



COVID-19 OUTBREAK OPERATIONAL UPDATE #14

REPORTING DATE: 8 May 2020
GLIDE: EP-2020-000012-CHN
OPERATIONAL TIME FRAME: 31 JAN - 31 MAR 2021

Situation Update

3,595,662 confirmed cases globally
reported to WHO as at 7:00pm CEST, 6 May 2020

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

COVID-19 Global View
Produced 06 May 2020



Funding**

150,000,000 CHF Required

39% **61%**

■ Hard pledges ■ Soft pledges



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

National Society Response

158/192 National Societies reporting (*). Engaged in...

138
Health

143
RCCE

135
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
- 78** Community feedback mechanism
- 58** Stigma prevention messaging

Institutional Readiness:

- 92** Contingency Planning
- 65** Business Continuity Planning
- 109** Internal Risk Communications

(*). future activity reporting will be based on activities listed in COVID-19 Field Reports as submitted by National Societies on GO Platform.

[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

- New guidance on the [use of reusable cloth face masks](#) by the general public, including minimum technical specifications, instructions, etc.
- A revised and simplified [health guidance](#) note highlights potential NS roles in clinical and public health in each phase of pandemic response, and supports decision-making.

Risk Communication, Community Engagement and Accountability

All material is on the [Community Engagement Hub](#). For ease of reference, we have compiled all resources in this [table](#), which we update regularly. Latest guide (to be translated in multiple languages):

- How to include marginalized and vulnerable people in RCCE (Update #1) [EN](#)
- Guidance for NS on safe and remote RCCE during COVID-19 [EN](#)
- Interagency Tips for Engaging Communities during COVID-19 in Low-Resource Settings, Remotely and In-Person [EN](#)

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

IFRC Geneva health department contributed to two interagency health related Covid-19 documents that were published this week: [Community-based health care, including outreach and campaigns, in the context of the COVID-19 pandemic](#) and [Interagency Standing Committee Guidance on Public Health and Social measure for COVID-19 Preparedness and Response in Low Capacity and Humanitarian Settings](#). IFRC presented and participated in Q&A for in a webinar hosted by IFRC Asia Pacific region which focused on clinical considerations for clinical care in COVID-19. The [COVID-19 Health Help Desk](#) continues to gain momentum with an increase in services to the Membership. The Help Desk Resource Page was updated regularly, and the recently completed Help Desk survey results were compiled and analyzed. The COVID-19 Health Help Desk service is migrating to a new website platform; new features are being developed and will be available in the coming weeks. Additionally IFRC presented a two-part webinar introduction to CBS

Mental health and Psychosocial Support

The IFRC PS Centre and several National Societies have produced tools and guidance material for various target groups and in a number of languages. These tools and guidance material can be downloaded from the [IFRC PS Centre website](#).

The addition is material in English for conducting online trainings on Psychological First Aid (PFA). This material can be translated and adapted by the NSs and used to train not only MHPSS staff and volunteers but anyone who is in contact with persons affected by Covid-19; : <https://pscentre.org/?resource=online-pfa-training-for-covid-19>

Additionally, the IFRC PS Centre has launched a podcast series on MHPSS. Each podcast is 15 minutes, the first one focusing on "Buddy Systems". Listen to the podcast here: <https://pscentre.org/archives/9224>

A short survey has been conducted in Asia Pacific providing an overview of the MHPSS activities NSs have engaged in during the outbreak, and identifying potential gaps and trainings need. Out of the 38 NSs in the region 14 NSs participated in the survey, 10 of these indicating that they have translated relevant MHPSS material and conducted PFA trainings for staff and volunteers. All respondents but two highlight the need for additional trainings.

Europe, Americas and Asia Pacific have conducted webinars on various topics within MHPSS. Topics for the webinars were identified through surveys. The following webinars are planned for the coming months;

- Webinars Europe:
- Selfcare – Caring for staff and volunteer
- Remote PFA
- Webinars planned for the Caribbean NS:
- 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

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, UNICEF and WHO, in close coordination with GOARN and with support from the Bill and Melinda Gates Foundation, are working towards the establishment of a [RCCE Global Collective Service](#) in support to the public health and humanitarian response. This will build on the existing coordination efforts towards providing global, regional and country support across to the health and humanitarian architecture. [IASC Principals fully endorsed](#) the establishment of the collective service and OCHA agreed to support through its Community Engagement Advisor to the RCCE group/collective service to support linkages to the humanitarian sector.

Knowledge sharing: [Global webinar highlights Red Cross Red Crescent RCCE work in Africa:](#) On Wednesday April 29, the weekly Humanitarian Settings: Knowledge and Experience Sharing webinar series focused on risk communication and community engagement efforts in Africa. Featuring two guest speakers from IFRC and Africa's Voices, the webinar focused on how agencies including National Societies are collecting community feedback, including perceptions, misinformation and rumours, and how this is being used to shape response efforts. The webinars are organised by the Ready initiative with Join the READY Initiative, the London School of Hygiene & Tropical Medicine, the University of Geneva and Johns Hopkins Bloomberg School of Public Health. Wednesday's webinar attracted an audience of around 350 people. You can listen again to the webinar through this link: [Hopkins CCP Youtube](#)

Training of Trainers Webinar organized for Partner National Societies on Wednesday 13 May. The webinar will be a shorter version of the 1-day RCCE training for National Societies [EN FR](#)

National Society Preparedness

Preparedness for Effective Response (PER) global and regional results trends visualization ongoing with intent to identify 10 main operational challenges and implementation bottlenecks. This will be reviewed against the PER systems components and strategic to remedy will be proposed. PER mechanism country profiles under development, with revisions on format and content underway, PER country results in process to be included in GO platform, mapping of PER 'Mechanism' (existing guidance and tools) to be shared as simple one-page technical cheat sheets, development of PER 'Mechanism' video scripts underway, and transfer of PER face-to-face training to an online modality continuing.

Collaboration among DREF and NS Preparedness teams continues to support reviewing operational lessons learned and identifying response system gaps/challenges faced by National Societies in recent operations using the PER mechanism as an analytical framework. Information from this initiative is already being shared to support the planning of new operations like in the case of Vanuatu and Fiji cyclone Harold operation. It is hoped that this process will support the country COVID response planning processes.

National Society Development in Emergencies

Financial Sustainability: Beyond the impact on Health, the COVID-19 pandemic has sparked economic uncertainty, and analysis indicates a serious setback for global economic growth in 2020. This will pose challenge to National Societies (NSs) on their Financial Sustainability, and both short-term consequences and long-term impact are recommended to be taken in consideration from the onset of the NS's operation. The IFRC has developed a Guidance and Toolkit to assist NSs to this effect. The [Guidance and Toolkit for NS Financial Sustainability, is available in 5 languages \(EN, SP, FR, AR, RU\)](#)

Knowledge and Learning:

- The Sokoni Virtual platform for Volunteer peer to peer support and knowledge sharing has been expanded with a new calendar feature where Secretariat Units and the regions can post events, webinars, and trainings related to COVID-19 being offered to volunteers and staff. This calendar enables sharing in social networks and translation into more than 60 languages. This feature will allow for better organization and promotion of the different Covid related events being organized across the Movement.
- The resource section on the Sokoni volunteer's platform has been expanded to include COVID related documents for volunteers on the topic of PGI and Humanitarian diplomacy.
- Organization of Webinar: Adapting to COVID19-The Use of Cash & Markets in the Red Cross Red Crescent Movement, with the participation of 160 volunteers, in coordination with the Cash HUB

Business Continuity Planning and Security within IFRC Secretariat

The COVID pandemic is making it extremely challenging to travel as most commercial airlines have now ceased to operate or are providing only a very limited service that is prone to cancellation without notice. The lack of

commercial flights coupled with border restrictions is impacting our operational work to assist those we serve and require our support, for this reason the IFRC taken the decision to partner with WFP's global passenger and light cargo air service. IFRC coordinate through a single, centralized system with WFP with regards to this service and the service is also extended to our National Societies. In addition to the WFP initiative, there are also a number of other initiatives and IFRC will monitor developments globally and liaise, as needed, with external providers to ensure that we have the most up to date information on all of the different services we might wish to utilize.

We notice divergent trends in the relaxation of government restrictions. Some countries are relaxing restrictions even as case numbers rise. Others have brought case numbers down but take only the most tentative steps toward re-opening. Few countries fully meet the WHO recommended set of conditions required to accelerate re-opening. 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. These guidelines provide suggested approaches to ensure a safe workplace for all IFRC staff. This document follows National Governments recommendations and where possible WHO guidance. The guidelines on gradual readjustment of working arrangements will be happens with these principles in mind:

- Ensure the safety and wellbeing of staff and in particular, those in vulnerable categories.
- Compliance with the national recommendations and lead by example.
- Be an inclusive organization and supporting equal opportunities
- Optimising the "new normal"
- Ensure the continued operation of business

We continue monitoring of travel and movement restrictions as well as social distancing and curfew measures and more than 58 daily travels advisories have been produced and sent to more than 100,000 NSs volunteers and staff worldwide and more than 3,500 IFRC staff. Based in the joint analysis is constantly ongoing between BCP and security experts: we are observing on isolated, but increasing, numbers of incidents of crime and looting in countries where lockdown restrictions continue to cause severe economic hardship. We are also monitoring increasing – but also, as yet isolated – numbers of protests against government lockdown policies. In some of the operational contest misinformation targeting foreigners on social media has contributed to an explosion in aggressive rhetoric directed specifically at Europeans and other foreigners working in the aid sector.

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

- **AFP** – [Red Cross looks to global influencers to fight virus 'infodemic'](#)

- **CNN Big Great Story** - The story of Martina, an Italian Red Cross volunteer on the frontline to fight against [#COVID19](#) has been published by CNN Great Big Story. The Red Cross worker gave us a glimpse into her day to day. [Watch the story](#)
- Check out this beautifully uplifting piece featuring a health care worker from Sierra Leone who migrated to Spain following the Ebola outbreak. He's now a Red Cross volunteer helping on the front lines of COVID-19. [El migrante del 'Aquarius' que no le tiene miedo al coronavirus](#)
- La Repubblica: A [story about Gloire](#), an Ebola survivor who joined the Red Cross to support the Ebola response and is now helping to stop the spread of COVID

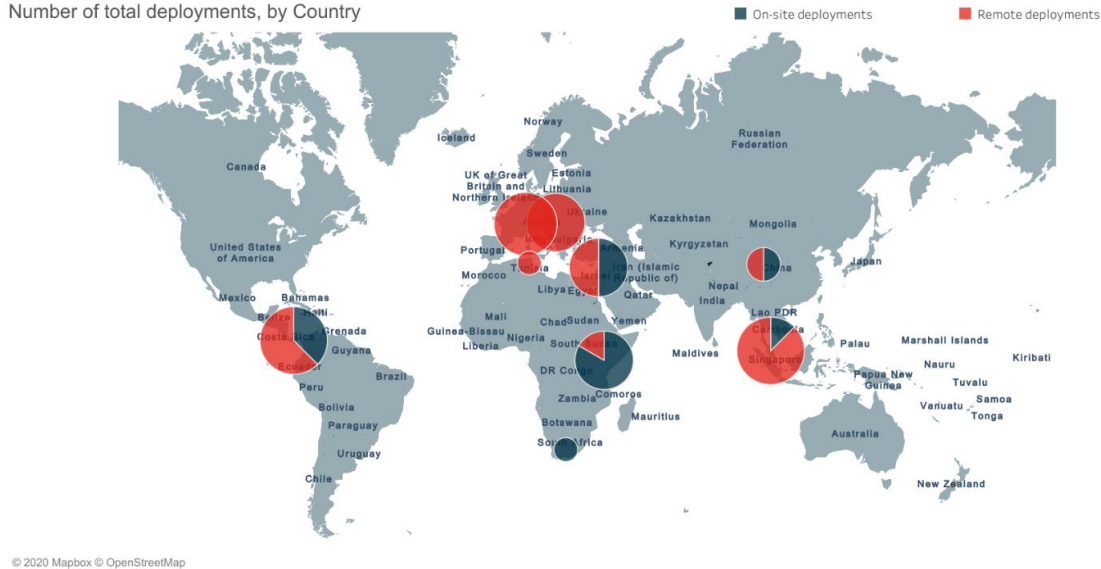
Global Rapid Response

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 available on the [Go Platform](#)).

