

OPERATION UPDATE REPORT

Ukraine and Impacted Countries Crisis

Emergency appeal №: [MGR65002](#)

Preliminary Emergency appeal launched: 28/02/2022

[Emergency Appeal](#) launched: 12/04/2022

[Revised Operational Strategy](#) published: 23/05/2022

Glide №:

[OT-2022-000157-UKR](#)

Operation update #4 (9-month update)

Date of issue: 22 December 2022

Timeframe covered by this update:

From 28/02/2022 to 30/11/2022

Current operation timeframe: 24 months

(28/02/2022- 29/02/2024)

To be extended: until 31/12/2025

Number of people being assisted: 3,600,000

Funding requirements (CHF):

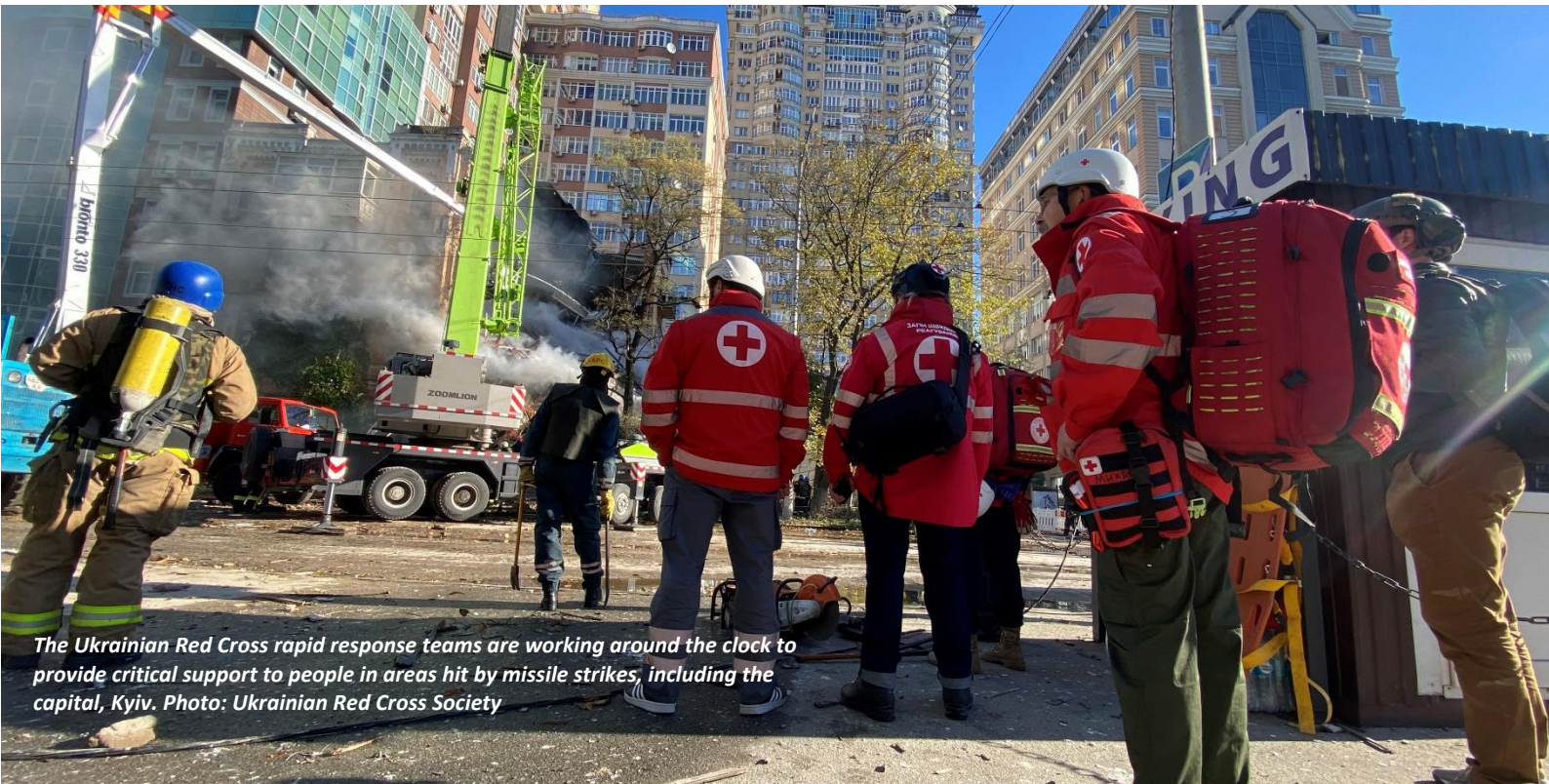
CHF 550 million through the IFRC Emergency Appeal

