cross, Azerbaijan Red Crescent, Georgia Red Cross. Austrian RC and Danish RC PSS teams have expressed their interest to join the platform and experience sharing opportunity. As ICRC provides strong PSS support in Azerbaijan and Georgia, ICRC colleagues also invited to be part of this platform. During the first webinar that took place on 27 April, PSS experts of five NSs, IFRC and ICRC shared their experience and advance practice on online PSS support in the COVID-19 context.

RCCE/CEA Team provided support to Central Asia cluster NSs to discuss the possibilities in relation to rumour tracking and capacity strengthening and training on CEA for the Central Asian National Societies. Further dialogue also took place with the senior migration advisor to discuss follow up actions from the PERCO call, including the cooperation with the ICRC, the organization of follow up webinars on migration and CEA and the development of key messages for migrants. Final results from the NSs on the organisation of webinars within Europe were collected and analyzed.

Psychological support. Technical support to NSs continued to promote psychological coping and mitigate stress, burnout and social stigma associated with COVID-19. Introducing new materials on *PSS during COVID-19* to NSs on remote trainings, PFA, self-care, caring for volunteers and more which are available on GO platform, <https://pscentre.org/archives/9045> and <https://www.preparecenter.org/resources/mental-health-and-psychosocial-support-health-help-desk-covid-19>.

As the secondary impact of the pandemic increases continuously, so does the need for PSS to the general population and also to the first responder including RC staff and volunteers. Therefore, emphasis is to safeguard that structures and systems are in place for *caring for staff and volunteers* and that *Caring for staff and volunteers* is a key component for all NSs in the response. Mapping PSS activities in the Europe Region to mental health and psychosocial support (MHPSS) coordination team continued.

Migration. In the face of COVID-19 pandemic and as countries globally and in Europe respond to the health emergency and related crisis, migrants in transit, those in need of international protection or without legal status are likely to be disproportionately impacted by the crisis in Europe, as well as those who are homeless, held in detention, living in camps, formal or informal settlements or otherwise precarious conditions. They may from the start have limited access to key services, become disproportionately impacted by the loss of resources or by social stigma. In many contexts, extraordinary measures introduced at the national level across Europe are also limiting on the right of people to seek asylum or humanitarian organisations’ access to migrants.

Several National Societies across the region are engaged in supporting migrants with the health emergency or adapting their specialized services in the face of the pandemic, movement restrictions and other safety considerations when possible, ensuring migrants inclusion and protection in the response, which includes among others: 1) Sharing COVID-19 related information based on perceptions, feedback and concerns among people in migration centres and around the border areas (at crossing points), also digitally, 2) Health screening, first aid and referrals for migrants and displaced communities, ensuring their participation and engagement in all phases of the response, 3) Advocating for better access to health services, assistance, protection and information for migrants, irrespective of status, 4) Developing and adapting guidance and advocating with service providers to re-planning of detention or displacement sites (including for decongestion of camps and camp like settings), 5) Distribution of food and hygiene items for families in urban areas, in reception centers as well as in informal settlements.

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.

Operational information from the European Union on COVID-19

- **Commission adjusts export authorisation scheme for personal protective equipment to suit current needs:** it reduces the list of products that require export authorisation to masks, spectacles and protective garments, extends the geographical exception (including to the Western Balkans) and requires Member States to swiftly grant authorisations for exports for humanitarian purposes. Read more [here](#)
- **EU coordinates assistance to alleviate stock shortages on Dutch Caribbean islands:** following a request for assistance via the UCPM, the Netherlands offered medical equipment, tests, personal protective equipment, ventilators and medications. All items have been accepted and are being delivered via the UCPM to Curaçao, Bonaire, Aruba, Sint Maarten, Saint Eustatius and Saba islands by air and sea transport.

- **Masks delivery to Italy via the rescEU capacity:** the first delivery of equipment (90,000 protective masks) coming from the rescEU stockpile hosted by Romania was made to Lombardy, Italy.
- **Commission receives first preliminary application for support from the EU Solidarity Fund for health emergency from Italy:** since 1 April, following Commission's proposal for a Coronavirus Response Investment Initiative, EU Member States can apply for support from the EU Solidarity Fund for health emergency reasons. Italy is expected to submit further details in the weeks to come. Read more [here](#)

Country by country updates

Albanian Red Cross

Albanian Red Cross (ARC) 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. The three IFRC delegates in the country support the ARC in their efforts to enhance the ARC support to the COVID-19 affected families and communities.

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

ARCS psychosocial support centres operate in an emergency mode, in cooperation with the MoH and MoLSA, in four locations of Armenia: two in Yerevan, capital city, one in Tavush region, city of Dilijan, another one in Gegharkuniq regions, city of Gavar, where ARCS psychologists provide psycho-social support services to anxious citizens and also conduct volunteer recruitment, registration and provide guidance. Between 16 March and 27 April, 7 PSS officers and staff responded to 4,408 calls—which is an increase by 1,689 calls in just one week—and helped with 200 home visits by volunteers. Armenian RC continues to operate hotlines for people who are in isolation and provides referrals and direct services that are within its response plan. Between 27 March and 14 April, 148 people in isolation received direct food and non-food support from Armenian Red Cross and 117 calls were processed by 27 April (50% increase in one week) including for referrals to other relevant organisations and agencies.



Armenian RC volunteer supporting the ARCS response operation

Red Crescent Society of Azerbaijan

Over the past period, 1,678 active coronavirus cases were registered in the country, 9 people in a critical situation, 21 in a moderate situation, 22 dead, 1,162 rehabilitated. Currently, treatment of 494 infected people continues in special treatment hospitals. From 28 March till 26 April, the AzRC provided 7,253 vulnerable households, including lonely older people, people with disabilities, migrant families with relief parcels consisting of essential food and non-food support and providing social services in Baku and 53 locations across the country. Humanitarian action was implemented in 33 local branches, covering 862 households. 275 volunteers took active part in distribution of food parcels and promotion materials. Through corporate sector partnerships, supermarket products are being collected and packed for people in need. The AzRC established a hotline in Baku on the basis of its headquarters. From 27th March to 26 April, over 4,000 phone calls were received through this hotline.



Volunteers and staff of the Azerbaijan Red Crescent Society are visiting the most vulnerable groups of the population during the situation caused by COVID-19.

The is a weekly increase by some 2,000 calls. Branches also receive regular phone calls. To-date around 31,000 calls were received, which represents a weekly increase by 6,000 calls. The main concern was expressed by people who have no income since the quarantine and need humanitarian support. To date, 1,26 volunteers across the country have been involved in the response and received training. 340 volunteers have been recruited, trained and supported to act during the last 10 days. Online COVID-19 and PSS training was provided to 96 NS staff and volunteers, as well as the community volunteers in Ganja, Mingachevir, Lankaran, Astara and Sheki

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:

1. *Provision of medical and social service of BRC "Dapamoga"*-159 visiting nurses provide home care to more than 1,500 beneficiaries.
2. *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.
3. 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.
4. *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.

The Red Cross Society of Bosnia and Herzegovina

The RCSBiH continues to provide a range of services in support of 5,490 persons encompassing 2,633 households throughout the country, including persons above 65, people with chronic disease and people in isolation mainly by purchasing groceries (158) and purchasing medications (179), paying bills (61) and transport services (1). Most of the RC organizations were also distributing food (596 food parcels and 1,410 hot meals), hygiene parcels (415), protective masks (8,990), gloves (1,950) and 14 disinfectants 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. 37 branches within the RC of Republic of Srpska and Brčko District Red Cross distributed 2,434 leaflets/posters. In addition, there were 44 postings at social media.