COVID-19 Operation: Overview of Rapid Response Deployments (as of May 7, 2020)

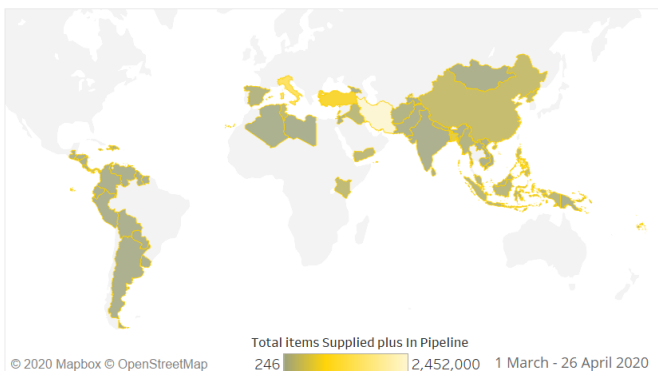


Number of total deployments, by Country



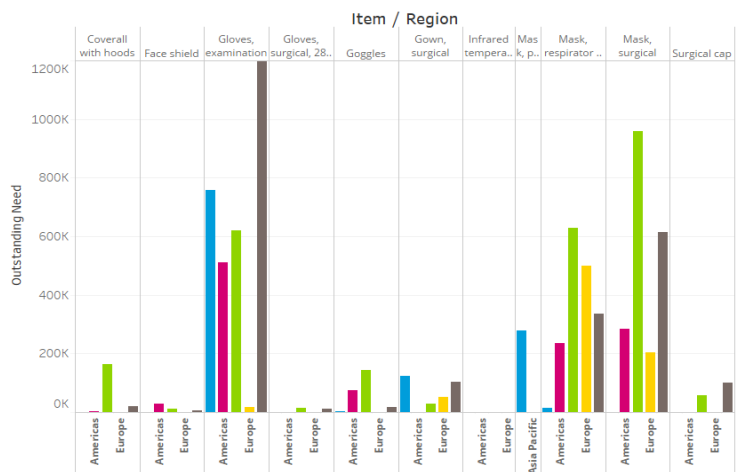
Supply Chain

Locations - Goods Supplied or in Pipeline



Outstanding Needs by Region

As at 26 April 2020



Federation-wide planning and reporting approach

NS's have been requested to provide regular input according to the Country Response Framework, which puts the National Society Response Plan at the center and is complimented by the an online National Society activity tracking tool that captures high level information on context and situation analysis, actions and response by the International Red Cross and Red Crescent Movement at country level. This live report that gets updated regularly and is displayed on GO in the form of dashboards. Moreover, the National Society financial reporting form will capture details of COVID-19 related National Society's budget, income and expenditure data. Lastly the National Society country mapping form (3W; 'Who does What, Where') tool is to enhance coordination, speed and quality of RC/RC Movement response. The 3W was launched on GO on 30 April aiming at collecting country level Movement project details, including a COVID-19 specific tag ([promotional](#) and [instructional](#) video were released with subtitles in the four IFRC languages).

Human Resources

Recruitment guidelines and a guidance note for the COVID-19 Operation were published which momentarily adapt how IFRC can attract and recruit talent in a global emergency, enabling for more agility and efficiency. This includes centralizing recruitment campaigns for key roles required in multiple regions.

Humanitarian access:

Using the IFRC Auxiliary Role Advocacy Package several NS's were officially recognized by their authorities in the Emergency Powers legislation, allowing the NS's to operate and provide humanitarian services without restrictions of movement. Further analysis of emergency decrees and restriction measures revealed that out of 75 countries reviewed, 10 Ns have no access to communities and 26 NS have partial access to communities. The Disaster Law team conducted webinars to support NS's capacity enhancement around legislative advocacy and dialogue with authorities to request humanitarian access. More tools to support NS's advocacy efforts and the strengthening of their auxiliary role in legal frameworks are being developed.

Interagency

The much anticipated and now endorsed "[Interim Guidance on Public Health and Social Measures for COVID-19 Preparedness and Response Operations in Low Capacity and Humanitarian Settings](#)" and is published on the IASC website. It includes as an annex "Special Considerations for Covid-19 Outbreak Readiness and Response to support those who reside in Urban Informal Settlements and Slums". The Guidance and annex were developed jointly by ICRC, IFRC, IOM, NRC, UN-HABITAT, UNICEF, UNHCR, WHO in consultation with IASC members. The IASC Principals have also endorsed the "[IASC Interim Guidance: Emergency Response Preparedness \(ERP\) Approach to the COVID-19 Pandemic](#)" that the IFRC has contributed to as part of the IASC sub-group. All IASC guidance can be found on the dedicated IASC [webpage](#).

Guidance has been [published](#) on 24 April outlining WHO's position on the "immunity passport". WHO is stating that current evidence does not support any assumption that a finding of antibodies in the bloodstream does not equate to being immune to reinfection while welcoming ongoing research in this area. Also a [Food safety](#) guidance has been published and an online Q&A regarding IPC can be found [here](#). The [international egg commission](#) has reported that, due to the pandemic, they are running short of reagents to develop vaccines (many are produced in eggs).

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 Regional Task Force 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 Weekly Report published to track activities and statuses of Business Continuity Plans across the Asia Pacific region continues – multiple offices remain working from home, while restrictions have eased in certain countries like China and Vietnam. On 3 May, the Asia Pacific Emergency Plan of Action (EPoA) was

approved by Geneva. Currently, plans are underway to consolidate information from across all Asia Pacific National Societies for the quarterly Operations Update.

In the past few days, the following Domestic Response Plans have been approved: Nepal (1 May); Indonesia (1 May); Cook Islands (4 May); Fiji (4 May); Marshall Islands (4 May); Micronesia (4 May); Palau (4 May); Samoa (4 May); Solomon Islands (4 May); Tonga (4 May); Tuvalu (4 May); Vanuatu (4 May); and Maldives (4 May). A total of four plans are pending approval, and four other plans are being finalized at this time of reporting.

Migration and Displacement

The IFRC Asia Pacific Migration and Displacement team has been continuing Movement coordination and cooperation at the regional level (with the ICRC Regional Migration Advisor) and at the CCST and CO levels, especially on mutual areas including Restoring Family Links (RFL), Immigration, Detention, and aspects of Protection. The team has also been engaging in regional inter-agency cooperation, especially the Asia Pacific Thematic Working Group on COVID-19, Migrants and Refugees (hosted by IOM), and continues to provide regional coordination and technical guidance to National Societies to support migrants, refugees and IDPs at risk from COVID-19 and its impacts. This includes:

- Hosting the second Asia Pacific regional webinar on including migrants and displaced people in COVID-19 preparedness and response on 28 April. Over 60 participants from National Societies, IFRC and ICRC joined in the webinar, from across the AP region and beyond.
- Hosting an all-staff webinar for New Zealand Red Cross, on regional aspects and approaches related to migration, displacement and COVID-19.
- Ongoing monitoring and analysis of regional developments, trends and risks related to migration and displacement.
- Technical support and guidance for the development of National Society plans to address the needs of migrants, refugees and IDPs.
- Documenting and sharing good practices of National Societies across the region, for both internal and public communication and dissemination.

Risk Communication, Community Engagement and Accountability (RC/CEA)

The first update on RC/CEA recommendations based on research, containing findings on physical distancing, what topics people care about in terms of prevention of COVID-19 and more, has been [published](#) (in [English](#), and in [Bahasa Indonesia](#)). Subscription for such bi-weekly updates can be done [here](#). The next planned update will focus on religion and COVID-19. In addition, the perception survey report compiled by the CEA team from PMI and IFRC in Indonesia has also been published. This report helps in the understanding of what communication channels people prefer, and how communities understand COVID-19. A follow-up by PMEI and IFRC has been planned to address the findings of the perception survey through different channels.

The regional inter-agency risk communication and community engagement working group that is co-chaired by the APRO CEA Coordinator has recently published and updated on the initial guidance on "How to include marginalized and vulnerable groups into risk communication and CEA activities", which can be found [here](#), while the original guidance note can be found [here](#). The update includes further key steps on how to include them in CEA activities. A second webinar on "Risk communication and CEA during COVID-19", covering topics such as managing rumours, how to implement a perception survey, and collecting community data in times of physical distancing, has been scheduled to take place at 12:15PM – 1:45PM (MYT) on Thursday, 14 May. The webinar will be held on the Microsoft Teams platform and can be joined [here](#).

Rapid Response

To date, a total of 11 Rapid Response Personnel remains deployed either in the country of operation or are supporting remotely, and a total of 8 Rapid Response Personnel have completed their missions successfully. These deployment roles include the areas of logistics, communications, Pandemic Preparedness, Health in Emergencies, PMER, PRD, operations coordination, PSS, and RC/CEA. Short-term three-month contracts have also been secured for the following roles: BCP coordinator; interim DRR coordinator; Staff Health; PRD, and Procurement.

Logistics

With exportation from China getting harder due to more stringent [customs checks](#) tightening the exportation of medical supplies, global sourcing for Personal Protective Equipment (PPE) and other medical supplies are ongoing, and local procurement solutions are being sought and monitored on a weekly basis by the procurement manager. As part of efforts to ensure that medical items being sought are in line with established guidelines and recommendations by national Ministries of Health, separate meetings have been held with Country Offices

to streamline and align PPE procurement plans, together with medical logisticians and health focal points. The scope of procurement has also expanded beyond PPE to include medical equipment and consumables, ambulances, WASH items and NFIs.

At this time, supplies destined for the Democratic People's Republic of Korea (DPRK) have been consolidated and export clearances and formalities have started. Processes are in the final stages and delivery is expected to take place in the next two weeks. While coordination with the WHO supply chain is ongoing, IFRC is securing 1.5 million N95 masks as part of a joint tender with the ICRC.

Country by country updates

Afghan Red Crescent Society (ARCS)

ARCS has turned its district hospital in Kabul into a 50-bed isolation centre for positive cases. In the last week, over 167,000 individuals were screened by 11 mobile health teams across 10 provinces, 139 suspected cases were found during screening across the country, and 64 individuals were referred to COVID-19 hospitals. A total of 52,434 individuals (38,250 male, 14,184 female) were reached through awareness raising and risk communication activities. Over 67,071 individuals received health awareness on COVID-19 across the country.

Over the past two weeks, 250 volunteers were trained in five provinces (Farah, Kandahar, Helmand, Oruzgan and Zabul). A total of 12,500 families (87,500 individuals; 42,875 female, 44,625 male) reached with risk communication messages on COVID-19. IFRC supported ARCS HFs with the procurement of handwashing soap (100), handwashing lavatory (200) and sprayer (100). Food and livelihood activities have started to support the most vulnerable families. 700 households received food items in Bamyan province, and 300 in Badghis province. An assessment and beneficiary selection of 5,647 households took place in targeted locations, i.e. Kabul, Kandahar, Herat and Ghazni.

Since February ARCS community volunteers have conducted awareness raising and risk communication regarding COVID-19 in 31 provinces. A total of 470,000 individuals (287,000 males, 183,000 females) reached by 4,066 volunteers (3,388 males; 678 females).

Bangladesh Red Crescent Society (BDRCS)

During the period under review, BDRCS procured 40,000 food packages. Of this, 37,500 packages were distributed among the most vulnerable through 68 branches as of 6 May. The remaining 2,500 food packages will be distributed under the Dhaka district.

Work order has been issued to procure another 44,000 food packages (35,000 + 9,000) under the COVID-19 response. Suppliers will deliver the packages by 17 May.

With the support of Qatar Red Crescent, and under the bilateral agreement between BDRCS and Qatar Red Crescent, BDRCS is in process to procure 8,850 Ramadan food packages (5,625 for Cox's Bazar and 3,225 for Rajshahi and Sirajganj districts). Work order has been issued and the food packages will be available by 15 May.

The Holy Family Red Crescent Medical College Hospital of BDRCS is in the stages of signing a MoU with the Ministry of Health Bangladesh to provide clinical support to COVID-19 patients. The BDRCS hospital will be a designated 300-bed COVID-19 hospital until October 2020.

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

On the occasion of World Red Cross and Red Crescent Day, the DPRK RCS has initiated a variety of communication and awareness raising activities such as wide coverage of articles, videos and photos regarding the continued dedication of the health workers and the Red Cross volunteers in the COVID-19 prevention work, and of the strengthened cooperation and coordination among stakeholders along with the RC/RC Movement introduction and promotion.

The DPRK RCS has invited several local media for interviews on the current COVID-19 emergency plan of action which aims to save lives and protect the health of the people. This strengthened communication work is undoubtedly making tangible contributions towards RC Movement promotion, better recognition and gaining public trust. DPRK RCS is reinforcing its efforts for COVID-19 prevention and preparedness with focus on health, risk communication and community engagement, and institutional readiness. In this regard, the procurement of PPE to protect frontline RC volunteers and the purchase of WATA electrolyser and plastic containers to provide clean drinking water and conduct disinfection are underway along with the translation of the technical guidance.

The DPRK RCS is also finalizing the development of the contingency plan for COVID-19. In its emergency preparedness work against the virus, the DPRK RCS is working closely with its Movement partners, both internal and external.



A pressman from the Korean Central News Agency covering the working discussions of DPRK RCS NDRT, April 2020 **(Photo: DPRK RCS)**

As of 1 May, the Epidemiological data on DPRK shared by MoPH are as follows:

- Number of quarantined: 37 (foreigner: 0, local: 37)
- Number of released from quarantine (Cumulative): 25,314 (foreigner: 382, local: 24,932)
- Number of fever cases (Cumulative): 393 (foreigner: 8, local: 385)
- Number of laboratory tests (Cumulative): 393 (foreigner: 8, local: 385)
- Number of confirmed cases: 0

Indonesian Red Cross Society (PMI)

As of 6 May, 88,924 tests have been conducted. Of this figure, 12,071 tested positive for COVID-19. The highest cases are in the provinces of Jakarta (4,687), West Java (1,300), East Java (1,171), Central Java (849), and South Sulawesi (640). The government has imposed large-scale social restrictions as well as officially banned 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).