CHF 1.2 billion Federation-Wide

DREF amount initially allocated:

CHF 1 million

The IFRC Emergency Appeal, which seeks CHF 550 million as part of the Federation-wide ask, has received, as of the publication of this report, [CHF 376.5 million in confirmed hard-pledge funding](#). Further funding contributions are needed to enable the Red Cross Red Crescent National Societies in the region, with the support of the IFRC, to continue to provide humanitarian assistance and protection to people affected by the ongoing crisis. As part of a global, Federation-wide response to the crisis, which includes [response activities by 44 National Societies](#) in 41 countries, a total of CHF 1,520 million has been raised by the IFRC network in 48 countries (with a total expected income of CHF 1,607. A Revision of the Appeal will be concluded in Q1 2023.



The Ukrainian Red Cross rapid response teams are working around the clock to provide critical support to people in areas hit by missile strikes, including the capital, Kyiv. Photo: Ukrainian Red Cross Society

SUMMARY

This report summarizes nine months of developments in the IFRC network's collective response to provide humanitarian assistance to people affected by the crisis. Following the immediate response to react to the needs generated by mass displacement and the immediate impact of the conflict, operations continue to scale up, while adapting to the changing context and new scenarios, such as the energy crisis, inflation, new influx of displaced people from Ukraine, as well as gearing up for sustained, targeted and impactful long-term programs. Winterization efforts are being scaled up to support affected populations and host families, prioritizing those with extreme vulnerabilities, with cash and voucher assistance as principal modality of assistance, as well as essential household items distribution and reinforcing safe spaces provision in close coordination with national authorities.

Sectoral strategies are now available for eight of the sectors/enablers in the response. The comprehensive technical documents can be found in the documents section of the [GO page for the emergency](#) (under Resource Mobilization and Communications Products). Three-page promotional documents can be found in the [IFRC.org page for the operation](#)."

The IFRC Network's response continues to expand geographically and in programmatic scope, with the overall focus of the network primarily revolving around providing scalable and adaptable cash assistance as well as cash preparedness; health programming with special emphasis on mental health and psychosocial support; assistance to cover needs in shelter with current focus on winterization preparedness and host family support; addressing humanitarian concerns in protection and education.

While continuing to respond with and increased impact, the operation has been fostering innovative approaches, especially in the field of multi-purpose cash distributions. With support from the IFRC, digitalized, data and user-centred, quickly scalable solutions were piloted in multiple countries, leading to exponential growth in our capacities to reach people in need. Building digital solutions also enhanced our abilities to continuously monitor, respond and be accountable toward feedback from the communities we serve.

Scaling up humanitarian operations and preparing for sustained programming is paired with strengthening the capacities of responding National Societies in their human resources and management capacities, logistics, digitalization and information management, as well as strengthening local branches embedded in communities. To ensure a harmonized approach focusing on needs, maximizing impact and complementarity with other humanitarian actors, the IFRC Secretariat coordinated the mobilization of an unprecedented scale of personnel from across the globe, guided operations and strategies, and established mechanisms for coordinating support from its Membership across all levels. A Federation-wide approach ensures that all responding and supporting National Societies are represented and integrated.

Table of contents

EMERGENCY APPEAL REVISION

STORIES OF RED CROSS IMPACT

FEDERATION-WIDE SUMMARY OF THE RESPONSE & FEDERATION-WIDE APPROACH

SITUATION ANALYSIS

- Description of the emergency & Severity of humanitarian conditions
- IFRC Membership Coordination & Movement Coordination
- Summary of response in Ukraine and neighbouring countries
- Capacity and response of neighbouring countries (*operational priorities and key activities of National Societies impacted by the crisis*)
- National Societies' response activities in Ukraine (*National Society-specific bilateral support activities*)
- National Societies' response activities in secondary impacted countries (*country-specific information*)
- Needs analysis and scenario planning

OPERATIONAL STRATEGY

DETAILED OPERATIONAL REPORT (*Impacted country-specific sectoral response activities & IFRC Secretariat Services*)

- **Health & Care**, including Water, Sanitation and Hygiene (WASH), Mental Health and Psychosocial Support / Community Health
- **Integrated Assistance**: Shelter, Housing and Settlements; Cash and Voucher Assistance; Livelihoods

- **Protection and Prevention:** Protection, Gender and Inclusion; Safeguarding; Community Engagement and Accountability; Migration and Displacement
- **Enabling approaches:** National Society Strengthening; Coordination and Partnerships; IFRC Secretariat Services (Operation Management; Planning, Information Management and Monitoring; Communications; Security; Human Resources; Finance; Partnerships and Resource Development)

FINANCIAL REPORT

EMERGENCY APPEAL REVISION

The operation has been increasing the scope of its intervention, working with National Societies in the region that have requested support from the IFRC to provide technical and financial assistance to people in need. In this sense, new needs and approaches have been identified with National Societies, which will be reflected in a revision of the Emergency Appeal.