Also, there were 30 minutes dedicated for the presentation of the RC activities on Radio/TV. There were 1,211 calls on S.O.S. phones and 66 PSS services were provided through PSS phone line. There were 411 PSS services provided in the field. Federal RC has continued to provide PSS through their PSS phone line and is having their own system of reporting separate from NS. Brčko District Red Cross continues with disinfection of buildings where COVID-19 cases have been confirmed. NS has been very well recognized by authorities for capacities and resources offered at all respective levels (state, entity, canton, municipality). On 28 April, a Memorandum on Cooperation was signed between the RCSBiH and Ministry for Human Rights and Refugees of Bosnia and Herzegovina with the aim of improving cooperation in the area of provision of assistance to the most vulnerable categories of the population in Bosnia and Herzegovina. In the reporting period there were 76 RCSBiH professional staff and 109 volunteers engaged, with 1,964 hours of volunteers' work.



Staff and volunteers of the City Red Cross Banja Luka.

British Red Cross

British RC response includes the following: Community support: door to door delivery of food and medicines, working with local agencies and charities to deliver; check ins on those who are known to be isolated and at risk; bespoke support

to refugees and asylum seekers; support line; working with agencies and local organisation to map needs and identify gaps in provision; advocating to ensure that most vulnerable groups are protected; digital education tools on how to stay safe and get help. NHS: hospital discharge so that those who do not need to be in hospital can return home safely to free up hospital capacity; transport services so people are able to get to hospital. - Sector coordination: leadership of the voluntary sector response to ensure it is joined up and focused on those who need help the most, mapping vulnerability, engaging with and influencing government on the response and funding to support the voluntary sector to continue to operate and respond to COVID-19. -harnessing kindness: signing up and deploying new volunteers to support the response, enabling people to take action in their communities to support those affected and at risk. Support to the Movement response includes providing technical support through remote channels on cash, community engagement and logistics, supporting other national societies to plan their response linked to fundraising, advocacy with the UK government for support for the global response.

Bulgarian Red Cross

The Bulgarian RC has launched an app for First Aid which was developed by a volunteer of the organization and an IT specialist. The app is available for Android and iOS devices. It contains FA videos with the participation of popular public figures. The app also shares a feature promoting the national fundraising campaign of the NS on COVID-19. The Coca-Cola Company donated its advertisement space on 238 billboards all over Bulgaria to promote the Bulgarian RC national fundraising campaign. The Bulgarian RC continues its hot meal programme by providing food to pupils in public schools, thus contributing to prevention of school dropouts. During the state of emergency in the country, food will be delivered to pupils and families by Bulgarian RC volunteers. Distributions will be complemented with information dissemination on COVID-19, including measures to tackle the situation and ways to cope with stress. An initiative called "Sunday on Heels" donated to a Bulgarian RC to support women victims of domestic violence and lonely mothers in one of the country's districts. The Bulgarian RC Sofia City branch donated packages of sweets and juices to the medical teams at the frontline in the biggest emergency hospital in the country Pirogov. From 24 March to 26 April, the Bulgarian RC has registered 457 requests via its national PSS online chat platform, around 57% of the requests are coming from women. Over 49% of the questions are regarding support / assistance services, followed by those related to anxiety, panic attacks and domestic violence. Another 540 people are supported via the telephone lines of the branches of the Bulgarian RC in 10 cities. The Bulgarian RC supported facilities for migrants by providing protective masks for multiple use and liquid soap.

Croatian Red Cross

Since the start of the crises, the following activities have been performed by 3,012 Croatian Red Cross volunteers (28,035 volunteer hours) and 1,488 staff personnel: 81,014 visits to vulnerable households, 80,000 calls to CRC call center received, 4,690 times psychosocial support provided via telephone, 163 MT of food items and 37,550 litres of water distributed, 5,702 personal hygiene kits and 509 spatial hygiene kits distributed. In addition to these, 2,635 blankets, 461 mattresses, 28 stretchers, 509 beds, 724-bed linen sets, 1200 towels, 51 wheelchairs were distributed in order to support quarantine set up all over Croatia. As a part of public information campaign, CRC has distributed: 500,000 handwashing guides leaflets, 200,000 leaflets on safe visits to the elderly and disabled and 50,000 pieces of other informative materials.

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.).

Estonian Red Cross

The Estonian RC is progressing with their strategic planning process, based on their OCAC recommendations (2020) and the IFRC Strategy 2030 and is taking into consideration the disaster preparedness capacity strengthening, including pandemic preparedness and ensuring business continuity. The National Society is moving ahead with the National Society financial sustainability plans and domestic fundraising planning, with the support of IFRC, ensuring that the public and corporate sector domestically are offered an opportunity to participate in the COVID-19 response. The Estonian RC is engaged in the Volunteer Management and Membership drive development with the support of IFRC, ensuring well streamlined and strengthened resources also during the COVID-19 operation. The National Society is negotiating with the Ministry of Social Affairs and Health, ensuring that their funding allocation to the National Society in 2020 is not reduced but moved to next year for the activities that cannot be implemented due to the COVID-19, e.g. First Aid trainings. The National Society has received an in-kind donation of masks from Taiwanese RC, and the Ministry of Foreign Affairs has planned to donate EUR 100,000 to the Italian RC and the Spanish RC through the Estonian RC.

Finnish Red Cross

Finnish Red Cross is supporting the most vulnerable groups as requested by the authorities. On request, the Finnish Red Cross provides hospitals with triage units to enhance the capacity to assess people's need for treatment. Finnish Red Cross is also providing tents and other non-medical equipment for a temporary annex of the Meilahti Hospital in Helsinki. Volunteers support the elderly and other vulnerable people. Support is offered online and by phone, as volunteers trained in psychosocial support help those troubled by the situation. The Finnish Red Cross Youth Shelters run a chat service for youth in cooperation with two associations. Communication, publishing information on the COVID-19 and sharing messages of the authorities, also play an essential role.

French Red Cross

From the outset, French Red Cross set up strategic and operational task forces and various measures to ensure protection of volunteers and staff, including safeguarding vulnerable volunteers, closing Red Cross nurseries and training centres, and all facilities for children. Ongoing activities include dissemination of hygiene and containment messages and essential activities for vulnerable people (first aid, community outreach, food assistance, etc.). Staff and volunteers provide auxiliary support to Government health authorities, including strengthening of call centres, containment centres, homeless shelters, ambulance services, patient welcoming and triage, and first aid including in special trains transporting people infected by COVID-19. Recent activities include

management of containing centres. *Croix-Rouge chez vous*, comprising solidarity deliveries of food and medicine as well as psychosocial support for isolated people totalling 110,000 calls, and 35,000 deliveries so far. Additionally, 25 *Centres d'hébergement spécialisés* (shelters for homeless people with mild COVID-19) have been established, with over 1,000 beds. The *Confinés et solidaires* initiative encourages people to help their neighbours and communities. Call centres have been strengthened, including those to manage recruitment of spontaneous volunteers and *Croix-Rouge écoute*, which provides psychosocial. International activities also include response to the COVID-19 in Republic of Congo, DR Congo, Chad, Cameroon and Central Africa. Moreover, the PIROI regional platform for the Indian Ocean area is managing the national response in La Réunion and Mayotte, as well as supporting Malagasy Red Cross in COVID-19.