PMI health promotion in North Kalimantan. Particular attention is given to vulnerable households, including pregnant/lactating mothers and with elderly members. **(Photo: PMI)**

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

- Disinfectant spraying: 45,126 points (population: 27,046,690)
- Health service: 315,605 people reached
- Health promotion: 2,314,675 people reached

- Psychosocial services: 3,855 people reached
- Ambulance services: 104 people reached
- PMI NHQ has distributed the following items to their Provinces offices operation:
 - Sprayer - 3,678 units
 - Hazmat suit - 10,648 pieces
 - Raincoat - 10,822 pieces
 - Goggles - 6,879 pairs
 - N95 masks - 18,514 pieces
 - Rubber gloves - 4,392 pairs
 - Surgical gloves - 1,022,072 pairs
 - Boots - 6,915 pairs

- o Medical masks - 2,111,159 pieces (to the public)
- o COVID prevention kits - 484,300 packs
- o Body bag – 200 pieces
- o Grocery packs – 26,513 packs
- o Face shield – 1,070 pieces
- o Liquid disinfectant for households – 498,860 bottles

Risk Communication

- PMI continues to disseminate educational information about the prevention of the COVID-19 outbreak through social media and IEC media.
- PMI conducted rapid assessment on information sources and needs with the following results:
 - o Information sharing particularly regarding prevention is crucial. This includes ensuring accuracy of information and that rumours are tracked and dispelled. Information needs include prevention measures, Covid-19 testing, symptoms, transmission and self-protection. Information on aid and services were also mentioned as needs.
 - o Internet and social media are still the main source of information with more than 45 per cent of respondents mentioning this as their source; followed by television (17 per cent), government agencies (15 per cent) and close relatives (12 per cent).
 - o Health centres are the most trusted source of information (46 per cent) while the PMI comes second (22 per cent). It is recommended that collaboration and partnerships with health centres at provincial, district and village levels for information dissemination be strengthened.
 - o Social media and hotline numbers are the most preferred feedback channels, with 45 per cent of respondents mentioning the former and 28 per cent for the latter.

Mongolian Red Cross Society (MRCS)

As of 6 May, 41 cases were confirmed in Mongolia. All 41 cases are imported cases. A total of 189 Red Cross staff and volunteers were mobilized to support monitoring of the 789 people who are in self-isolation at home.

Myanmar Red Cross Society (MRCS)

The partners' coordination meeting was held on 5 May to discuss the strategy on long-term programmes and the best ways the partners can engage their back donors.

To date, a total of 69,000 volunteers was recorded in 289 out of 330 townships covered by the COVID-19 disaster risk reduction programme. MRCS has purchased PPEs worth CHF 277,000; all goods are expected to arrive by 30 May. The government has requested support from MRCS to help with the large influx of returning migrants from China and Thailand.

The weekly information sharing is now being translated into the local language to inform the local population of MRCS's response to the COVID-19 operation.



Myanmar Red Cross volunteers continue awareness raising campaigns on preventive measures and provide hand sanitizers for the people visiting temporary markets in Magway region. **(Photo: MRCS)**

Nepal Red Cross Society (NRCS)

As of 5 May, 82 positive cases were identified in various part of the country. 24 cases were from a single community of provience-5. Three out of 16 recovered cases have been tested positive again and are undergoing treatment in various hospitals.

During the period under review, a total of 245,656 pieces of PPE (masks, gloves, hazmat suit, boots, goggles, etc.) were distributed to the frontline volunteers, NRCS ambulance drivers, and blood bank staff of district chapters.

A total of 168,041 people has been reached through COVID-19 awareness sessions, including community orientation, school orientation, door-to-door visits, help desk, amongst others. A total of 6,249 people was reached with hygiene promotion activities, including hand washing demonstration and practical sessions, and 293 people from the community received PFA orientation.

Additionally, 1,077 NRCS volunteers were mobilized during the COVID-19 response plan; 14,787 NFRI items were dispatched to the quarantine sites established by the Government of Nepal; 561,651 NRCS IEC materials (pamphlets, stickers, flyers, brochures, banners, etc.) were distributed through-out the country; 370 calls received specific to COVID-19 were responded; and 126 episodes of COVID-19 specific programmes were aired through different FM stations.



NRCS volunteers installing a washing station. *(Photo: NRCS)*

Pakistan Red Crescent Society (PRCS)

During the period under review, 46 confirmed cases are under quarantine/treatment in PRCS Corona Care Hospital, Rawalpindi after its ICU has become operational. A total of 421 patients were admitted, of which 114 were brought by family members and 307 were referred from hospitals. Out of 421 patients, 61 have recovered and have been discharged.

Teams of First Aid Responders (FAR) are performing duties at Attendants Facilitation Counter at Field Isolation Expo Center Karachi. PRCS Muhafiz Force have been undertaking duties in the field across Pakistan. PRCS Muhafiz Force Volunteers are spreading awareness amongst the public through mosques announcements. The awareness campaign is also being run through social media. The volunteers are also collecting food items and distributing amongst the most vulnerable households affected by the COVID-19 lockdown.

The PRCS Virtual Call Centre at the national headquarters is operational through the toll-free helpline for guidance to public regarding COVID-19. PRCS COVID-19 AAGAH Call Centre is established and operational 24/7 at PHQ Karachi to guide communities. PRCS is also providing logistic support to government quarantine facilities in KP, Sindh and Baluchistan.

Medical Response Vehicles (ambulance with staff) were deployed at the isolation facility - Expo Center Karachi - for mobile diagnostic services. Ten PRCS ambulances with first aiders have been deployed to different locations for transportation of confirmed or suspected cases.

PRCS provided 49,160 N-95 masks, which are being distributed by PHQs in hospitals in different provinces across the country. A total of 565 hygiene kits and 6,634 hygiene items were distributed to different households in Khyber Pakhtunkhwa (KP), and hygiene kit were distributed through PRCS FAR teams in Gilgit. Disinfection spraying was carried out in different districts.

A two-day infection prevention and control training was completed at PRCS headquarters with the support of Norwegian Red Cross. A detailed orientation session on COVID-19 was organized at the Field Office AJK by WHO representatives.

PRCS national headquarters is collecting blood through blood camps. The donated blood is to be used for the 500 registered Thalassemia patients in Islamabad as the patients are facing shortage of blood due to the current situation.

PRCS Corona Crisis Management Unity (CCMU) was established at the national headquarters and all seven PHQs are providing 24/7 service.

Information brochures in the national language have been printed and dispatched to PRCS headquarters in different regions of the country. This IEC material (made up of flyers, banners, and posters) is being disseminated amongst people and also installed at public places for awareness raising. The electronic campaign on providing awareness and information messages to public is ongoing, and the social media campaign is also underway in Urdu and English.

Philippines Red Cross (PRC)

Situation

As of 5 May, a total 9,684 cases of COVID-19, and 637 deaths have been reported by the Philippine Department of Health (DOH). This is an increase of 1,907 cases and 127 deaths from the last reporting period (28 April 2020). Simultaneously, DOH is reporting increasing numbers of recoveries, with a new single-day high of 101 reported on 4 May 2020. The DOH has also announced plans to establish four (4) additional COVID-19 testing centres in Central Luzon and National Capital Region (NCR), as well as partnering with private organizations, to strengthen testing capability in the country.

The Department of the Interior and Local Government has indicated that the National Capital Region could be placed under a general community quarantine (GCQ) after the enhanced community quarantine (ECQ) ends on 15 May 2020. This would result in an easing of restrictions on business, education, movement and travel.

However, it has been emphasised that any decision will be based on monitoring of the evolving situation and scientific recommendations. Meanwhile, the Philippine government has suspended all flights to and from the country, beginning 3 May 2020 onwards, for an undetermined period. This is as an additional measure to mitigate the spread of COVID-19.

According to the Department of Social Welfare and Development (DSWD) has reported that 11.6 million families received cash assistance totalling PHP 62.8 billion (approx. CHF 1.2 billion) in April 2020 through the Social Amelioration Program (SAP). This equates to and 64.5 per cent of the 18 million families that are being targeted by the SAP, which was established through the "Bayanihan To Heal As One Act" law that was signed on 25 March 2020, and is aimed at assisting those who have been worst affected by the ECQ.

Funds received by PRC

ICRC has announced its support for the PRC response to COVID-19, which totals approximately CHF 4 million. This will be focused on infection control in detention facilities, support to health authorities and systems, as well as information as aid, safe and dignified burial, restoring of family links (RFL), water supply access in conflict affected areas. Strengthening of the PRC will also be supported, including the provision of PPE (basic PPE, disinfectants, masks, thermometers, tents etc.) to ensure business continuity of ambulance and blood services.

PRC continue to raise funds for its COVID-19 response. So far, PRC was able to generate approximately CHF 3.5 million domestically.

There is also a collaboration and funding support from UNICEF to PRC. The core component of the support is for capacity building activities for staff and volunteers using online platform (in the areas of infection prevention and control (IPC), risk communication and community engagement (RCCE), prevention and responding to family separation, concerns on Mental Health and Psychosocial Support (MHPSS), Violence Against Children (VAC), including sexual exploitation and abuse (PSEA)), support to WASH activities, support to the helpline, and establishment of medical tents.

COVID-19 Red Cross Response in the Philippines

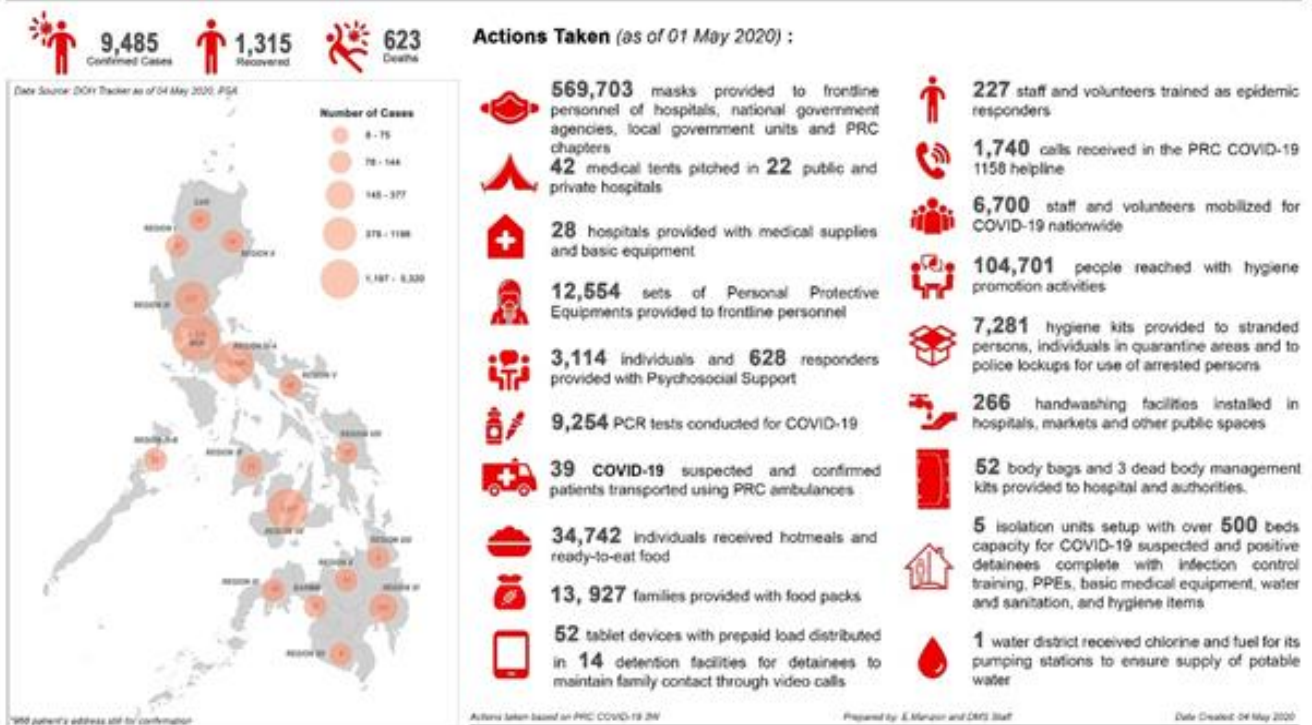


Red Cross volunteers and staff are at the forefront of the response, playing an important role in reaching out to the persons and communities at risk through a variety of community level engagements and high level dialogues with the authorities. Cooperation and continuous engagement with public authorities is necessary to enable the Red Cross Movement in the Philippines to continue to respond effectively, and to advocate an all-government effort and coordination aimed at reducing the spread of the pandemic.

as the elderly, those with pre-existing medical conditions, families affected by COVID-19, people who are homeless, people in detention, and other places where the health systems are fragile or non-existent, while ensuring continuity of humanitarian support in areas affected by armed conflict and other situations of violence or disaster.

The Red Cross Movement is leveraging its collective capacities and expertise to respond to COVID-19. It provides a wide-ranging assistance to health authorities, paying specific attention to the most vulnerable and at-risk populations including migrants, those displaced from their homes and livelihood, isolated persons such

The International Red Cross and Red Crescent Movement consists of three parts: the International Committee of the Red Cross (ICRC), the International Federation of Red Cross and Red Crescent Societies (IFRC) and 192 National Red Cross and Red Crescent Societies including the Philippine Red Cross (PRC).



Activities

PRC continue to scale up its response to COVID-19 through its wide network of chapters and volunteers. PRC support is based on its four pillars of response: surveillance, (ii) support to health system and authorities, (iii) community Action and (iv) business continuity plan.