The revised Emergency Appeal **will extend the timeframe of the operation until 31 December 2025**, with a transition to Unified Country Planning covering all operations of National Societies afterward. It will present a substantial increase in funding ask as well as in geographical coverage, to support Red Cross Red Crescent National Societies in assisting the people affected by the Ukraine and impacted countries crisis.

The geographical extension of the intervention will include supporting, as part of a Federation-wide approach, the following 17 National Societies: Ukrainian Red Cross Society, Belarus Red Cross, Bulgarian Red Cross, Croatian Red Cross, Estonian Red Cross, Georgia Red Cross Society, Hellenic Red Cross, Hungarian Red Cross, Lithuanian Red Cross, Red Cross Society of the Republic of Moldova, Red Cross of Montenegro, Red Cross of The Republic of North Macedonia, Polish Red Cross, Romanian Red Cross, Russian Red Cross, Slovak Red Cross, Turkish Red Crescent Society, while coordinating with Partner National Societies (PNS) and the International Committee of the Red Cross (ICRC). A harmonized National Society Response Plan revision exercise is underway to support the formulation of a regional Operational Strategy and revised Emergency Appeal.

Due to the dynamic and protracted nature of the armed conflict and the ongoing displacement of people from Ukraine, it is expected that additional National Societies will request IFRC for support during the timeframe of implementation.

STORIES OF OUR IMPACT

Russian Red Cross providing critical support to displaced people as temperatures drop



Photo: IFRC/Anastasia Sharkova

78-year-old Zoya had to flee her home in Kharkiv, Ukraine, due to hostilities. *"For weeks, I couldn't go out but it was very scary to stay. All of the windows in my apartment were broken."* She arrived to Voronezh, Russia, in April 2022.

"It took me over 2 days to get here. I was carrying only a backpack with me".

Supported by the International Federation of Red Cross and Red Crescent Societies and other partners, the Russian Red Cross assists displaced people like Zoya Ivanovna, providing them with food, hygiene and household items (blankets, bedlinen, pillows).

The most vulnerable groups of displaced also receive financial assistance to cover their pressing needs. As temperature drops with winter well on its way, Zoya Ivanovna worries about getting warm clothes and shoes. The Russian Red Cross has provided her with vouchers to purchase clothing she needs the most.

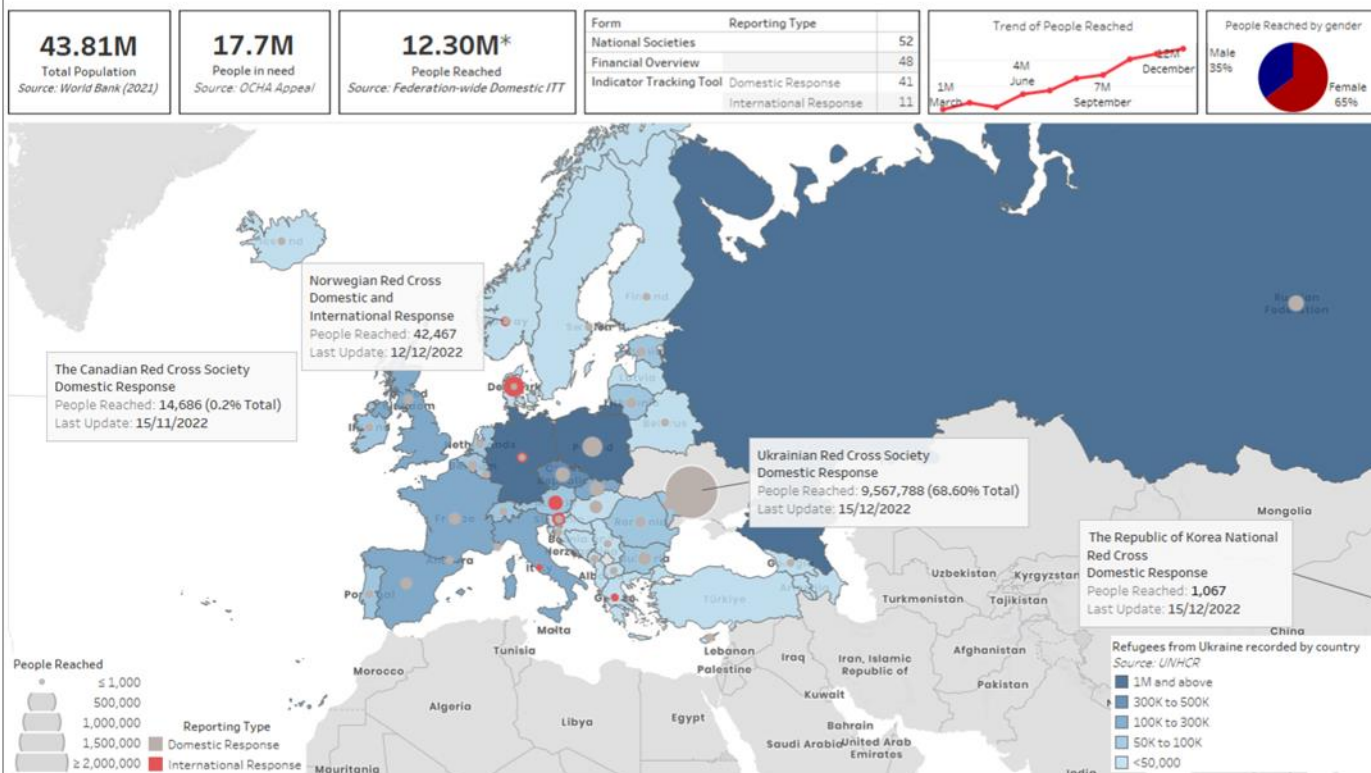
To find out more about how the Red Cross and Red Crescent Movement is helping, [see this report](#).