Georgia Red Cross Society

Between 1 March and 27 April, some 1,530,000 people continue to receive risk communication and prevention information on COVID-19 in Georgian, Azerbaijani, Armenian, Ossetian, and Abkhazian languages through printed and online media channels, through active appearance on TV channels and provision of online training and information sessions. 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 6000 parcels have already been collected at the supermarkets in the capital. Some 27,000 lonely older people across Georgia as well as isolated

people in health facilities and home-care settings received support from the Georgia Red Cross in the form of food parcels and hygiene items. Special care was provided to 903 home-bound persons with specific needs. More than 1,950 people received psychosocial support (PSS) services by trained PSS volunteers to overcome panic and stress, to help address most pressing issues, concerns and doubts via the Georgia Red Cross hotline service. Promotion of voluntary non-remunerated blood donation has started by GRCS to highlight the need of blood with dissemination of the additional information about recommendations specific for the outbreak.

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

The Hellenic Red Cross continues to effectively respond to the COVID-19 through providing critical support to communities and the most vulnerable, strengthening existing state structures and covering emerging needs. The HRC staff and volunteers conduct thermal screening of individuals as they enter public spaces, like courts, airports, hospitals and in state detention establishments. With its streetwork teams, the HRC supports people experiencing homelessness by providing food items, first aid and information for protecting themselves against the disease. In cooperation with the General Secretariat for Civil Protection, HRC volunteers assist the daily provision of food aid to vulnerable and high-risk groups of people -mainly returned from abroad- who have been to a mandatory 14-day quarantine in central hotels of Athens. On a daily basis, "Home Care" and "Home Help" services support people in need with personal care and day-to-day domestic tasks. With its Health Centers, which are decentralized units of Hospitals, in full readiness, it offers not only preventive interventions but also a complete therapeutic environment, oriented to the overall needs of the population. A "Telephone Line of Psychosocial Support" has been launched with social workers and psychologists providing counseling and psychological support to people who have difficulty in coping with the psychological effects of the pandemic. The HRC proceeded with the opening of a special Bank Account for donations and regularly implements activities on hygiene lessons and protection techniques aimed at preventing the spread of COVID-19 in the broader community. Particular emphasis is placed on informing citizens about the methods of proper application and proper technical export of gloves, individual face protection masks and protective equipment. With the use of social media in most of HRC Regional Branches, it contributes greatly to the further dissemination of relevant information campaigns, either of the Ministry of Health or the IFRC. Red Cross teams are supporting migrants in this difficult situation in the Reception Centres at Serres and Malakasa (and previously in Kea, for as long as they remained on the island) with primary health care services, first aid, distribution of hygiene items and temperature screenings. The HRC is also focusing on hygiene promotion within the camps, by highlighting the importance of handwashing and other basic preventative measures and by providing advice and support via printed materials. The Telephone Hotline of Multifunctional Center for Refugees in Athens provide information on infection prevention and the guidelines of the National Public Health Organization (EODY), the General Secretariat for Civil Protection and the World Health Organization (WHO) in 12 languages. The Telephone Line provides additional services of intermediation and interpretation to facilitate the communication of migrants with EODY and other state medical services. The accompanying interpretation "ACCREF" Service of the Nursing Division adapted its operation to the new needs by providing telephone interpretation with specialization in medical terminology in Farsi and Arabic, 12 hours every day, and interpretation with physical presence in permanent Health Services of the National Society, and on a case-by-case basis in public Health Care Institutions. The HRC is working with the Ministry of Health to ensure medical staff have sufficient medical supplies (face masks, gloves, disinfectants). In a large number of General Hospitals across the country (from Larissa to Kalamata) HRC also contributed decisively to voluntary blood donations to meet country's needs in blood.

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.

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.

Kazakh Red Crescent

The Red Crescent of Kazakhstan contributes to emergency response, giving priority to socially vulnerable groups. Employees and volunteers delivered 2,465 essential goods to needy families throughout Kazakhstan. In collaboration with the city health administration, the RCK volunteers visit people in quarantine and deliver medicines from clinics to people with chronic diseases and older people. From 27 March, 2,207 calls were made and medicines were delivered to 247 addresses. Support is also provided to blood centers throughout the country in disseminating information, as well as in attracting blood donors. HQ and branches inform the public by distributing and publishing booklets in local areas, magazines and on social pages. It is also assisting people in applying for financial assistance, and in receiving psychosocial support. Nine branches of the NS are producing and distributing medical masks with 3373 masks distributed to date. The NS, with support from the Jiangxi Copper Industry Group (People's Republic of China) has also provided medical protective masks to the medical institutions, units of the Emergency Department and Internal Affairs Department of the city of Almaty, as well as the National Guard of the Republic of Kazakhstan. Moreover, China Construction Bank Astana Branch provided 50,000 gloves. These were distributed throughout Kazakhstan's Red Crescent offices for volunteers, the most vulnerable groups and emergency services. Financial assistance has been provided to 110 refugee families and asylum seekers, with the support of UNHCR in Kazakhstan. The Red Crescent of Kazakhstan provided humanitarian aid in the form of essential goods to 14 needy refugee families. From 24 March, online fundraising on <http://help.redcrescent.kz/> commenced with KZT 1,170.619 already collected.



NS volunteers are delivering groceries to lonely pensioners.

Red Crescent Society of Kyrgyzstan

The RCSK continues to provide support to governmental bodies responding to pandemic and help vulnerable population to prevent and alleviate their suffering. All activities are closely coordinated with public health officials, government agencies and partners. During the reporting period, RCSK delivered 4,000 personal hygiene kits (including essential items like soap, shampoo, tooth paste and women pads) in observation points to support people staying there, to meet their hygiene-related needs. Two RCSK facilities were made available to the government to be used as observation points. The NS is supporting mobile health groups in southern and northern parts of the country by provision of PPE and fuel for vehicles, enabling them to operate smoothly and reach those patients who are under home quarantine.

Over the period of 18 March – 24 April, the RCSK provided food and NFIs to more than 7,000 families with special focus on zones where the government imposed quarantine and stay-at-home orders. Staff and volunteers are following social distancing protocols during the humanitarian aid delivery process. RCSK continues to spread important information about the pandemic through social media and flyers. During the reporting period, RCSK volunteers disseminated more than 600,000 information materials among urban and rural communities and government organizations across the country. In addition, RCSK volunteers are providing COVID-19 consulting services and collecting applications for humanitarian aid via hotline established by the government.



Food distributions in Bishkek city suburbs. Photo: RCSK

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

The Malta Red Cross is working in coordination with the government in responding to COVID-19 amongst the migrant community. Activities include: Migrant Isolation Unit: Part of the Hal Far Tent Village (HTV) has been isolated to segregate those migrants who had been in direct contact with others who have tested positive for COVID-19. The Red Cross provides the medical assistance to those residing at the center, including the daily monitoring of parameters, whilst taking all precautions recommended. The National Society is also managing a clinic at another reception centre to care for migrants who have tested positive for the virus, with 44 migrants receiving care up to 27 April. In direct contact with the Public Health Department, Malta Red Cross is also in charge of the swabbing procedure for the migrant community. Up until 27 April the Malta Red Cross have done 513 swabs in HTV. This is by far the largest sample of random swabbing that has been conducted on the Maltese islands since the beginning of the spread of COVID-19. These tests have yielded results as they managed to identify a cluster of positive cases. In the coming days more swabbing will be carried out in other migrant centers.