1. Surveillance:
 - Continuously receiving calls from its helpline, with 1,740 calls received to date.
 - There are 266 communities reached with community-surveillance, mobilizing 702 volunteers.
2. Support to Health System and Authorities:
 - Distributing of 569,703 face masks
 - Distributing of 12,554 PPEs
 - Setting up of 42 units of medical tents in 22 private and public hospitals and 2 detention centres.
 - Established three molecular laboratories in Metro Manila, with additional three underway, supporting testing capacity of the Government. So far, 9,254 individuals were already tested.
3. Community Action:
 - For the pilot Cash and Voucher Assistance (CVA), profiling is ongoing. CVA will be integrated with the community surveillance activity (pillar 1) and supported by RC143 as part of a broader community engagement approach. An initial 5,000 families under the pilot program, which will then be expanded families as part of a rollout over coming weeks/months.
 - There are 34,742 meals provided to individuals and 13,927 families with food packs
 - 3,114 individuals were provided with psychosocial support
 - For water, sanitation and hygiene activities, there are 104,071 individuals reached with hygiene promotion activities where 4,478 hygiene kits and 91 jerry cans were distributed.
 - There were 266 hand washing facilities installed and constructed, 10 bathing facilities were constructed in different quarantine centres and facilitated installation of 14 portable toilets in different health care facilities.
 - Detainees are also supported by PRC. There are 52 tablet devices with prepaid loads were distributed in 14 detention facilities for detainees to maintain regular contact with family members through regular and video calls.
4. Business Continuity Plan:
 - For chapters, 101 chapters are actively engaged in the COVID-19 response throughout the country where 92 chapters were provided with equipment and tools to be used for regular disinfection.
 - PRC has mobilized 2,000 staff and 4,700 volunteers to respond to the needs brought by COVID-19.

Transport Network Vehicle Services (TNVS) operator and driver Dennis Talamante has been rendered jobless since mid-March, since the start of the enhanced community quarantine. After hearing the Philippine Red Cross call for volunteers, Talamante, together with his brother and a friend – who are also TNVS operators and drivers – walked-in to apply as volunteers. With no income, Talamante says they cannot afford donate



money or food to the most affected by the enhanced community quarantine, so they decided to offer their time and service to help the country end COVID-19. **(Photo: France Noguerra/PRC)**

Timor-Leste Red Cross Society (CVTL)

CVTL national headquarters and branches continue to disseminate COVID-19 information, including IEC materials, in rural and urban areas across the 13 districts and in the capital, Dili. In Cristo Rei and Dom Alezi administrative areas, disinfection spraying is being conducted, so far reaching 223 households. CVTL has also trained volunteers on using KoboCollect for data collection. The CVTL health team, which includes doctors and nurses, is also assisting in monitoring quarantine and work sites.



CVTL health promotion activities in the communities. *(Photo: CVTL)*

Viet Nam Red Cross Society (VNRC)

VNRC is has been organizing a series of events to launch the Humanitarian Month: joining hands for public health, humanitarian stores, and voluntary blood donation.

VNRC has been supporting 7,000 commodities vouchers for 29,400 beneficiaries in 14 provinces participating in receiving essential goods at humanitarian stores from the support of domestic businesses and partners. The national society has also been distributing cash and goods worth up to VND 400 million (approximately CHF 16,564) for households in quarantine areas and at border gates, such as Lao Cai and Tay Ninh.

During the period under review, VNRC chapters have mobilized and organized the following:

- 129,958 medical disposal masks distributed.
- 18,429 soap, handwash, sanitizers distributed.
- 389 dissemination points and events.
- 35,526 people attended.
- 500 flyers distributed



VNRC volunteers disseminating awareness messages in the marketplace. *(Photo: VNRC)*

Africa

Regional Overview

Epidemiological Scenarios highlight in Africa

As of 1 May, South Africa (4,996), Cameroon(1,705), Ghana (1,671), Nigeria (1,337), Guinea (1,240), Côte d'Ivoire(1,183) and Djibouti (1,072) top in the number of cases in Sub-Saharan Africa with all having over 1,000 cases and also leading in terms of number of new cases in the last one week. Among these, Nigeria has seen its cases more double within the last one week. Other countries where cases have more double in the last week include South Sudan, Equatorial Guinea, Central African Republic and Eswatini.

Second funding round: Following the upwards revision of the PEAR for Africa, a second round of funding has been launched for African National Societies. CHF 20m has been made available to the Country Cluster Support Teams to proportion across their areas of responsibility based on needs and in consultation with the NS. This is done in anticipation of an upwards revision of the Africa PEAR to CHF 30m. The proposed allocations have been received by the Region and, as such, CCST's are to proceed with revised e-contracts, activities plans, and operating budgets. Country agreements are being amended accordingly and funds transfer to the National Societies will be effected in the coming few days. In-kind procurement is handled by the regional Logistics for in kind supplies aiming at speed and efficiency.

Health

The unit supported in carrying out the following.

- Developed together with CEA a merged training package for COVID focusing on ECV and RCCE for use by the NS.
- New guidance completed and disseminated by the Regional office specific to Africa NS for working in congested settings, volunteer safety and staff protection and testing.

Risk Communication and Community Engagement

The CEA team continues to be engaged in discussions and activities to strengthen RCCE for COVID-19. CEA activities in the past week are listed below:

Community feedback collection

- 26 NSs are systematically collecting and analyzing community feedback related to COVID-19. Communities' concerns, questions, suggestions and rumours are documented to inform social mobilization activities as well as operational decisions.
- Conducted coaching on management, coding and analysis of community feedback data with CEA cluster colleagues, African NS, as well as the data management intern of the CP3 program, is ongoing.
- Mozambique RC, Niger RC, Nigeria and Cameroon RC have published their own community feedback reports and shared these with humanitarian partners.
- The fourth feedback report (ENG, FR) covering feedback collected by 21 African National Societies, as well as the third '#AskDrBen' report (ENG, FR) addressing the most common rumours and questions were published in English and French.
- **Internal and inter-agency coordination:** Internal and external coordination is ongoing, with regular calls with the Africa CEA team and the global CEA team. IFRC is also co-leading the RCCE interagency technical working group with UNICEF and leading the sub-working group on community feedback.
- The third 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 new guide to safe and remote social mobilization.
- **Working with media:** NSs are supported to work with media to ensure communities receive the information they need and rumours and misinformation are tackled. In the past week.
- The IFRC Southern Africa cluster held a successful webinar for journalists and communications professionals in Southern Africa to talk about the role of the media in providing public reassurance, countering rumours and misinformation and motivating people to take action to protect themselves and their communities. Sixty-three participants joined the webinar, which included presentations from Michael Charles, IFRC and WHO. You can listen to the webinar here: <https://event.voiceboxer.com/playback/zz5n4c>
- Burundi RC organized a media workshop targeting station directors, news editors and program directors from mostly community radios operating across the country. During the media workshop, participants have made strong commitments, among others, to work closely with the Burundi Red Cross.
- **Conducting safe and remote social mobilisation:** National Societies are conducting a range of hygiene and health promotion activities tailored to their local context, their access to communities and their capacities.
- A new guide to safe and remote social mobilization for National Societies was finalized and published. It covers how to carry out face-to-face activities safely, how to advocate to Government and Ministry of Health for continued access during lockdowns, and options for remote community engagement when physical access is no longer possible.

Country by country updates

Cameroon Red Cross Society

The NS has commenced the implementation of RCCE activities supported by the first round of funding from the IFRC global appeal. Interactive radio shows on COVID-19 have been launched both to improve communities' knowledge and understanding on the pandemic and to support provision of reliable information on COVID19 while giving listeners the opportunity to ask questions, make suggestions, and share myths and beliefs on the pandemic. 30 CRC volunteers have been mobilized for radio programs in partnership with three radio stations and reaching out to more than 2 million persons in the capital town of Yaounde. Focus Group Discussions and interviews targeting community leaders and platforms were conducted by 16 volunteers in Yaounde as a means to engage with key influencers in the delivery of hygiene and preventive messages around COVID-19. Communities from overcrowded and vulnerable neighborhoods are encouraged to adopt safe hygiene practices and distancing measures to prevent COVID19. 20 volunteers who have been equipped with megaphones use motorbikes to encourage vulnerable communities in

targeted areas of the Yaounde city. The general public continues to be encouraged on safe hygiene practices and information sharing on COVID19. More than 700 volunteers are supporting behavior change communication by encouraging regular handwashing through the installation of hygiene kits in public places (markets, traveling agencies, public administrations, supermarkets etc). Community feedbacks on peoples' perception about COVID19 are collected on a regular basis in order to maintain a two-way communication and response on communities' concerns.

Nigerian Red Cross Society

A total of 20 NRCS Volunteers carried out registration of beneficiaries and distributed 1,500 Food rations in 7 communities in FCT. In addition, a total of 1,500 beneficiaries received food ration in Lagos and Ogun states. These palliatives were brought by IHS Towers (Total 4500). Ondo branch commences the distribution of face mask for community use against COVID-19 in Akoko South East LGA of Ondo State. A total of 80 Volunteers in the FCT continue to support the ongoing response in sensitization, distribution of food aid and first aid response at 'Holding bay' Eagles square. Delta State Branch continues to support the government in contact tracing. NRCS Branches (e.g. Zamfara, Lagos, FCT, Taraba, Ogun, and Ondo) continue to carry out sensitisation at community levels. ICRC supported branches have commenced training for volunteers on RCCE, CEA & PSS to support the planned interventions.

Ghana Red Cross Society

Public sensitization on COVID-19 through radio/TV discussion mass sensitization using vans with mounted speakers and megaphones at lorry stations and markets were carried out this week in all the regions of Ghana. In addition, bulk SMS on COVID-19 were sent to 1,500 people through MTN, Voda-Phone and Airtel-Tigo.

Red Cross Society of Cote D'Ivoire

The NS conducted a COVID-19 KAP survey in Abidjan and in the interior of the country. The preliminary results have been presented at headquarters. Further analysis of the qualitative data and report is on-going. The NS also continues to participate in the monitoring centre – a telephone system set up by the Cocody town hall - to collect the concerns of residents and provide them with the necessary support. There has been mass awareness and training of community leaders and youth association on Coronavirus at all the branch levels.

Togolese Red Cross

Awareness campaigns with a focus on the affected districts of Tchaoudjo, Lomé commune du Golfe and Agoè-Nyivé were started from 30 April 2020. Plans are being put in place to organize awareness campaigns and FGDs in Lomé and the 5 regions for 15 days Briefing has been done for volunteers and journalist orienting them on CEA and COVID-19 Mass Awareness in Lomé. Radio shows, jingles, and feedback started from the 30 April and will continue till the 13 May 2020. In addition, jingles with sketches done by Mothers club have also started. Feedback and collection of rumours have also been initiated.

Liberian Red Cross Society

Mapping of radio volunteers from Ebola operations has been completed– the exercise considered tracking and updating the data on technical radio volunteers from EVD operations. Development of Radio volunteers' contract has been completed and the volunteers have signed off on both the contract and the Code of Conduct. Radio programs have been produced and the first edition has been aired on one of the national FM stations (OK FM). Key feedback coming from the public was the proper use and disposal of the face/nose mask. The NS health team was in studio and provided appropriate sensitization/awareness on the public's concerns. A total of 7 calls and feedbacks were received. Additionally, the NS completed supply of assorted IPC materials to 7 Chapters. This exercise continues this week to remaining 8 Chapters. NS distributed food and non-food items to 352 (210 males, 142 female) vulnerable people from 7 institutions (blind, disable, orphanages) as food support/stimulus to be able to cope with the impact of the lockdown in Montserrado (Monrovia) and

Margibi Counties. Some items were donated to the NS by the Lebanese Community and others provided by the NS.

Sierra Leone Red Cross society

The NS with the technical guidance from movement partners (IFRC/FRC) is developing an Emergency operation plan of action to focus on improving health, WASH sectors as well as scaling up contact and surveillance and promoting Risk Communication among vulnerable communities. They have also developed a Business Continuity Plan (BCP) for Covid-19 Community-Based Volunteers (CBV) continue to raise awareness on the Covid-19 outbreak in localities with emphasis on rumour management.

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.

The [Americas EPoA Revision no. 1](#) has been published. Operational Budget allocation with current funding for NS is in progress, and bank transfers started last week. So far, 20 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 helped 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 monitoring the COVID-19 pandemic and are continuing to carry out its lifesaving mission. AmCross is adapting to the challenges posed by the outbreak so that we can continue providing emergency shelter and lodging, as well as ensuring the availability of the nation's blood supply. AmCross continues to open disaster shelters at the request of emergency management and in coordination with local public health authorities. AmCross goal is to provide anyone in need after a disaster with a safe place to stay where they feel comfortable and welcomed. AmCross will work with local officials to put in place additional precautions including:

- 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.

AmCross is 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. AmCross 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.

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 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. CRRC 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.

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.

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. Higuey branch jointly with the UASD University Music, and Dominican's Got Talent finalist held a fundraising concert. DRC branches in the Metropolitan Area, Cibao, and South Region are providing temporary tents for patient transfer, are partnering with local organizations for communication campaigns, are training municipal leaders, and sharing information through social media. DRC is performing equipment hygiene controls in 120 ambulance units assisting the national response. DRC is doing the follow-up and accompaniment by the Psychosocial Support team to the ambulance staff; a hotline, WhatsApp number and other social media for PSS were established to provide services.

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%



GRC volunteers delivering humanitarian aid in migrant return centres. Source: GRC, April 2020.

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 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.

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



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.

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 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 UNHRC. 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.

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.

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.

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.