FEDERATION-WIDE SUMMARY OF THE RESPONSE

Federation-wide Overview

The magnitude of this crisis is unparalleled and has prompted a significant response from the IFRC network. A global, Federation-wide response has been mobilized, with 44 National Societies providing critical shelter, protection, health services, and cash assistance in 41 countries to assist millions of people in Ukraine and those fleeing to other countries. The IFRC continues to leverage its network and is working closely with the ICRC in Ukraine and other countries more closely linked to the conflict to deliver locally led, humanitarian assistance as long as it is needed and build resilience in communities impacted by this crisis, especially as the cold winter has already arrived.

This Federation-wide picture of the Ukraine and impacted countries crisis response provides an overview of all levels of response in both words and images. Countries in the region impacted by the conflict, including Hungary, Slovakia, Romania, Moldova, Belarus, and Russia, as well as broader secondary impacted countries, mainly in Europe, are receiving refugees and displaced persons fleeing the conflict. In all of these countries, National Societies are supporting their governments and working alongside other organizations, including Civil Protection, in their auxiliary role.



Federation-Wide Response Overview as of 20 December 2022

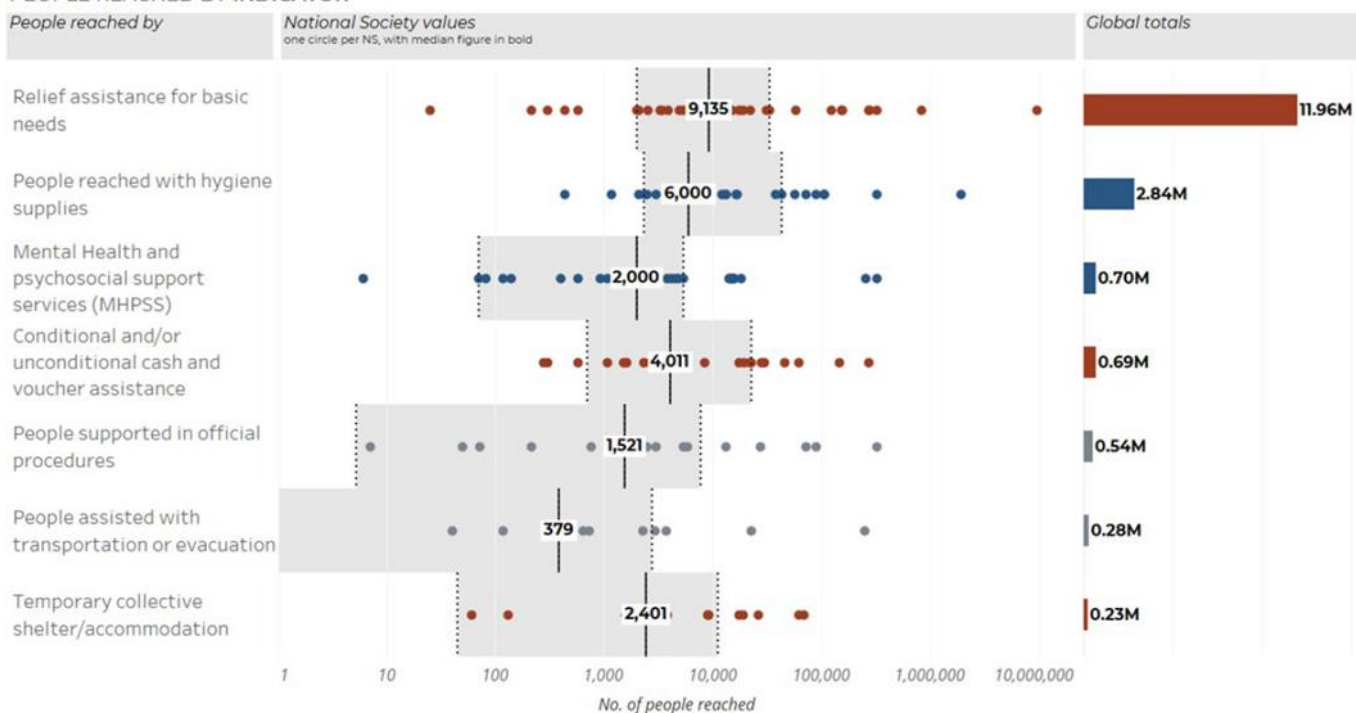
*Data scope and limitations

- Missing data and breakdowns:** National Societies have diverse data collection systems and processes that may not align with the standardized indicators set by the Ukraine and impacted countries crisis operational response framework. Data may not be available for some indicators, for some National Societies. This may lead to inconsistencies across different reporting tools as well as potential under or over-estimation of the efforts led by all. Thus, reported data may represent cumulative reached and not unique beneficiaries.
- Reporting bias:** The data informing this Federation-wide overview is self-reported by each National Society (or its designated support entity) which is the owner and gatekeeper, and responsible for accuracy and updating. IFRC tries to triangulate the data provided by the National Societies with previous data and other data in the public domain.
- Outliers:** Large National Societies and focal National Societies in the response may account for most of the reported totals.
- The data outlines both the data relating to international support from one National Society to another, as well as domestic assistance provided to people arriving in the National Society's own country.** This separation of these contributions into international or domestic support can be found in the detailed Federation-wide data on the GO Platform.

Response

44 National Societies reported their domestic or international activities. 40 of these are European National Societies, out of a total number of 45 in Europe. 75% of National Societies updated their data in December.

PEOPLE REACHED BY INDICATOR



693,000 people received multipurpose cash
 CHF **68M** has been distributed



Volunteers involved in the operation
122,000 domestically, **152** internationally



56,356 tons of goods
 distributed by National Societies



**Humanitarian Service Points/
 distribution points**
450 domestically, **5** internationally



460,000 people trained in First Aid
 domestically



Branches responding
6,000 domestically, **46** internationally



100,000 people accommodated
 by host families

* Figures in this overview are rounded to the nearest figure for ease of reading. Exact figure for each indicator is available on GO platform.