Magen David Adom in Israel

In light of the decrease in the number of new cases, MDA decreases the activity in the sampling project, focusing on the Muslim population during Ramadan. MDA personnel are taking samples at suspected cases homes, and transferring them to the reference labs. In order to avoid suspected cases from traveling to health care facilities, after the decision to take a sample is taken by the district public health authority, MDA member (with PPE) is sent to the suspected case home to take the swabs, than to be transferred to the laboratory. This service is expected to be transferred to the responsibility of the Primary Health Care providers (HMOs) next week.

Since 20 March, MDA began operating 4 joint "driver-through COVID-19 sampling complexes" for Magen David Adom and the Ministry of Health, in Tel Aviv, Haifa, Beer Sheva and Jerusalem. Since 26 April, MDA operates additional 9 mobile Drive-through centers that move between different cities based on the Ministry of Health instructions, where the most vulnerable communities are located. Other mobile drive-through centers will operate in East Jerusalem (in Jabel Mucaber and A-Tur) in the evenings, after the Ramadan fast hours. MDA staff and volunteers are running the complexes. As of 9 April, MDA samples at nursing homes and mental institutes all over the country where confirmed cases were found. MDA operates a sampling container that allows MDAs personnel to work inside with gloves and masks, and people will be invited to be sampled from outside of the container. MDA teams have taken over 5,000 daily samples in the last few days. MDA teams are treating and transporting patients that are under home quarantine and have a situation that requires medical assistance, or exacerbation of their condition, or become symptomatic and are tested positive for COVID-19. MDA is also transporting the patients who tested 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 sever patients. 51 patients were treated this way so far, as a new treatment protocol. MDA will transport the donors from their houses to the blood center for the donation if needed. MDA is preparing for the possible next wave of people getting sick from COVID-19. MDA website has a [dedicated section](#), with all the relevant information and instructions in several languages.



Mobile sampling ambulance with the protective sheet.

Red Cross Society of the Republic of Moldova

Following a request from the Ministry of Health and Social Protection, on 3 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, Moroccan Arabic and Berber (Amazigh) language to also help those who do not have a good command of the Dutch language. Together with local farmers a "food box" scheme has been setup, to provide food aid to the most vulnerable households. Next week we will start issuing food vouchers to people who are hit hard by the crisis and who are not eligible for different types of assistance; for example, migrant workers, undocumented migrants and their families. Local activities in the past week included: Red Cross volunteers providing meals and other support in some care homes to help the nursing staff get some rest; mobilization of volunteers at a large housing association in Rotterdam who are visiting 5,000 older people who live independently to see if they are managing during home isolation and to bring them flowers; transport for thrombosis patients; musical performances by Red Cross volunteers in Delft at four different care locations where elderly people with dementia are living. An activity has also been set up to send cards to elderly people living alone. The Netherlands Red Cross is also responding through its overseas branches in the Caribbean with risk communication, food assistance and PSS.

Norwegian Red Cross

Almost all of 380 local branches have reported activity. This is a combination of activities that are a direct response to COVID-19 and previously existing activities aimed at vulnerable groups/needs that have been adjusted to prevent the virus from spreading. In total, 411 new activities have been implemented. Of these, 213 are a result of dialogue with local government and aim to assist them in their COVID-19 response, and 185 have been initiated by local branches. The main activities continue to be phone services (primarily telephone buddies), food shopping/delivery, delivery of medicine and patient transport. Other activities include distribution of activity packages to children and virus prevention training.

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 is active on field with distribution of food, hygiene, medicines, PSS, mobilization of funds, resources and helping the vulnerable target groups. The activities that are new in the past weeks are the assistances to the state quarantines with the Ministry of Health. The NS performed the following activities from the beginning up until 27 April: 1,850 people from vulnerable groups with PSS, 2,100 people from vulnerable groups reached with delivery service for food, hygiene, medicines; 5,123 monthly food parcels distributed from donations and stocks; 3,859 monthly hygiene parcels distributed from donations and stocks; 380 staff and volunteers mobilized on a daily basis. In addition to these, the NS distributed 11,000 protective masks, 1,750 portions of meals and medicines to state quarantines at 250 instances.

Romanian Red Cross

Romanian Red Cross is working closely with the state authorities in charge of managing the COVID-19 Crisis (State Dept. of Emergency Situations, Ministry of Health, Secretariat of Government,) on one hand to better contain the spreading of the virus and to prevent new infections and on the other hand, to provide the front line personnel with the needed materials and equipment enabling them to fight against the virus and to properly assist the patients, obtaining better results. The NS together with the authorities launched a public campaign in order to keep the population informed with updated and verified information and instructions on prevention. RRC, on national level, based on the authorities' recommendations of the authorized hospitals and medical care institutions for COVID-19 treatment, has distributed tents for triage, medical and protective equipment and other equipment and materials needed for the personnel working in the front line. The NS is distributing on national level information materials on prevention including stress mitigation and also how to maintain well-being in this period of crisis and lock-down. On local level, RRC branches are working with the County Committees for Emergency Situations, with the General Directions for Social assistance, with Directions of Public Health, Prefecture and Municipalities. RRC has been designated by the state authorities at governmental level as main actor to receive donations both cash and in-kind and to supply/deliver to the hospitals, personnel working in front line and other categories in need with products and specific materials. RRC open for that different channels for donations, as : SMS campaign for donations (available only on national level through Romanian mobile phones networks) and online donations (available on the RRC website) as well as corporate partnerships for cash and in-kind donations. Romanian Red Cross also launch a national campaign named "#RomaniaSalveazaRomania to support the hospital and first responders with equipment. RC branches offered assistance for the most vulnerable population distribution of parcels with basic hygiene products and of food parcels (non-perishable food from the Red Cross Food Bank supplies and from in-kind donations). Also offered assistance to people in self-isolation and quarantine: distribution of parcels with basic hygiene products and of food parcels (non-perishable food from the Red Cross Food Bank supplies and from in-kind donations), providing meals/catering from donations for the medical and auxiliary personnel and volunteers working on the front line in hospitals, warehouses, etc. - in partnership with catering companies, pizza companies, etc.

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.

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

From 21 to 28 April 2020, 717 SRC volunteers were actively supporting the NS response activities. The NS ensured home delivery of food and non-food items (medicine, person hygiene items, firewood, etc.) to the older people and other vulnerable groups with no financial or other means of provision. The NS provided hot meals, PPE and assistance in securing a shelter or an accommodation to the homeless as well as distributed clothing, footwear and hygiene items to migrants of the Asylum Home Ljubljana. The Government Office for Support and Integration of Migrants requested additional assistance of SRC, as the numbers of new arrivals have again started to increase. The supplies and stock of such items are running low, as the still ongoing COVID-19 protection measures are disabling the acceptance of new donations. The NS engaged in transportation for vulnerable groups to the doctor check-ups and other urgent appointments. The NS maintains phone lines offering PSS, COVID-19 information and support requests from the public. SRC is involved in taking temperature and reminding visitors of necessary safety measures at medical, public and other institutions; and is helping at care homes for elderly. The National Society assists in securing necessary computers/tablets for children whose families are not able to provide them with computers, necessary for at home schooling. The SRC FA team of



SRC teams preparing for home delivery of food and non-food items.