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. SCRS carried out two workshops on psychosocial support, with volunteers from the headquarters brigades reaching a total of 22 people. SRCS continues participating in meetings of the departmental and municipal commissions of the National Civil Protection System.



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

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 Meals on Wheels Programme and other support Services. BRCS volunteers are using

social media and phone calls to contact beneficiaries and conducting home visits to deliver food parcels, food vouchers, and rental assistant checks. Safe preventive practices and protocols such as social distancing, wearing of face mask, use of gloves and hand sanitizers and handwashing are adhered to at all times. French Creole-speaking caseworkers and volunteers are interacting and collaborating with the immigrant communities through social media to assess their needs and provide appropriate support. Religious and Community Groups Leaders are key persons in this process. Volunteers in Grand Bahama and Abaco distributed in each island 100 food boxes to individuals and families affected by the loss of employment and income due to COVID-19 strict preventative measures.



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

Trinidad and Tobago Red Cross Society (TTRC)

TTRC 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.

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), Guasdalito 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) RC	TCI RC is operating the PSS hotline from 7am – 11pm with one phone, and six PSS volunteers are rotating it between them every four days. TCI RC is now considered essential workers and distributed 100 cases of fresh produce to a detention centre, social services, and a children's home. TCI RC also detainees, 157 hygiene kits, 60 male shirts, 40 male pants, 20 female blouses, 21 female pants, and skirts were provided.

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

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

	16 April. The FRC will propose the setting up of a concierge service.
Martinique	Delivery of Emergency Food Aid. 175 emergency food parcels prepared, and 158 emergency food parcels distributed. Community outreach services and Harm Reduction Centers for Drug Users. 39 people were approached and supported. Support and monitoring of vulnerable volunteers.
French Guiana	Reopening of the PADA (reception platforms for asylum seekers) in preparation and setting up hygiene referents on each site to guarantee the implementation of protocols. The emergency food aid plan is currently being finalised, but the limits to ensure higher management capacity have yet to be estimated. Organization of food distribution and service vouchers throughout the country.
Saint Martin	For the past 10 days, distribution of 150 food baskets has been carried out in partnership with the community's social platform. These baskets allow 220 people to feed themselves for 8 days. The EMIS and the LAJ (a daytime center for people in precarious situations and looking for a social link) ensure a follow-up of the users. The FRC will propose the setting up of a concierge service. To date, 400 emergency kits have been distributed.
Saint Barthélemy	Partnership with a restaurant to prepare meals to be distributed to homeless people. Health control post at the airport for arrivals on the island.

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

	Activities of Netherlands RC branches
Aruba	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. 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).
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

	<p>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.</p>
Bonaire	<p>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.</p>
Curacao	<p>RC has started food distributions to vulnerable families. Volunteers sessions held on the risks and prevention of COVID -19. PSS information sessions for volunteers held, including PPE training for volunteers. Special phonenumber opened for vulnerable elderly. Ambulances made ready for transport of COVID infected patients. Preparing for large scale food distributions to the most vulnerable, including undocumented migrants. RC Provided materials to the general practitioners working with people without documents on the island.</p>
Saba	<p>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.</p>
St. Eustatia	<p>Volunteers sessions held on the risks and prevention of COVID-19. Risk communication materials distributed to the community.</p>

Europe

Regional Overview

The IFRC Regional Office for Europe`s (ROE) COVID-19 response team has been constantly keeping the National Societies (NSs) updated 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) continue to provide guidance and coordination support to the National Societies. 49 National Societies out of a total 54 in the region scaled up their COVID-19 response actions, out of them 30 NSs have requested support from IFRC thus far.

Following activities rendered by Regional Health and Care/Risk Communication and Community Engagement (RCCE)/Psychosocial Support (PSS)/DCPRR teams jointly with COs and CCSTs to ensure methodological support to the NSs of the region as following:

Co-facilitating Global CBHFA webinar for COVID-19 prevention: 14 NSs from Europe region: Albania RC, Bulgarian RC, Georgia RC, German RC, French RC, Kyrgyzstan RC, North Macedonia RC, Netherlands RC, Portuguese RC, Slovenian RC, Swedish RC, Swiss RC, Turkish RC, Ukraine RC took part in the webinar. Several aspects of CBHFA approaches, methodologies, best practices, and lessons learned were discussed.

Needs of Older People in the COVID-19 context were discussed during the meeting of the Steering Committee of the Europe Regional Health and Ageing Advisory Group (H&AAG). Planning of further activities to support and promote NSs actions on older people and COVID-19 (survey for mapping of the NSs activities, promotion of the activities for support of older people with support of comms team, thematic webinars, ageism, secondary impact of COVID-19 etc.) was discussed. Regular information of H&AAG on new available publications related with COVID-19 and older people as well technical support to NSs working with older people. Dialogue also continued with the health, PGI, CEA and Geneva colleagues to further update the guidance for NSs working with older people, including dialogue on testing the use of the guidance, preparation of a follow up webinar and further communication around key messages like Red Talks and volunteer profiles.

Promotion of COVID-19 response Health Help Desk among NSs: Information about Health Help Desk was disseminated to all NSs of the region to promote a comprehensive toolkit of multilingual guidance resources on the provision of healthcare during the pandemic, as self-support via an interactive and continuously updated Frequently Asked Questions (FAQ) document, direct technical guidance provided to the NSs.

Psychosocial support in COVID-19 Response: PSS Delegate, together with the rest of the Health team continue to provide technical support and to NSs 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 responders, including RCRC 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. Continuation of mapping PSS activities in the Europe Region to mental health and psychosocial support (MHPSS) coordination teams.

Participation in webinar PSS telephone lines South Caucasus Cluster: PSS and CEA colleagues participated and held a presentation on collecting feedback as part of the webinar organised by the South Caucasus cluster on PSS telephone-lines. During this webinar, NSs from Armenia, Azerbaijan, Georgia, Denmark, and Austria presented their experiences with their respective PSS telephone lines, including the different challenges and best practices.

Furthermore, CEA engaged in the preparation of two webinars to be co-facilitated with the ICRC on CEA and migrants. Initial work was also done on finding the best way to gather and consolidate more systematic feedback within the region and research initiated into administering the "CEA innovation grand" that has been proposed as part of the EPoA. A brief CEA update was sent to NS counterparts in the region and key messages for Ramadan adjusted and disseminated.

IFRC-WHO coordination and cooperation: IFRC Europe Regional COVID-19 Response Team continued inter-agency coordination with WHO Europe. Visit of WHO Europe regional assessment mission to Tajikistan was facilitated, communication between WHO assessment mission and IFRC CCST in Central Asia established, meeting with Red Crescent Society of Tajikistan organized. WHO - IFRC - Georgia Red Cross: meeting and cooperation in COVID-19 response with special focus on the country level survey on perceptions and behaviours.

Business Continuity Planning (BCP): IFRC ROE offices, together with CO and CCSTs, have prepared their BCPs. Now regional DCPRR team is engaging with NS in the region in order to technically support their BCP process. So far updates have been received from 20 NSs on BCP status within the Europe region. ROE team, in coordination with technical counterparts in secretariat, is working on simplified BCP guidance document for NSs to consider, and if relevant for national context update existing BCPs or produce one if BCP is in place yet. The global Help Desk at the Global DP Centre has been also highlighted as a source of guidance to the NSs: <https://www.preparecenter.org/toolkit/business-continuity-planning-help-desk>

Cash Feasibility Study as part of COVID-19 response and recovery: A remote CVA feasibility exercise has been planned in the countries where RCRC National Societies (NSs) are preparing for implementation under the IFRC's COVID-19 Emergency Appeal (EA). The purpose of the study is to collect the necessary information to determine if and when CVA is a feasible option in the given context, to explore opportunities for CVA as a response option for NS, to identify opportunities for NS to fast track CVA preparedness under COVID19 EA. 15 NS have responded the survey including; Turkish RC, Armenian RC, RC of Serbia, RC of North Macedonia, Albanian RC, RC of Tajikistan, Ukrainian RC, Croatian RC, Hellenic RC, RC of Montenegro, Belarus RC, Kazakh RC, RC of Bosnia and Herzegovina, Georgia RC, RC of Kyrgyzstan. The results of the exercise will be further communicated with NS, CO and CCSTs.

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 continuing their support to 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 centres 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.

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

The Andorra RC is jointly organizing a national antibody screening process with stop-labs and home-labs for the whole population, currently involving 1033 volunteers, to provide an idea of the prevalence of the virus. The NS arranges transfers of people suffering from COVID-19 using RC vehicles upon request of the Ministry of Health. The NS has more than tripled its volunteer-base to 830 since the beginning of the confinement period. Volunteer teams are organizing services for confined people including delivering medicines, hot meals, shopping, and dog walking. The NS provides volunteers to the national COVID-19 hotline service providing information and referral for psychosocial support. It has set up and is participating in running two provisional emergency hostels with the Ministry of health for the elderly and dependent persons taken out of care facilities to minimize infection risk.

Armenian Red Cross Society

As of 5 May, there are 2,619 cases in Armenia with 40 deaths and 1,111 recovered cases. The state of emergency continues in Armenia until 15 May, restrictions are gradually being softened. A 24-hour day-care centre was opened in Shirak region on 1 May under the management of the ARCS in cooperation with the Ministry of Labour and Social Affairs. April-May will see Armenian Red Cross Society supporting 15,000 vulnerable people across the country with basic food and hygiene supply, in line with the standards set by the Ministry of Labour and Social Affairs. With the support of the European Union, the Armenian Red Cross Society provides social support to 1,485 vulnerable people in Shirak region. Armenian RC continues to operate hotlines for people who are on isolation and provides referrals and direct services that are within its response plan. By 4 May, 123 calls were processed, including for referrals to other relevant organisations and agencies.

Austrian Red Cross

The AutRC continuously supports large scale prevalence studies and hot-spot testing on behalf of regional health authorities (containment 2.0), besides providing its standard services. 126,000 regular COVID19 tests were performed by RC staff, 144,900 COVID-helpline calls were handled, and 14,000 infectious transports were conducted in the last 2 months. More than 70 mobile teams are active every day testing suspected cases at home, in care institutions and hospitals. There are over 46 AutRC drive-in test stations open every day. Internationally, the AutRC increased its support to the IFRC (through expert staff) and its long term RCRC partners. 31 WASH volunteers provide additional support to different expert platforms, hubs and partners, supporting research, the practical application of know-how and CEA/RCCE activities. AutRC is



AutRC drive-in test station

supporting the second largest prevalence study in Austria. New educational/training materials are available e.g. on [how to take off basic bio protection equipment](#).

Red Crescent Society of Azerbaijan

All humanitarian activities supporting efforts of public authorities against COVID-19 that Azerbaijan Red Crescent Society undertakes are done under the slogan "We are stronger together". From 28 March till 4 May, the AzRC provided 9,423 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. To date, 1,438 volunteers across the country have been involved in the response and received training. 360 volunteers have been recruited, trained and supported to act during the last 8 days. Online COVID-19, PSS, Healthy lifestyle training was provided to 96 NS staff

and volunteers, as well as the community volunteers in Ganja, Mingachevir, Lankaran, Astara and Sheki. Awareness raising and risk communication work is activated in all regional branches. 926,000 information materials on COVID-19 prevention were produced by AzRC based on materials shared by the IFRC developed by the WHO and distributed in-country. The AzRC established a hotline in Baku on the basis of its headquarters. From 27 March to 4 May, over 4,553 phone calls were received through this hotline. There is a weekly increase by some 553 calls. Branches also receive regular phone calls. To date, around 35,200 calls were received, which represents a weekly increase by 4,200 calls. Thanks to six big supermarket networks of "Bravo", "Araz", "Bolmart", "Grandmarket", "Bazarstore" and "Rahatmarket" in Baku, Sumgayit and Ganja, AzRC successfully implements a humanitarian campaign whereby buyers are encouraged to do an extra purchase to help provide food to older people. Additional information and news about the work of Red Crescent Society of Azerbaijan can be found [here](#).



Azerbaijan RC volunteer supporting people in need with relief parcels.

Belarus Red Cross

To date, the Belarus Red Cross (BRC) purchased and distributed by country 453,910 pairs of gloves; 38,300 litres of antiseptic; 6,100 antiseptic wipes; 28,400 pieces of masks; 1,000 medical overalls; 1,000 medical aprons; 1,000 shoe covers; 1,000 medical sleeves; 10,800 medical caps; 1,000 protective shields; 14 non-contact thermometers. There are 1,530 volunteers involved in the response. 3,117 requests were received and accepted for the delivery of medical prescriptions, 1,895 requests for the delivery of groceries and essential goods, and another 2,829 requests for other needs. The BRC has received financial, expert and technical assistance to meet the needs of the most vulnerable groups from the following international partners such as the EU, IFRC, ICRC, Danish Red Cross, Swiss Red Cross, UNFPA, UNDP, as well as the representatives of corporate sector. BRC is organizing its work in accordance with four main areas of activities:

1. *Provision of sustainable work of the medical and social service of BRC "Dapamoga".* 147 medical nurses and 18 junior visiting nurses provide home care to more than 1,500 beneficiaries.
2. *Provision of social support to lonely elderly people who previously did not need the help of social workers and were able to go to a store, a pharmacy, or a clinic themselves but now are not leaving the apartments.* Together with SoftTeco, a web application for online registration and the creation of a single database of volunteers was created to make it more convenient to coordinate their actions. Soon it is planned to create an online training for the training of volunteers.
3. *Launch of a multi-channel telephone helpline "Kind Phone".* "Kind phone" can be reached by dialling 2 numbers. Number 201 is available for mobile phones, the call is free for subscribers of all mobile operators and number 122 is available for landline telephones and it is free for the callers as well. "Kind Phone" is available on weekdays from 9.00 to 18.00. Since the start of the operation of the hotline received 612 calls.
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 14,320 tons of water to quarantine patients and staff of several quarantined hospitals.