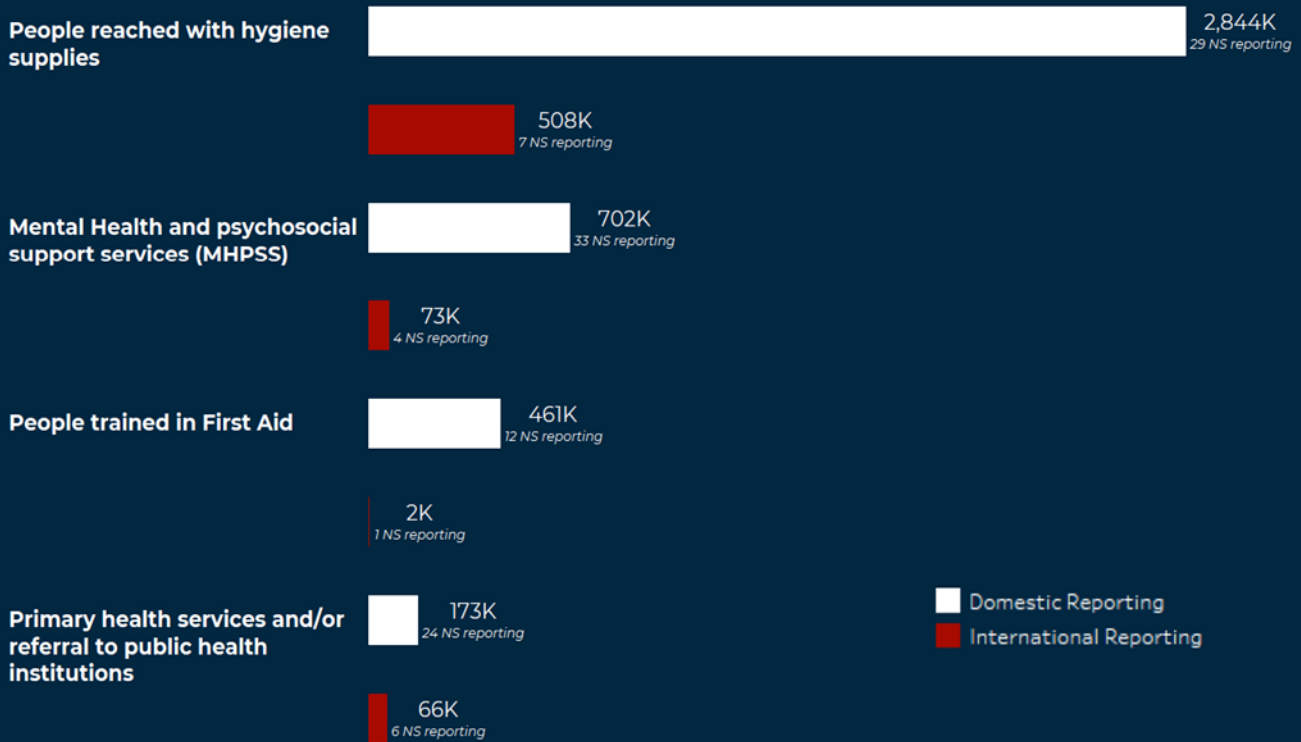
Ukraine and impacted countries crisis [Financial and Operational dashboards](#)
 Explore more National Society data on the [Federation-wide Databank and Reporting System \(FDRS\)](#)

ALL ACTIVITIES BY OPERATIONAL PRIORITY

I: HEALTH and CARE

Health and care, including Water, Sanitation, and Hygiene

People reached by



Evolution of people reached with Mental Health and Psychosocial support services since the beginning of the response (Domestic Reporting by Month)