Mobile stationery MOB STAC and field hospital Role 2 is on stand-by. The NS continuously informs and raises awareness of the public on its COVID-19 prevention and response measures. The National Society continues the organization of blood-drives, under COVID-19 precaution/prevention regime. The possible donors are invited individually by SMS after which a blood donation appointment is made.

Spanish Red Cross

The Spanish Red Cross is committed to alleviate the impact of COVID-19 pandemic through the Red Cross's RESPONDE Plan, ensuring support and medical equipment to vulnerable groups and the general population. The Red Cross has been adapting its services and activities to coordinate health, social and emergency services in all the autonomous communities, mobilizing more than 34,000 volunteers and over 5,000 staff, with almost 14,000 new volunteers. The Spanish Red Cross has increased its relief services up to 33 psychosocial teams, near 600 ambulances, 17 temporary health facilities, 93 shelters, more than 30.000 essential emergency supplies and almost a million articles of personal protective equipment distributed. This health emergency has especially targeted vulnerable groups, which were provided with prevention and containment measures, and bio-measures and symptoms monitoring. SRC has also been providing assistance and transportation of patients to health facilities (nearly 100 patients have been mobilized), and psychosocial (over 1,000 people reached) and pharmacological assistance (almost 2,500 deliveries). The Spanish Red Cross has delivered around 130.000 food and essential non-food items to vulnerable and at-risk populations through its support of social inclusion, as well as shelters, support for families with limited resources, assistance with essential procedures, aid to older people, women affected by gender-based violence and other vulnerable groups, and emotional support and accompaniment by phone for people in social isolation. We have assisted over 800 people through labour orientation and online training, helping unemployed people and those who have recently lost their jobs survive this unprecedented employment crisis. The Spanish Red Cross education program has benefited more than 350,000 people (staff, volunteers and general public) through its COVID-19 and first aid online courses. SRC has also provided school support for more than 2,500 children.



Spanish RC staff and volunteers supporting vulnerable people.

Swedish Red Cross

Swedish Red Cross is supporting the authorities and the most vulnerable groups. The Swedish Red Cross has through collaborations with donors and authorities helped with distribution of medical equipment to regions in need and provided tents and other non-medical equipment for a temporary annex outside several hospitals. Volunteers support the elderly and other vulnerable people with grocery shopping and collecting medicine from the pharmacies. Support is offered online and by phone, as volunteers talk and help citizens who are troubled by the situation and the Swedish Red Cross Youths run a chat service. Swedish Red Cross are also publishing information on the COVID-19 and sharing messages of the authorities, in order to direct citizens to trustworthy sources of information.

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 COVID-19 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 COVID-19- 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 volunteers have reached a total of 63,282 people in activities focussed on: prevention of COVID-19 (48,613), outreach to school children (31,864), information sessions among communities and schools (8,047), training for government representatives and NGOs (711.) On April 23, the RCST COVID-19 prevention project was officially started, which is funded by USAID through IFRC. The RCST HQ staff developed a plan for conducting trainings in 5 regions of the country,

covering 32 target districts. Within April 23-29, NS HQ staff together with the representatives of regional Healthy Life Style Centers conducted educational sessions among 200 volunteers in Khujand, Isfara, Spitamen, J.Rasulov and B.Gafurov of Sughd province as well as in Tursunzade, Shahrinav, Hisor, Varzob and Rudaki. The main messages were on implementation of preventive measures, symptoms of the disease, and an algorithm of actions in case of registration of the disease. From April 27, information sessions commenced among volunteers of Gorno-Badakhshan, in the districts of the Kulyab and Bokhtar regions of Khatlon province. The RCST conducted an information session on prevention of coronavirus in Tajikabad district of Rasht valley with 20 participants- selected volunteers from different communities of Tajikabad district and the representative of the government community health department. The NS has signed procurement contracts with selected suppliers for delivery of protection items (masks, disinfectants and gloves), hygiene kits, information materials and food parcels.

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 28 April, 717, 675 PPEs, 751,200 masks and 249,960 hand sanitizers have distributed to the public through the branches. First Aid video and other relevant presentations are shared on intranet or via e-mail for the staff to prevent the home accidents. Thanks to the awareness raising activities of the TRC teams in the community centres, a total of 38,497 people (including local people and migrants) were reached between. Health symptom screening is carried out by the staff and volunteers via phone calls and those with symptoms are tracked by social workers. The operation in support of COVID-19 treatment continues at TRC's 18 blood centres. These centres collect the convalescent plasma with apheresis devices from patients who were diagnosed and treated in accordance with the directives of the Ministry of Health. Within the scope of Psychosocial Support Services carried out by staff volunteers, 15,552 people including local and migrants were reached. TRC continues to provide hot meals to 18,312 individuals quarantined at 204 locations in 77 provinces around the country. This service covers the need for three meals per person a day. TRC awareness campaign includes the dissemination of info on COVID-19, its physical and mental impact through the display of videos on, the distribution written materials, informative posters and leaflets. These materials are available online on TRC's web page specifically for designed for COVID-19.



TRC staff and volunteers supporting people in need.

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, including on prevention rules and lowering stigma and discrimination (videos, posters, pocket notes, social media campaigns). As of 16 April, 849,000 printed materials items were produced. URCS is assisting vulnerable groups- providing food, hygiene materials, medicines to older people and others who are quarantined and are attracting donors and sponsors for procurement. They are also providing tracing services in the context of COVID-19 and assisting isolated people maintain contact with family members. For PSS and stigma prevention, the URCS assists the Ministry of Health with a telephone hotline, provision of psychosocial support phones for medical professionals, remote activities for children (storytelling, creative classes.) The URCS has launched an Information Centre to answer questions about the work of the Red Cross, including in relation to counteracting the coronavirus, accepting volunteer and cooperation proposals, obtaining information on the needs of people and finding ways to help them help. URCS provides clinical, paramedical and homecare services, support to medical and social institutions and first responders, including through production and distribution of masks among institutions that contact and respond to COVID-19 (police, social services etc.), transferring protective medical masks, disinfectants and contactless thermometers to medical institutions, working at check-points , (temperature screening, first aid as needed, clarification on the rules for the use of PPE) and transfer of medical equipment to medical institutions - artificial lung ventilation apparatus, defibrillators - in cooperation with Austrian RC (Chernivtsi) as well as supplying

water to hospitals and supplying disinfectant to the Ukraine armed forces. It also organizes blood donation campaigns. The URCS is working in partnership with different government ministries, a number of RCRC entities and corporate partners.

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

The 17 countries in MENA Region recorded 157,242 confirmed cases and 7,238 associated deaths as of 28 April. The number of new registered cases is stable in Iran and decreasing in Lebanon and Jordan. However, the number of infected people has risen sharply in Egypt.

On April 22, IFRC and ICRC MENA Regional Offices and the 17 MENA National Societies launched the COVID-19 Emergency Appeal, with the presence of more than 200 donors and partners. At the same time, the EPoA revision has been completed with multilateral consultation and discussion and the document is pending of final approval at Geneva level.