The Red Cross Society of Bosnia and Herzegovina

From 29 April to 5 May, the RCSBiH continued to provide a range of services in support of 2,536 persons encompassing 1,651 households throughout the country, including persons above 65, people with chronic disease and people in isolation mainly by purchasing groceries (91) and purchasing medications (86), paying bills (28) and transport services (4). Most of the RC organizations were also distributing food (732 food parcels and 796 hot meals), hygiene parcels (512), protective masks (3,911), gloves (138), protective clothes (70) and 23 disinfectants received by local authorities or local donors. 4 linens were provided to persons in the quarantine at the Health Institution (Dom zdravlja) Bratunac and 60 litres of water were provided to persons in the quarantine at the Primary

School in Karakaj (Zvornik). 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. There were 764 calls on S.O.S. phones and 44 PSS services were provided through PSS phone line. There were 50 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. In total 109 premises were disinfected in Brčko District and Republika Srpska in the reporting period. 34 branches within the RC of Republic of Srpska and Brčko District Red Cross distributed 483 leaflets/posters. In addition, there were 16 postings at social media. Also, there were 28 minutes dedicated for the presentation of the RC activities on Radio/TV. NS has been very well recognized by authorities for capacities and resources offered at all respective levels (state, entity, canton, municipality). There were two voluntary blood donation activities organized by Red Cross branch Šamac (78 voluntary blood donors responded, 38 donated blood) and Red Cross branch Petrovo (10 voluntary blood donors responded and donated blood in Doboje). In the reporting period there were 76 RCSBiH professional staff and 115 volunteers engaged, with 1,241 hours of volunteers' work.

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

In less than a month, the Bulgarian RC has managed to reach out to 34,793 people in need by mobilising 1,075 volunteers and staff members. Over 23,305 people have received food and food products. From 24 March to 3 May, the Bulgarian RC has registered 505 requests via its national PSS online chat platform. Around 55% of all requests are from women. The majority of the requests approx. 39% are coming from the capital city Sofia which is also the location with most COVID-19 cases. Over 45% of the questions are regarding support / assistance services, followed by those related to anxiety, panic attacks and domestic violence. Another 759 people are supported via the telephone lines of the branches of the Bulgarian RC in 11 cities, involving 66 volunteers who operate the lines. Till 5 May, BGN 630,048 have been raised via the Bulgarian RC national campaign. In addition to financial resources, the NS has also raised large amounts of material donations worth BGN 913,101 to support people in need, as well as staff and volunteers of the NS, and the work and safety of medical teams in hospitals, police officers and others actively involved in the fight against the pandemic. The Bulgarian RC secured a donation from a local, private donor in support of the work of the Italian RC which was delivered in Rome on 4 May. A Charity Concert "Help From Home 2" will be broadcasted on the occasion of the World Red Cross and Red Crescent Day, in the eve of 7 May, at 8:00 pm by bTV. Funds will be in support of the Bulgarian RC's National Campaign "Together Against COVID-19". Funds will be raised through SMS to number 1466 and through online donations on the BRC website.

Croatian Red Cross

A Crisis Headquarters Board of the CRC continued regular work. Permanent monitoring of epidemiological situation has been ensured along with mapping of the local RC needs. Personal protective equipment were procured and safety measures for the CRC personnel were continuously ensured (masks, gloves, hand sanitizers). Permanent dissemination on SARS-CoV-2 prevention and hygiene risk reduction measures of COVID-19 illness took place for the CRC staff and volunteers, also for the general population. More than 3,000 local RC staff and volunteers provide the assistances to 20,000 vulnerable people over the country, delivering daily meals and home service assistance to meet their urgent needs in accordance with hygiene regulations (two meters social distance and no longer than five minutes). Continuation on regular blood donor actions and collection of blood doses respecting additional risk reduction measures for voluntary blood donors. A telecare phone line call - center (0800 1188) permanently operates for the most vulnerable people, open 24/7 for information and clarification of COVID-19. The phone line is also available for beneficiaries with hearing impairment. The CRC staff and volunteers online support at four meetings for 25 participants. Second phase of cooperation with IKEA Company in the Republic of Croatia in process with donation support of mattress and bed lines for non-hospital quarantine set-up. The CRC final Project Proposal

application for the Emergency Appeal COVID-19 Outbreak accepted by IFRC and continue with further documentation for project implementation (contract agreement, etc.) Regular skype meetings were organized with ICRC related to RFL activities.

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

Errand help (picking up and delivering groceries and pharmaceuticals) and PSS and Info helplines continue as key forms of assistance for Finnish Red Cross. Other major forms of assistance are public food distributions and remote friend services. In addition, the Finnish Red Cross has provided triage tents and helped Finland's biggest hospital, the Meilahti hospital in Helsinki, with tents for a temporary annex.

French Red Cross

As of 4 May, France has 131,863 confirmed cases and 25,201 deceased. The French Red Cross has continued its essential activities towards vulnerable people (first aid, community outreach, food assistance, etc.) as well as implementing new activities. These include management of containment centres; delivery of food and medications; 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; the opening of about twenty Centres d'hébergement spécialisés- shelter centers for homeless people with COVID-19- throughout France with 1,128 beds and about 200 volunteers and staff; strengthening of the call center Croix-Rouge écoute, and the Confinés et solidaires initiative, a collaborative and solidarity device to encourage people to help their neighbours and their community. A number of these activities are in support of Government/Health authorities. There is also a national call centre to manage the proposals of spontaneous volunteers and their recruitment. 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

Over 2.5 mil people have been reached through printed and online media, active appearance on TV channels, online training, and information sessions. Over 42,000 older people (aged over 70 years) are being assisted with basic food and hygiene items (over 13,000 older people only in Tbilisi). Up to 1,000 persons with specific needs receive home care services with support of Red Cross home care teams. Home Care online learning platform and mobile application is being created to train home care teams and reach more people in need throughout the country. Georgia Red Cross Society continues serving Georgian communities with the invaluable support of 5,000 regular and 4,200 spontaneous volunteers. Through the GRCS hotline (0 800 000 018) and the Psychological Social Support (PSS) platform, GRCS volunteers have provided PSS support to more than 2,000 people. 21 PSS staff and volunteers of the GRCS are involved in providing this service. Georgia Red Cross Society continues to raise awareness regarding the COVID-19 pandemic on social media platforms. Recently GRCS published its recommendations to persons in self-isolation in Abkhazian language as well. Promotion of voluntary non-remunerated blood donation continues by GRCS to highlight the need of blood specifically in the time of outbreak. GRCS is organizing a campaign to support the lonely older people living in Georgia. Customers in different hypermarkets are encouraged to buy products from the special list developed by the GRCS and to donate it for older people. Over 42,000 parcels have already been collected at the supermarkets Georgia wide.



Georgia RC volunteer supporting the NS response activities

German Red Cross

German authorities eased certain restrictions with 1 May and the national response activities are ongoing: 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; 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. The GRC Tracing Service sent out key messages to the public: Tracing Service is at your side even under the current difficult conditions. Most of the GRC Tracing Service support centres will remain closed to the public until further notice. Instead beneficiaries obtain advice by phone or e-mail. In addition, GRC procured 150,000 FFP2 masks and supplied them to Spain, Italy and Croatia. The masks were financed by the European Commission and distributed under the RescEU programme. Internationally, GRC supports the preparedness and response plans of Lebanese Red Cross, Somali Red Crescent, Ethiopian Red Cross, Ugandan Red Cross, Honduran Red Cross, Columbian Red Cross, Ecuadorian Red Cross, Ukrainian Red Cross as well as the National Societies in Tajikistan, Kyrgyzstan and Kazakhstan with a focus on risk communication, community health and community engagement. Additional support with PPE and medical supplies is provided to Italian Red Cross and San Marino Red Cross.

Hellenic Red Cross

The Social Welfare Division of the HRC participated on 29 April in the Virtual Think Tank conference that was organized by the IFRC on the exchange of experiences of Red Cross employees and volunteers from the response of their National Societies during the pandemic of Coronavirus. Regarding the daily presence of HRC at the Migration Centres, on the same day, Nurses and Volunteers implemented interactive education and health promotion activities at the Migration Center at Serres, for children aged 7 to 12 years old, in Arabic, French, Persian and Somali languages . At the Center of Malakasa, the HRC Health Mobile Unit organizes and implements Health and Hygiene Promotion activities as well. In this context, posters with instructions in migrants' mother tongues were designed, with the support of the interpreters of the ACCREF Service, and were posted in the surrounding area of the HRC office and in central locations within the Facility. To meet the increased health needs of the population, a General Pathology Clinic operates on a daily basis, a Pediatric Clinic two times a week and a Nursing Station for the monitoring of chronic patients, such as people with diabetes, hypertension, people with neurological and mental diseases. Special care is taken for pregnant women, mothers` and new-borns` health. A total of 1,304 medical examinations were performed at HRC clinics, of which 19 involved infants and



HRC volunteers helping vulnerable groups with First Aid, medical checks and information on COVID-19 prevention.

children, 5% unaccompanied minors, 70% adults and 6% emergencies, which were further transferred in on-duty hospitals. The HRC also proceeded to the demarcation and arrangement of special areas for medical isolation and treatment of COVID-19 cases with the installation of temporary tents. At Local Branches level, volunteers of the Branch of Kos continue citizens' temperament measurements in the port during the night hours upon arrival of ships. The Local Branch of Ioannina, from 28 April, conducts thermal scanning of people entering courthouses, at the request of the Association of Judicial Officers of Ioannina. The Local Branch of Larissa, at the request of the Municipality, has mobilized volunteers from the 3 voluntary Corps to assist the Roma people residing at the area of Nea Smyrni in their basic needs, while they inform them on protection measures against the pandemic.

Hungarian Red Cross

Supporting families, the older people and those unable to provide for themselves with hot food, non-perishable food, hygiene products and replacement of medicines is a core area of focus in the Hungarian RC response operation. Existing food distribution programs e.g. Meals for Kids and Budapest Catering Program are ongoing. In addition, packages of non-perishable food and hygiene products are distributed to respond to the growing needs as a result of unemployment and its social consequences. Structure of social programs has also been re-designed and adapted to the current situation. Since schools are closed instead of school distribution programs more community distributions are organised. Donation collection points are set up to receive donations in kind in a contactless manner in order to reduce the risk of the transmission of infection. New hygiene and social distancing rules and lockdown measures have been introduced in social welfare institutions and shelters. New regional warehouses were rented to store the aid items and the Budapest Sports Arena was granted for free to the HRC to be used as a warehouse facility. PSS is available through the HRC Info Center on the info line and similar services are also organised at the branches. The Info Centre disseminates COVID 19 information, organizes and coordinates volunteers. Online and offline information materials are available, info leaflets are distributed with the food and hygiene packages. Activities in support of the ambulance service include the transport of test samples to the laboratories, transporting the health care personnel and volunteers taking samples, providing food for paramedics during their shift breaks, and the assistance in entry temperature checks at border crossing points. Hungarian RC vehicles and drivers are at the disposal of the ambulance service. The Hungarian RC is involved in operator and dispatcher services to facilitate the coordination in terms of logistics. Hungarian RC teams support the Red Zones of hospitals



HRC volunteers distributing aid packages to the vulnerable older people

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

In the last week, altogether, the ItRC field presence included: 15 medical and nurse staff in the airports, 238 Volunteers in the airports, 34704 Volunteers involved in activities related to Covid-19, 9347 means of transportation for the activities related to Covid-19, 130 pre-triage tents and 3 Advanced medical Post. Thanks to the donations received, the ItRC has been able to provide the Local Branches with 100,000 FFP2 masks and 24,860 food parcels. The ItRC has also supported Local Branches with 231 health workers deployed in the Local Health Units in the most affected areas of the Country. The National Response Centre is receiving an average of 9,000 requests per day, including 1) inquiries about the infection- 4 doctors ensure a H24/7 assistance; 2) psychological support available 24/7 provided by 5 staff and 22 volunteers (also supporting health system personnel); 3) requests for home delivering of food and medicine, with an average of 1500 requests per day. During the last week the ItRC has managed the transshipment and the quarantine of 183 migrant people on board the ship Rubattino from the ships Alan Kurdi and Aita Mari outside the Sicilian coast. The ItRC has enrolled 28 people among sanitary staff and cultural mediators, in order to manage the monitoring of the quarantine of the migrants, doing swabs for testing and providing medical care.



ItRC providing support to migrant people on the ship 'Rubattino'

Kazakh Red Crescent

The RCSK continues supporting government and helping to prevent and alleviate the suffering of the vulnerable. All activities are closely coordinated with public health officials, government agencies and partners. The RCSK distributed 2,745 essential items to vulnerable groups of population throughout Kazakhstan. The RCSK collaborates with the city administration of health and is supporting clinic employees with trained volunteers of Red Crescent. Volunteers of Red Crescent assist clinic staff to keep control-observing persons, who are at the list of potential contact with COVID-19. To do this, volunteers make calls to persons in quarantine. From 27 March, 2,322 calls were made and medicines were delivered to 301 addresses. Nine regional branches: started to produce medical masks, so far 3,613 masks have been made and distributed. The local Red Crescent branch from Shymkent (covers Turkestan oblast) went to recently flood-affected area to provide psychosocial support to people in evacuation points, helped the government authorities with evacuation and management of evacuated people, as well as provided food aid to 300 families using their branch funds, distributed about 8,000 masks. RCSK continues to build community awareness, spreading important information about the pandemic through social media and flyers. In addition, RCSK volunteers are providing COVID-19 consulting services and collecting applications for humanitarian aid via a hotline established by the government. Online fundraising continues through <http://help.redcrescent.kz/>.