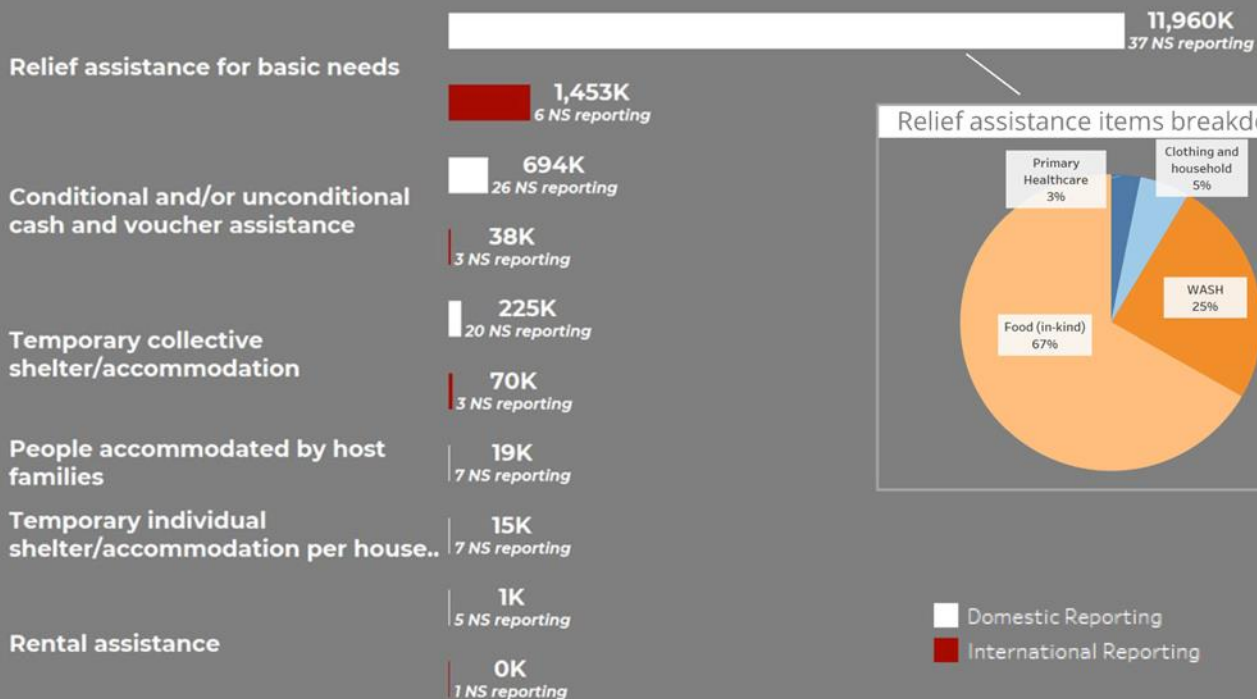


ALL ACTIVITIES BY OPERATIONAL PRIORITY

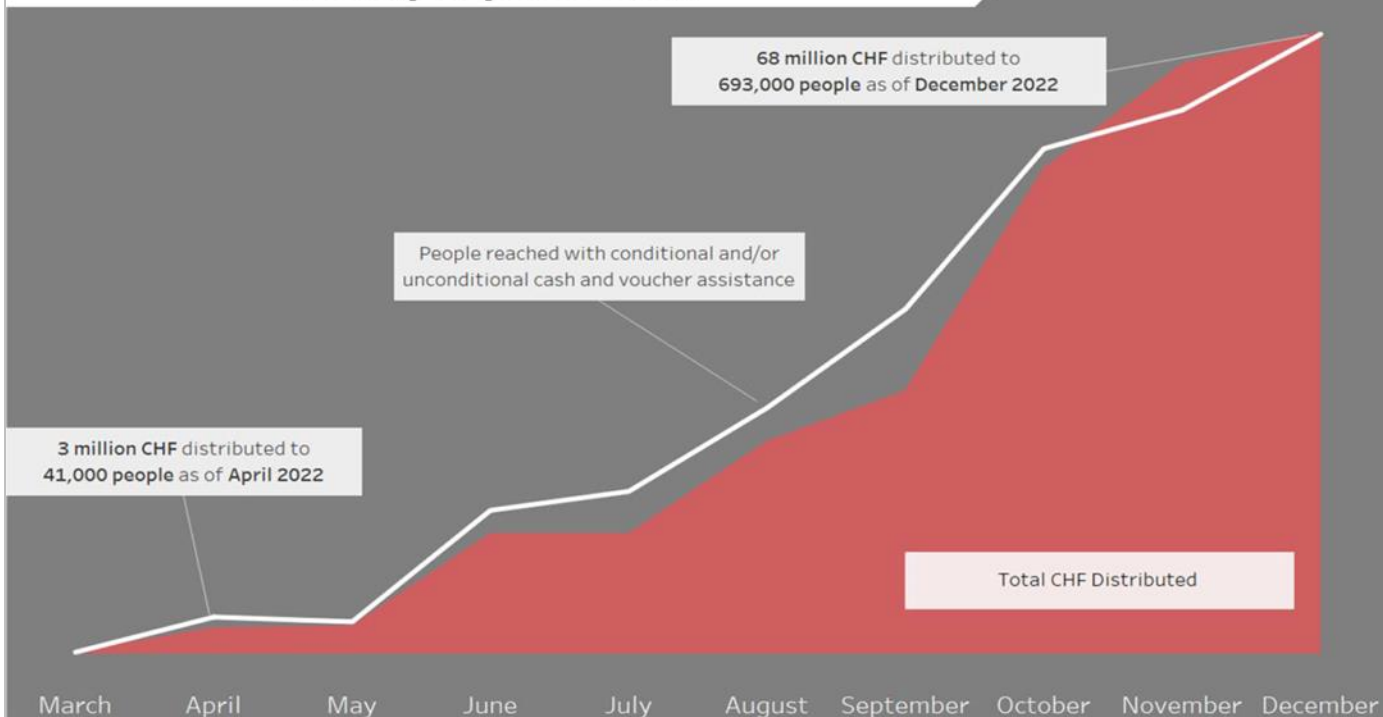
II: Integrated Assistance

Shelter, Multi-Purpose Cash, and Livelihoods

People reached by



Multipurpose cash



ALL ACTIVITIES BY OPERATIONAL PRIORITY

III: Protection, Prevention & National Society Strengthening

People reached by

People supported in official procedures



People assisted with transportation or evacuation



0.09K
1 NS reporting

Children welcomed in child-friendly spaces



People reached with PGI activities



Domestic Reporting
International Reporting

Migration



450 Humanitarian Service Points/
distribution points domestically
5 internationally



100,000 people
accommodated by host
families

Community Engagement and Accountability



19 NSs established **Feedback Mechanism** where affected people can provide comments, complaints, or questions



2,789 individual community feedback comments have been collected

Income

TOTAL INCOME

CHF 1,520M

This represents the total income of the Network reported by National Societies and the Secretariat since the beginning of their response to the Ukraine crisis, excluding internal Network transfers.*