The Health and WASH teams have provided technical support to the **Health Peer to Peer exchange programme** among MENA NSs on planning, reporting, health messaging and coordination. Concerning Emergency Health, several webinars have been organised with Libya RC, Iraq RC, Yemen RC and Palestine RC with the objective to discuss the development of the EMS protocol. Moreover, the final draft of "Glossary of terms for COVID-19 health response" was shared with IFRC health team in Geneva and all regional offices in order to get their feedback for finalization. Parallel discussions are taking place with Geneva Health Team and PMER RO team on definition of measurable health indicators. Health team is maintaining a good coordination with WHO EMRO through weekly coordination meetings and fragile settings discussion.

E-learning modules on Community health have been carried out with Libya RC and two more webinars with Iraq RC on health messages, behaviour change and WASH are planned. Algerian RC is also receiving inline support and guidance on how to develop health promotion messages. The e-learning platform will be expanded to all MENA National Societies. A global CBHFA webinar will be held on 30 April 2020 with the aim of sharing experiences, challenges and lesson learnt from CBHFA teams on COVID19 response. To achieve these tasks, the Health and Care department has increased its capacity by recruiting 2 surge delegates, 2 Emergency Health Officers, 3 recruitments specifically focused on COVID-19 response and 1 assistant.

The MENA **Mental Health and Psychosocial Support (MHPSS)** team, with the support of IFRC PSS Reference centre, is working on the Arabic translation of the PFA guideline and on the development of PFA e-learning modules and videos.

WASH team has provided technical support to Iraq RC through a rapid online training and has contributed to the development of the final draft of "Glossary of terms for COVID-19 health response" with a specific focus on WASH terminology. Moreover, the WASH team is actively involved in the MENA WASH Working group, is part of the MENA Health and WASH forum and is meeting regularly with the regional and global WASH colleagues to share information on WASH activities in the region and discuss potential WASH COVID-19 related activities.

Ramadan has started on 24th April and the **Risk Communication and Community Engagement (RCCE)** messages developed this week have been focusing on topics related to the Ramadan, such as fasting and social gathering. The preparation of these key messages has been done in consultation with the community health and communication teams. Messages and infographics will be shared with National Societies shortly. A meeting has been held for with all MENA CEA focal points to discuss the objectives of this working group in light of COVID-19 and share information about the

area of focus of each actor and the support provided to National Societies.



A face to face technical training for 5 staff and volunteers from PRCS/Lebanon branch on **information analysis tools and development of information products** using PowerBI was undertaken by IFRC RO IM staff. The regional office will provide PRCS/L with licenses to develop infographics and dashboards. IM call has been held with the IM focal points from MENA National Societies to discuss and provide technical support on Mobile Data Collection. Moreover, 5 National Societies have been trained online (using online classroom/webinars) on the new Epi-field reports available on GO Platform and two National Societies (Iraq RC and Palestine RC) have already submitted their first reports. Conversations with PMER/Health units are ongoing to streamline and

harmonise National Societies reporting system. IM RO staff is preparing detailed SOP/guidance notes on how to create Epi field Reports and is developing GO emergency pages for COVID-19 for MENA countries, so that field reports will be linked to the emergency pages.

Country by country updates

Algerian Red Crescent (ARC)

During this week, Algerian Red Crescent has implemented the following activities:

- Distribution of 38,765 food parcels for vulnerable families. ARC is planning to distribute a total of 170,000 food parcels by the end of COVID-19 response operations.
- Home delivery of 8,645 hot meals to vulnerable and low-income families.
- Distribution de 7,555 hygiene kits for vulnerable families. ARC is planning to distribute a total of 15,000 kits by the end of COVID-19 response operations.
- Production and packaging of 335,623 mask, 3D masks and 350 disposable coveralls.
- Procurement of disinfection material and execution of 933 disinfections of public spaces in the whole country.
- Procurement of PPEs for volunteers involved in the operation (masks, glasses and coveralls)
- Installation of disinfection tunnels in hospital and health centers.
- Implementation of ARC Communication Plan for Covid-19 Response
- Implementation of awareness campaigns: prevention messages reached the more remote areas of the country, through posters, TV advertisement, videos, home visits, and use of megaphones. The sensibilization campaign to prevent the spread of COVID-19 started in March 2020 and is active in the whole country.
- Opening of shelters for homeless people.



In coordination with the IFRC, ARC has created a COVID Response Coordination Team to follow up on ARC activities' implementation.

Iranian Red Crescent (IRCS)

Iranian Ministry of Health is responsible for COVID-19 response in the country, while Iranian Red Crescent Society (IRCS) is coordinating its activities based on existing needs and protocols and assisting government response in accordance with the policy set by the health authorities. IRCS activated the Emergency Operation Centers (EOC) at the IRCS Headquarters and in 32 branches throughout the country. The secretariat has been established at IRCS Health, Treatment and Rehabilitation Division to centralize the necessary coordination with the Iranian Ministry of Health and sharing health guidelines as well as prioritizing the measures throughout the IRCS branches based on coordination with the MoH.



The IRCS is focusing on public awareness campaign, aiming at educating people about the necessary preventive measures. Educational materials for the IRCS's trainers has been updated and regular video conferences and virtual meetings for IRCS branches have been organized to share guidelines and materials. The IRCS, in coordination with Medical Council, provided general and specialized trainings on Corona online courses for volunteers and staff.

The educational activities of IRCS include:

- Brochures, posters, info graphic (2,600 pages in Persian and other languages)
- Movie, clip, and motion graphic (800 programs have been produced particularly for different walks of life and deaf people y) Also, 15 educational documentation videos have

been produced.

- Information sharing and publication of training contexts include:

- Visiting social webs: 69,000,000 people
- Visiting training site as www.coronavirus.ir: 20,000,000 people
- Attending Corona test "test.Corona.ir": 11,000,000
- 1,200,000 people, 72,000 volunteers, 50,000 staff and 19,000 trainers have passed online course of corona virus
- Sending SMS: 28,000,000

Out of a total of 1,100 patients referred to the the Iranian Red Crescent Noor Afshar hospital, 862 positive cases have been reported of which 395 people have recovered, 460 persons have been hospitalized, 402 patients have received OPD services and 65 have lost their lives so far. The IRCS took responsibility of medical shelter for post recovery.

IRCS Volunteer Organization distributed 50,000 food parcels and 154,000 hygiene kits amongst the most vulnerable in the whole country and addition 1,000 food parcels have been distributed among most vulnerable people in Kurdistan province. 1,350 volunteers donated blood for the benefit of the patients in hospitals.

Volunteers of the IRCS disinfected 92,000 streets and avenues, 43,017 public transportation buses, as well as 26,263 public places including 38 prisons, 90 night dormitories for homeless, 2,879 mosques and 23,256 other places across the country.

Iran Helal Textile Industries affiliated to the Iranian Red Crescent is producing protective masks. The Health, Treatment and Rehabilitation Division of the IRCS are providing Personal Protective Equipment (PPE) for its volunteers and staff. Information sharing and coordination meetings for further preparedness are held on a regular basis.

The IRCS has distributed personnel protection equipment including 441,300 gloves, 448,540 of 3-layer masks, 28,860 N95 masks, 14,794 bags, 33,142 anti-septic gel, 444 thermometers, 1,250 hospital gowns and 7,137 relief gowns for volunteers in IRCS's road relief bases, medical shelters, drugstores and health and rehabilitation centers thought the provinces of the country for one month consume.