Red Crescent Society of Kyrgyzstan

The RCSK continues to provide support to governmental bodies responding to the pandemic and help the vulnerable. All activities are closely coordinated with public health officials, government agencies and partners. 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. Since 18 March until 1 May, the National Society has distributed more than 7,043 food parcels to vulnerable families. The RCSK has launched a food collection campaign "Basket of goodness" in big markets of country for further food assistance. 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 teams disseminated 802,000 information leaflets across the country. In addition, RCSK volunteers are providing COVID-19 consulting services and collecting applications for humanitarian aid via a hotline established by the government. The RCSK has started psychosocial support to doctors, and some branches have provided PSS kits (table games, items for art therapy) for children in observation points.

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 centres.

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. The responsibility for home sampling has transferred to the primary health care providers since 3 May. 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. As of 9 April, MDA samples at nursing homes and mental institutes all over the country where confirmed cases were found. MDA teams have taken over 4,000 daily samples in the last few days. A total of 255,920 people were sampled by MDA teams across the country. Of these, 96,753 were sampled at the "Drive- Thru" complexes, 90,049 were sampled in their houses, and 69,118 were sampled in nursing homes and in long term care facilities across the country. 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 antibodies, and provide it to hospitals to treat sever patients. 54 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. The MoH requested MDA to collect 5,000 plasma units, so far 500 units were already collected. From next week, all the collected blood donations will be tested for COVID-19 antibodies by MDA. More than 2,000,000 calls have been received at MDA 101 Emergency Call Centres and the designated Corona call centres that have operated by MDA in the past two months, at an average of about 37,000 calls per day. 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. MDA will issue an update once every two weeks, if the situation remains as expected.

Red Cross Society of the Republic of Moldova

Moldova Red Cross donated 500 duvet blankets and 500 sets of bed linen for the COVID-19 triage centre. The NS continues to distribute informative materials and disinfectants across the country. Volunteers are very active in the regions with distribution of the aid and also informing the general public related to protection measures against the COVID-19. With the support from the IFRC, the National Society distributes 3,800 litres of disinfectant for vulnerable

groups from asylums, health centres, orphanages from Basarabeasca, Anenii Noi, Ungheni, Hincesti, Orhei and COVID-19 centre. Moldova Red Cross is facilitating the aid (protective costumes) that came from Petrom (a gas station chain). In addition, Moldova Red Cross will receive aid from Turkish red Crescent in form of medical equipment that will be distributed in Gagauzia and other regions in need from Moldova.

Red Cross of Monaco

The Red Cross of Monaco 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 NS performs home visits to proven COVID-19 cases, contact cases, untested symptomatic cases, with medical and psychosocial support and "home bags" for symptomatic people. The National Society also provides specific social assistance to people affected by the crisis, such as the deliveries of food and non-food items (i.e. pharmaceutical products) and other services (dog-walking, etc.); distribution and delivery of personal protective equipment to the Princess Grace Hospital Centre, medical establishments, laboratories, general practitioners, pharmacies, ambulance drivers, fire brigades, etc. The distribution is done either directly at the headquarters in the outdoor garage or drive-thru. The National Society distributes masks at the Monaco train station as well as ensures support to the Ventimiglia camp for migrants managed by the Italian Red Cross. The NS organizes specific trainings to ambulance drivers and volunteers and operates a COVID-19 microsite and performs country-wide communication to raise awareness and support people with information and advice.

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 Netherlands Red Cross (NLRC) set up a national helpline for psychosocial support and concrete support requests. The Ready2Help network of volunteers has been mobilized to support people with grocery shopping and home visits. Red Cross volunteers in the worst hit areas support clinics with non-medical tasks and provide transport to hospitals. NLRC is collecting and distributing PPE materials to hospitals. NLRC supports homeless shelters with general capacity and assists the most vulnerable with food parcels and vouchers.

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

Portuguese Red Cross is providing support in transporting COVID-19 patients, with its 15 dedicated ambulances. Red Cross has tested 7,136 people for COVID-19, including in elderly residential facilities. It maintains 37 social and psychosocial helplines, directly supporting 3,221 people. It is also working on awareness raising and prevention/mitigation, with approximately 40,000 people directly informed and over 300,000 reached through social media. Currently, 14 medical field units are supporting public health facilities and 21 quarantine areas have been established in support to authorities. The National Society is also engaged in provision of food and non-food items to those in need, through the distribution of food aid ((16,117 people), provision of hygiene items (4,377 people), provision of medicines (611 people), assistance for shopping (1,684 people) and care for the homeless (1,216 people).



The national society supports medical field units and quarantine areas

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 3 May 2020: 1,773 people from vulnerable groups assisted with PSS, 3,006 people from vulnerable groups reached with delivery service for food, hygiene, medicines; 7,837 monthly food parcels distributed from donations and stocks; 4,938 monthly hygiene parcels distributed from donations and stocks; 350-450 staff and volunteers mobilized on a daily basis. In addition to these, the NS distributed 15,565 protective masks, 626 mixed family parcels from donations and medicines to state quarantines at 300 instances.



NS volunteers preparing parcels for vulnerable people.

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

More than 4,000 Russian Red Cross volunteers and staff are providing critical support to communities during the COVID-19 pandemic. The National Society has distributed masks to public transport staff, assisted in temperature checks at airports and train stations and organized COVID-19 information sessions in public areas such as shopping

centres and universities. In total, more than 10,000 masks were produced by regional branches and 75,000 masks were distributed. The Russian Red Cross focuses its efforts on helping those most vulnerable, including migrants and those experiencing homelessness. Teams are distributing food and hygiene items to the elderly, those living with chronic diseases such as HIV and tuberculosis, people with disabilities and other vulnerable households. Food, hygiene items and medicine delivered to more than 20,000 people. Migrants have been supported with more than 5 tonnes of food and hygiene kits. The NS also runs a phone line where the elderly can request assistance in food delivery and rubbish collection. More than 600 people with COVID-19 were supported through social services by Red Cross volunteers in Moscow. The Russian Red Cross is conducting information and awareness-raising activities via telephone hotlines. The National Society is providing reliable information on how to protect yourself from COVID-19, how to cope with isolation and how to manage stress. More than 2,000 vulnerable people supported through a telephone hotline (3,000 calls received). The Russian Red Cross is actively working with corporate donors inside of the country - more than 6,000 units of textiles (bedding, towels, basic clothes and underwear) from H&M, and 20,000 sets of disposable tableware from Huhtamaki were received to support physicians and the most vulnerable groups.

Red Cross of San Marino

The Regional Office in Europe is in discussion with the leadership of the Red Cross on San Marino since late April, how to support them on obtaining PPE and safety equipment for their current needs.

The Red Cross of Serbia

Since the start of the COVID-19 response 343,519 persons have been supported across 186,188 households. So far, 165 of 183 branches are engaged, with 139 mobile volunteer teams and 2,823 active volunteers. Since a majority of volunteers are older persons, telephone-based services are appropriate. There are 128 telephone info centres and four SMS-based services for use by hearing-impaired persons, all providing psychosocial support to the public. Additionally, a new HQ info line offers services of a psychologist, a doctor and the Commissioner for Protection of Equality. It has already received some 1,000 calls. A telephone tracing service helps restore family ties with relatives abroad. An online app, "Red Cross for You" is in service for users to request specific services at the location they provide. Another called "Let's talk" for psychosocial support, will be available soon. With UNFPA support, 4,340 hygiene parcels were purchased for older persons in need. One branch has engaged its volunteers under 17 in making an educational video series under the title "First Aid Classroom." The Red Cross and the Commissioner for Protection of Equality launched a contest for prose or poems to describe people's experiences during isolation. The best works will be published as a book. Blood donation and Soup Kitchen programmes are ongoing, now with increased safety measures.

Slovak Red Cross

Current activities of Slovak RC staff and volunteers include assisting people accommodated at state quarantine centres; a mobile unit run by the Slovak RC regional branch has started COVID-19 testing in a broader region; the Slovak RC regional branches are reaching out to homeless people, checking their health status, measuring body temperature, distributing protective masks, providing basic information on COVID-19, together with charities securing their basic needs (food, blankets, etc.); and several regional branches in bigger towns have been approached by municipalities and they may soon start being involved in quarantine centres for homeless people. The Ministry of Labour, Social Affairs and Family of the Slovak Republic has declared all the social services facilities (including those run by the Slovak Red Cross) to be subjects of economic mobilization – in order to maintain the smooth and secured running of these services.

Slovenian 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.

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Spanish RC staff and volunteers supporting vulnerable people.

Swedish Red Cross

Swedish Red Cross continues with information efforts together with local partners across the country as well as working with authorities to support and reach isolated and at-risk groups with information, food and medicines. The Swedish Red Cross phonenumber for concerned citizens has been open since the beginning of March. Local branches throughout the country are also adapting and inventing new activities, such as making face-shields and visors for use in hospitals or healthcare facilities, in order to better contribute to the new needs.



More information on the Swedish Red Cross response can be found on our [website](#) and more official information from the Swedish Government and authorities can be found on [KrisInfo](#).

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

The Government of Tajikistan announced first laboratory confirmed cases of COVID-19 on 30 April. From 23 April to 2 May, the National Society completed a cycle of 32 trainings for 640 project volunteers in the Soghd, Khatlon (Kulyab and Bokhtar regions separately), GBAO regions and districts of republican subordination. Upon the completion of trainings in each district, trained volunteers began training the population and schoolchildren at the household level on the prevention of COVID-19. During the current period, 640 trained volunteers conducted 11,460 COVID-19 sessions for 130,140 rural population and schoolchildren. Also, 7 volunteers of the Project "Accompaniment" - being supported by ICRC- have been trained by RCST staff.



Training for volunteers in the project COVID-19 Bokhtar Region

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

In the past week, a package of documents was submitted to Ministry of Justice for registration of the TRCS project. Volunteers in Ashkabat and in other regional centres conducted 30-min seminars on the use of PPE, coughing etiquette, hand washing and maintaining social distancing and on infection control. The seminars were held in comprehensive schools and a military institute. A total of 110 students were reached in Ashkabat and 5 other regions.

Ukrainian Red Cross Society

Ukrainian Red Cross Society (URCS) created, produced and distributed about 849,000 copies of printed materials (posters, calendars, pocket notes, leaflets) based on IFRC materials and with the approval and logo of the Ministry of Health. Ukrainian Red Cross Society launched a psychosocial support telephone line for medical professionals in Kyiv region. There are three psychologists and numerous URCS volunteers working daily. The National Committee has already provided URCS volunteers with personal protective equipment: more than 10,000 masks, 2,000 FFP-2 and FFP-3 respirators, 15,000 gloves, 200 safety glasses, more than 500 litres of disinfectants. URCS purchased personal protective equipment for visiting nurses in Donetsk and Luhansk, including 3,000 masks, 1,000 suits, 4,000 gloves and 4,000 foot and head protections.

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). The NS has organised 2,004 events and reached out to 70,491 people. Around 1,274 people are involved (298 staff and 976 volunteers) in response actions.

They distributed 57,853 medical masks, 25,658 sanitary and hygiene products, and 25,951 information materials.

194 publications were made in the mass media. The NS pays special attention to care for the wards and socially vulnerable groups of the population, in particular, the lonely, the older people, the disabled and others. The National Society rendered medical, social and domestic services for 10,261 people; and the number of those, who received financial or food-related assistance –is 7,500 people.

Middle East and North Africa

Regional Overview

All MENA countries have now reported COVID-19 case, with a total of 193,712 confirmed cases and 8,013 associated deaths (with 3 first deaths in Yemen). Iran is still one of the top 10 countries with the highest case load. Lebanon shows a decreasing of confirmed number of cases in the past weeks.

MENA RO Health & Care unit has maintained coordination and collaboration with WHO and AUB (American University of Beirut) on innovation. This week the Unit has welcomed 2 new team members: an Emergency Health Officer and a Programme assistant. For a quality assurance of the response, the team has collected Geneva and other regional teams' inputs and finalized the glossary of health-related terminologies for COVID-19 response. The glossary, that aims at improving a common understanding on clinical health activities, will be introduced to MENA NSs during the upcoming Health and WASH Forum. In addition, the team has reviewed and updated some technical guidance and COVID19 related resources that have been shared with the National Societies on Google drive. Moreover, the team has launched the second draft of a protocol for Emergency Medical Services (EMS) that will be presented and discussed with the relevant National Societies in the coming webinar.