The IRCS Youth Organization continues its plan to entertain and render psychological support and services for children who have to stay at home. The programs are accessible through virtual networks and by phone. 187,553 beneficiaries benefited from the Youth Organization's campaigns and programs up to now. About 19,138 IRCS team members have provided psychosocial support services to 3,067,366 beneficiaries through 6,503 teams.

Furthermore, in coordination with MoH and Medical universities, about 500,000 special patients (patients with haemophilia, patients on dialysis and chemotherapy, etc) have been screened to receive health kits including 10 masks and 250cc disinfectant lotions. 2,377,000 masks and lotions have been distributed among the patients in 25 provinces throughout the country.

The IRCS is also looking for resources to implement livelihood project such as distribution of food parcels among the people who has no income and support to alleviate their sufferings and meet their basic needs. 6000 food parcels have been distributed so far among the most vulnerable people in 6 provinces for the first phase of the IRCS plan.



[Jordan Red Crescent \(JRC\)](#)

120 volunteers are actively engaged in the COVID-19 response operation in the whole country. Among their main activities, 2,338 food parcels have been distributed to vulnerable families, 5,806 shopping vouchers have been

distributed to day laborers and 1,765 medicines have been distributed to diabetics at their doorstep. Concerning medical service provision, 788 patients have received kidney dialysis sessions and 2,500 Syrian refugees in Zaatari camp have been attended in the health facilities.

Lebanese Red Cross (LRC)

1244 LRC staff and volunteers have been trained on COVID-19 response and more than 5,000 are actively involved on COVID-19 operations in the country, responding to the needs of over 60000 beneficiaries in the whole country.

Moroccan Red Crescent (MRC)

During this week, Moroccan Red Crescent has implemented the following activities:

- Awareness campaigns for workers in Kenitra and Larache industrial districts
- Distribution of food parcels in Tanger, Laayoune, Sidi Slimane, Driouech and Berkane provinces.
- On line training for MRC branches on psychosocial support and general information to prevent the spread of COVID-19
- Training of 45 trainers on Psychological First Aid and public health in emergencies using 3 distance-learning platforms
- Distance training courses covering 4 MRC branches in Larache, Oued Zem, Er-Rachidia and Zagora
- Activation of a distance learning platform for training of volunteers
- Update of the MRC first aid application and adaptation of IFRC communication material with support of the Global Disaster Preparedness Centre
- Sharing of basic protection measures messages on MRC social media pages (Twitter and Facebook)
- Update and sharing of the MRC Response Plan (until July 2020)
- Qualified medical staff MRC medical staff is providing continuous support to Saniat Rmel 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.
- MRC is providing its fleet and staff in Ouarzazate province (7 ambulances, 2 cars and 30 volunteers) for transportation of patients that tested negative for COVID-19.
- MRC is also taking part to disinfection campaigns of private and public building and means of public transportations in Oued Zem, Sidi Slimane, Zagora and Driouech.
- MRC branches in Assela and Chefchaouen are continuing the campaign called «Zéro Corona», instructing and accompanying people who moved into those two cities during their isolation period and providing temperature check. Temperature check is also undertaken at check point in Boujdour, Laâyoune, Beni Mellal and Taroudant. Another awareness activity has been launched in open and closed markets in Larache and other activities have been implemented in the south.
- In Larache, dialysis patients have been transported to provincial dialysis centres
- MRC is taking care of the travellers that are stuck inside the city of Mohammadia and of the homeless people in Chefchaouen, Mohammadia and Laâyoune and vulnerable families in Azilal, Chefchaouen and Tanger ;
- Launch of an platform to provide psychosocial support (through Whats App or normal call) for community members in Larache in partnership with the Human Science Faculty of Mohammed Saadi University.



MRC is coordinating the COVID-19 response operations with national Government and selected ministries, local authorities and Movement partners.

Palestine Red Crescent Society

From 19 to 25 April 1,052 cases have been transported by PRCS EMS teams. Out of these cases, 70 have resulted positive. 1221 people have benefitted from medical services provided in primary health centers and 210 people have benefitted from medical services provided by the mobile medical unit in the Northern Jordan Valley. A mobile clinic has been established temporarily in Qaiquilia and so far has provided medical services to 12 people.

Medical supplies have been distributed in 6 communities and in 27 PRCS branches., while 100 families in Gaza have received hygiene kits. 614 home visits have been organized to check on elderly people and people with chronic

conditions. 22 sanitation initiatives have been carried out by 250 volunteers in public places. 2922 home first aid and 13468 awareness raising brochures have been delivered in communities

10 PSS teams (composed by 55 members) have been activated to respond to Palestinian communities' needs, both in the Palestinian Occupied Territories and in Syria, where a total of 342 PSS sessions have been conducted.

ICRC is also very active in the Palestinian territories. Since 15 March, ICRC delegates visited 14 detention facilities, held individual discussions with detainees and continued dialogues with detaining authorities in Israel and Occupied Territory on the best practices in detention and other issues and concerns. ICRC is also distributing infrared thermometers, hygiene kits, masks, detergent wipes, gowns, safety boots, mattresses, blankets, tarpaulins and tents, both in West Bank and in Gaza.



In Lebanon, 5 positive cases have been detected in in Al Jalil camp in Balbaak city. Lebanese MOH realized randomly 150 tests for Corona virus in the camp all of them resulted negative. 148 volunteers are involved the response operations in the communities: they distributed 1000 boxes of humanitarian aid, 4700 brochures and carried out 6390 temperature screening in 7 camps. 3330 online awareness sessions conducted on how to prevent infections.

PRCS/L distributes 200 PPE to 5 hospitals (40 PPE for each hospital). A training of medical staff is ongoing in Hamshari hospital, while 16 staff from Beirut and North areas have been already trained and other from Saida, Bekaa and South will be trained in the following topics:

- 1- Triage on safe detection of COVID-19
- 2- Infection prevention and control (IPC)
- 3- Safely donning and doffing of PPE for staff
- 4- Training of medical and nursing staff on medical management of patients.

Tunisian Red Crescent (TRC)

During this week, Tunisian Red Crescent has implemented the following activities:

- Management of the quarantine centre in Monastir
- ensure physical distance in public buildings;
- provision of risk communication and health education on social media to inform about COVID-19 disease and how to prevent it following the guidelines of Ministry of Health;
- Management of patients that are not affected by COVID-19
- Management of containment centres in Zarzis, Jerba, Beni Mtir and Ain Draham and support to 1200 Tunisian and Libyan migrants that reached Tunis from the south border
- provision of logistic support to health facilities structure (including tented hospital) and provision of non-medical services (preparation of meals, disinfection of buildings, etc.).
- provision of
- provision of social and economic assistance to vulnerable community members (especially female headed households and migrants);
- provision of psychosocial support ensured by 4 psychologists operating in MoH counselling centres
- distribution of food parcels and organisation of food aid in the governmental collection centres.
- distribution of PPE to medical staff, security forces, customs officers, refuse collectors and prison officers.

ALLOCATIONS

IFRC COVID-19 Emergency Appeal Allocations by country

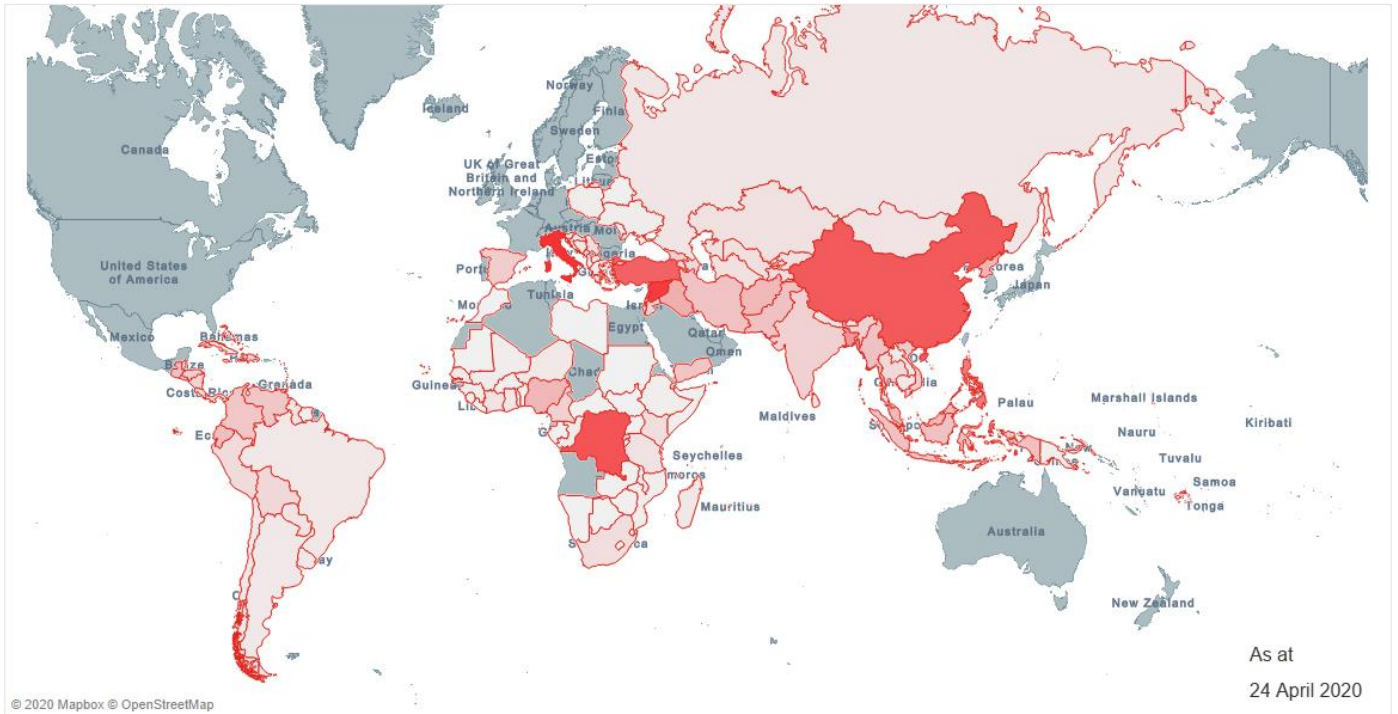
National Societies
in receipt of Allocations

150

Total amount allocated
(CHF)

71,902,381

Allocation (CHF)



FUNDING UPDATE

[Donor response to the Appeal MDRCOVID19](#)

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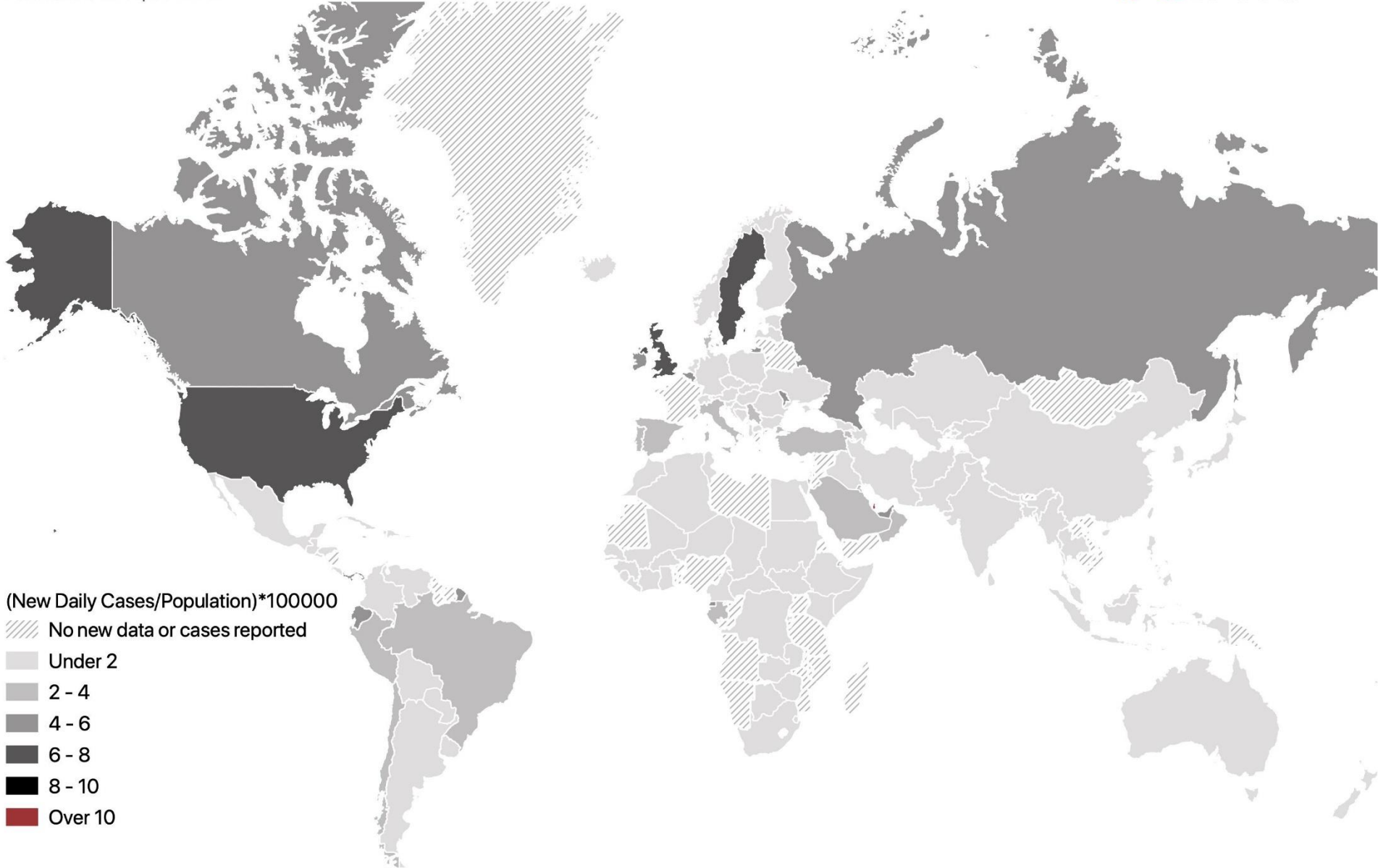
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The Operations Update covers new information from the last reporting period. Please see previous updates for more information on how National Societies and IFRC have been responding to COVID-19 since the start of the Emergency Appeal.

Operational Update Link	Published
Operational Update 12	24 April 2020
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 29 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).