Concerning Community based health and Risk Communication and Community Engagement (RCCE), webinars with Iraqi Red Crescent Society are ongoing and covering psychological First Aid (PFA) in COVID19 as well as MHPSS sessions. New channels are being opened with North African NSs, introducing the e-learning package to Algerian RC, Egyptian RC & Tunisian RC. The team is also supporting the Libyan RC e-learning first phase evaluation and facilitating the experience exchange between LRCS and IRCS on rumors management topic. In this regard, an e-learning set-up guidance for the NSs is under development. Ramadan has started on 24th April and the Ramadan related RCCE messages were shared with NSs, including some infographics translated to Arabic. The team is also working with the community health teams of 6 NSs on developing short videos around the health messages, with MENA Comms department consultation. The MENA MHPSS team is preparing the remote Psychological First Aid (PFA) translation into Arabic with technical support from the global PMHPSS coordinator team.

WASH team has provided technical support to the MENA WASH virtual working group for COVID-19 (a sub-group of the MENA Health & WASH forum). The team has shared messages with NS discouraging outside spraying or disinfection and continue to promote enclosed or busy area indoor regular disinfection as a better use of resources and a more effective way to contain COVID- 19 transmission. The team also continues to coordinate country-based webinars to discuss WASH specific activities and guidance with country teams (e.g. Iraq RC, Libya RC).

Communication teams organized a half an hour webinar with Aljazeera Live jointly between IFRC and ICRC. A Twitter Skill Share has been offered to all MENA NSs: at this point, all our NSs are able to access a training website offered by Twitter and communication con Twitter is ongoing to verify all NSs accounts.

On the occasion of RCRC day on the 8th of May, a video has been prepared by MENA Regional Director and NS leadership thanking the volunteers and two live sessions on IFRC Facebook and Twitter accounts will be organized on 8th of May to share an update about NSs COVID-19 related activities and to thank volunteers.

The Information Management unit has been preparing briefing and organizing guidance calls with North Africa Country Cluster on the use of GO Platform. All field reports related to COVID-19 linked to the country emergency pages per every national society and Country Emergency COVID-19 Pages is now created for all MENA NS pages on GO. ([MENA-COVID-19 Emergency pages](#)). Translation of video tutorials of GO Platform guide user are also available ([3W's Arabic video](#)). The development of draft version for Middle East and North Africa Region - COVID-19 outbreak dashboard it is still in progress and the final version will be ready next week .IM scoping calls has been organized to explore potential support from NLRC for IM initiatives in MENA, especially in Yemen, Jordan, Iraq, and Syria. IM is working together with an Humanitarian Analyst to develop a draft scenario development matrix.

Algerian Red Crescent (ARC)

This week ARC has organised a humanitarian convoy for Saharawi refugees in Tindouf: in coordination with Saharawi Red Crescent and Algerian Ministry of Solidarity, a cargo has been sent with 210 tons of food and hygiene products.

A special operation has been put in place to attend the needs of 145 migrants, who have been tested for COVID-19 and have received a medical check.

20,000 vulnerable families living in the most remote areas have received food parcels and, in the framework of the Ramadan festivity, 6,780 hot meals have been distributed. Also, during Ramadan, a new awareness campaigns has been launched on community health.

ARC has produced and packaged of 12,458 mask and 3D masks. 344 disinfections of public spaces have been undertaken this week. Teams of volunteers have been deployed in market and shops to raise awareness on respecting physical distance, taking temperatures and using prevention measures against the virus. Messages are reinforced by distribution of awareness materials and diffusion of spot on media (Algerian television) and social media.

In coordination with the IFRC, ARC has created a COVID Response Coordination Team to follow up on ARC activities' Implementation and is coordinating operations with notional authorities.

Egyptian Red Crescent (ERC)

Concerning health operations, ERC continues to intensify health and hygiene promotion messages on social media and online platforms and operates the medical hotline via its command and control room. 380 awareness campaigns about the dangers of COVID-19 have been completed.

Concerning Water and Sanitation activities, ERC continues to purify and sterilize state institutions as well as banks, post offices equipped to pay pensions. In total, ERC have completed 361 disinfection and sterilisation campaigns, where 1,077 relief materials and disinfectants have been distributed

On psychosocial support, the PSS hotline continued to provide PSS services and field support to the teams in all governorates 24 hours a day, 7 days a week. PSS messages are disseminated on online and social media platforms Related to migration, the MADAD project is still providing telephone and online support to Syrian refugees and host communities on health issues and COVID-19 and AMIRA project: is providing calls to beneficiaries with NCDs and CDs to provide health advice and information on COVID-19 and is distributing hygiene kits, food vouchers and cash for rent for migrants ERC is also studying the feasibility of providing courses online for Syrian refugees.

A total of 5,705 volunteers have been trained to respond to COVID-19, of which 1,200 are actively engaged in COVID-19 operations.

A coordination meeting takes place every two weeks with IFRC, ICRC, ERC and Swiss/German Red Cross to share updates on progress made, identify and overcome challenges and ensure quality of operations. The ERC contingency and response plan budget have been finalised and will be shared in the coming days. ERC and German RC together with Swiss RC are adapting their joint programs to the current reality and to increase awareness about Covid-19 preventive measures.

Jordan Red Crescent (JRC)



11, 833 people have been assisted by JRCS during the COVID-19 response and 130 volunteers are actively engaged in the operations. Among their main activities, 2,816 food parcels and 6862 shopping vouchers have been distributed to vulnerable families and 2680 medicines have been distributed to patients affected by chronic diseases at their doorstep. JRCS will soon finalize their medical distribution operations, as the NCD center has reopened.

JRCS is a member of the Social Affairs Task Force and coordinates with the Social Security Department and JHCO, National Center for Diabetes Patients. Within the Movement, JRCS hold regular meetings with a technical task force to coordinate operations.

Iran Red Crescent (IRC)

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.

63 staff and 72,694 volunteers of the Iranian Red Crescent are actively taking part in the COVID-19 operations. The IRCS is focusing on public awareness campaign, aiming at educating people about the necessary preventive measures. Educational materials for the IRCS's trainers have been updated and regular video conferences and virtual

meetings for IRCS branches have been organized to share guidelines and materials.

The educational activities of IRCS include:

The educational activities of IRCS include: - Brochures, posters, info graphic (2,950 pages in Persian and other languages) - Movie, clip, and motion graphic (3888 programs have been produced, particularly for people with special needs) Also, 27 educational documentation videos have been produced.

Information sharing and publication of training contexts include:

- Visiting social webs: 71,900,000 people

- Visiting training site as www.coronavirus.ir: 20,000,000 people

- 420,252 people, 94,000 volunteers, 8,500 staff and 22,000 trainers have passed online course of corona virus

- Sending SMS: 29,350,000

During the week IRC organised Risk health training courses targeting cleaners and janitors, who have received the required sanitizing items as well.

About 7,723 IRCS team members have provided psychosocial support services.

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 throughout the provinces of the country for one month consume.

The IRCSs Noor Afshar hospital has been allocated to Corona virus cases. Out of a total of 1,157 patients referred to the Iranian Red Crescent Noor Afshar hospital, 462 are still bed ridden, 410 discharged and 68 have lost their lives so far.

IRCS Volunteer Organization distributed 100,000 food parcels and 171,000 hygiene kits amongst the most vulnerable people in the whole country.

Volunteers of the IRCS disinfected 48,793 public transportation (buses and taxis), as well as 151,257 public places.

Iraqi Red Crescent (IRCS)

7,646,64 beneficiaries have been reached until date by IRCS operations in response to COVID-19, while a total of 900 IRCS volunteers are currently engaged in field operations.

900,053 beneficiaries have been reached through awareness campaigns in all governorates: IRCS teams toured supermarkets, institutions, roads, and other public places to raise awareness about how to limit the spread of the virus. During awareness campaigns, 222,873 posters, flex, brochures and other publications with health awareness messages have been distributed.

6,746,588 beneficiaries have been reached through IRCS risk communication on media (local televisions, news agencies) social media (awareness video and brochures produced by IRCS have been published on IRCS website, Facebook, Instagram, twitter and staff Facebook pages social media). Dissemination of health messages has been done also using also speakers in public spaces

21,404 institutions homes, stores and buildings have been disinfected: The IRCS Headquarters and branches and its hospitals and clinics are disinfected on a daily basis, and gloves and mask have been distributed to IRCS staff and volunteers.

IRCS has distributed 8,002 food parcels to the most vulnerable groups in the various governorates of Iraq.

A camp consisting of 200 tents has been installed at the Erbil Book Fair to be used as a quarantine center.

IRCS has increased its warehouses storage to receive more protection materials (hygiene gel, gloves, etc.)

IRCS has developed and Contingency Plan on COVID-19 and has established an emergency committee, to manage and evaluate the plan, to coordinate implementation of activities and to mobilize resources

Moroccan Red Crescent (MRC)

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

- Distribution of food parcels in Tanger, Laayoune, Azilal and Berkane provinces.

- On line training for MRC branches on psychosocial support and general information to prevent the spread of COVID19

- Distance training courses covering 4 MRC branches in Larache, Oued Zem, Er-Rachidia and Zagora

- Sharing of basic protection measures messages on MRC social media pages (Twitter and Facebook)

- 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
 - Launch of a 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 (PRCS)

From 26 April to 2 May, 741 cases have been transported by PRCS EMS teams. Out of these cases, 50 have resulted positive. 995 people have benefitted from medical services provided in primary health centers and 158 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 this week has provided medical services to 8 people. Medical supplies have been distributed in 2 communities and in 7 PRCS branches., while 70 families have received food parcels. 1101 home visits have been organized to check on elderly people and people with chronic conditions. 11 sanitation initiatives have been carried out by 220 volunteers in public places. 378 home first aid and 10669 people have been provided with health awareness sessions. 9 PSS teams (composed by 50 members) have been activated to respond to Palestinian communities' needs, and a total of 141 PSS phone sessions have been conducted.



In Lebanon, **PRCS Lebanon Branch** has reached more than 10,000 people through community-based activities conducted by 116 volunteers in 6 camps in Lebanon. 800 brochures were

distributed, 2,720 people took the online awareness session and 6,556 people were screened by temperature. Regarding (PRCS/L) medical services, 2 new suspected cases were received in Hamshary hospital in Saida. Cumulatively, 17 suspected cases (all test negative) have been received by Hamshary, Safad and Haifa hospitals and Naher El Bared Health Center. 24 PRCS/L staff have finalized the training on "how to deal with COVID 19 cases", the ambulance teams in all PRCS\L Hospitals will start their training for how to deal with suspected COVID 19 cases by Lebanese Red Cross trainers within 1 week after receiving the advanced PPEs. Based on easing of general mobilization procedures in Lebanon, the central scientific committee will make an assessment of the work of hospitals and recommendations for action in the hospital for the next stage.

Tunisia Red Crescent (TRC)

2500 TRC staff and volunteers are currently active in the whole country in response to COVID-19 outbreak. TRC is mainly implementing health activities (mainly focused on prevention and quarantine centers management) and food distributions, reaching a total of 200,000 beneficiaries.

Yemen Red Crescent (YRCS)

The UN and humanitarian partners in Yemen are implementing COVID-19 response operations with a focus on case management, risk communications, community engagement, and protecting the wider public health system. The UN and partners have reached more than 20 million people with COVID-19-related awareness materials through TV channels and radio stations. More than 7.5 million people have been reached via social media platforms, as well as more than half a million people through house-to-house visits. The UN and partners are also supporting direct case management. Some 333 rapid response teams have been deployed across the country to follow up on reports and refer people for testing and treatment as needed. The UN and partners are also supporting treatment facilities, including 37 isolation units, and providing critical supplies such as ventilators and protective equipment. In addition to the COVID-19 response, the UN and partners continue to support a "continuum of care", which requires ongoing

support for 4,300 health facilities across the country, including designated facilities to treat cholera, dengue, malaria and other non-COVID-19 diseases.

ALLOCATIONS

IFRC COVID-19 Emergency Appeal Allocations by country

National Societies
in receipt of Allocations

154

Total amount allocated
(CHF)

81,910,887

Allocation (CHF)

23,600

4,000,000



CONTACTS

For further information, specifically related to this operation please contact the **Geneva COVID-19 team**:

Frido Herinckx	Operations Coordinator	RROps.GVA@ifrc.org +41-79-103-98-82
Rodolfo Bergantino	Planning Monitoring Evaluation and Reporting	PMER.GVA@ifrc.org +44-7825-907-689
Benjamin Labit	Supply chain Logistics Coordinator	SupplyCC.GVA@ifrc.org +41-79-963-91-99
Sophie Reshamwalla	WHO liaison	WHOLiaison.GVA@ifrc.org +44-77-4810-6736
Gwen Eamer	Public Health in Emergencies	Gwen.Eamer@ifrc.org +41-79-217-3337
Ombretta Baggio	Community Engagement and Accountability	Ombretta.baggio@ifrc.org +41-22-730-4495
Monica Posada	Risk Communication and Community Engagement	Riskcomm.gva@ifrc.org +41-78-969-1313
Katie Wilkes	Communications	RRCommunication.GVA@ifrc.org +01-312-952-2270

- IFRC Geneva Programme and Operations:**

Nelson Castano, Operations Coordination Manager, Nelson.CASTANO@ifrc.org +41-22-730-4926

Panu Saaristo, Emergency Health Team Leader, panu.saaristo@ifrc.org +41 79 217 3349

- IFRC Resource Mobilization and Pledges support:**

Diana Ongiti, Emergency Appeals and Marketing Sr. Officer, diana.ongiti@ifrc.org +41 22 730 4223

- **IFRC Communications**

Laura Ngo-Fontaine, Media and Advocacy Manager, laura.ngofontaine@ifrc.org +41 79 570 4418

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 13	1 May 2020
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 06 May 2020



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