Network transfers	IFRC Report: Received from National Societies	CHF 305M
	IFRC Report: Total amount spent to support other National Societies	CHF 28M
	NS Report: Total amount spent to support other National Societies	CHF 124M
Total Income	Total Income, excluding network transfers	CHF 1,520M
Expected income	Additional expected income: total soft pledges	CHF 1,607M

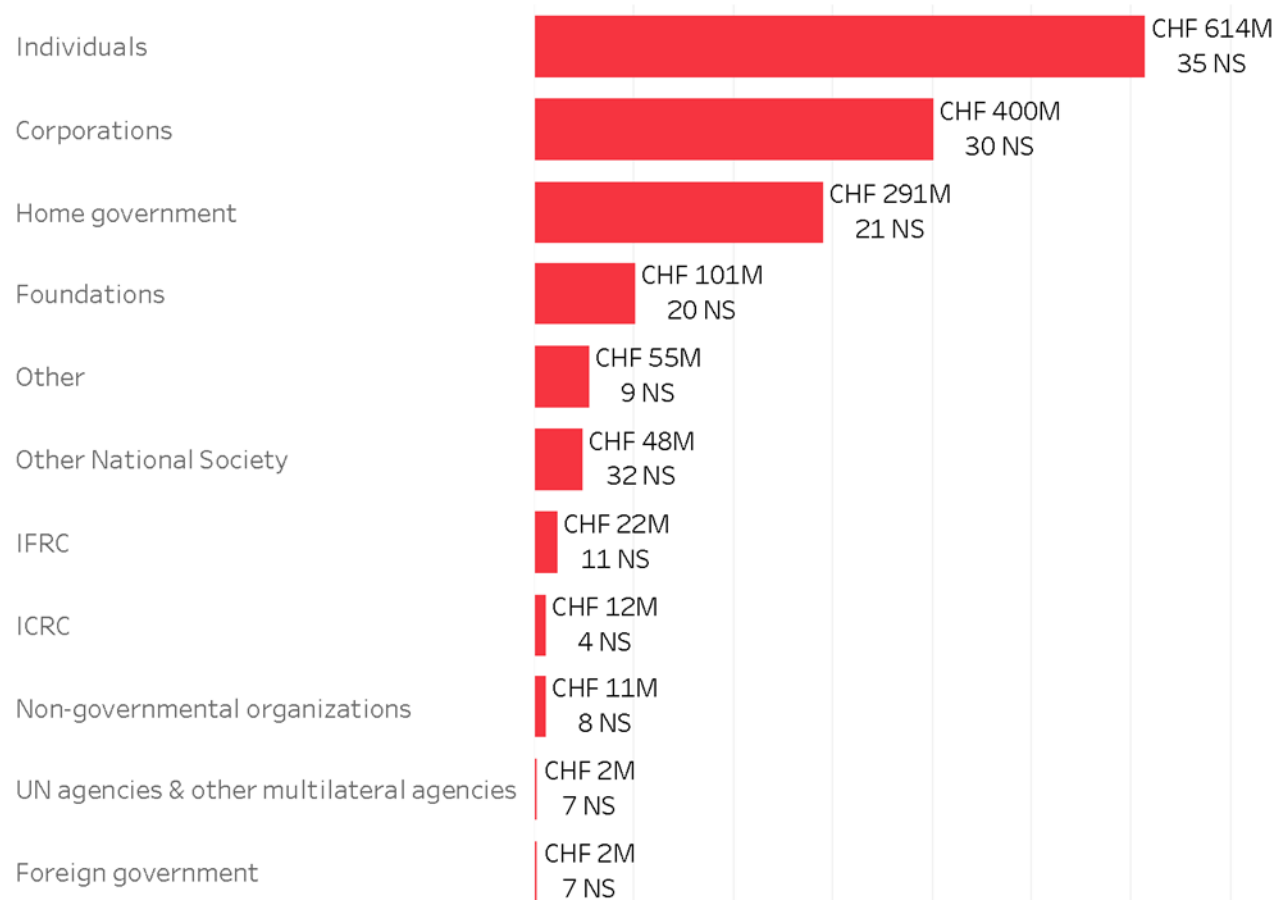
*Network transfers are calculated as follows:

IFRC Secretariat received income from National Societies + IFRC Secretariat and National Societies allocated funds to support other National Societies.

INCOME SOURCE BREAKDOWN - NATIONAL SOCIETIES



*In green: Asia Pacific, 6 NS reporting, 4% of total global income

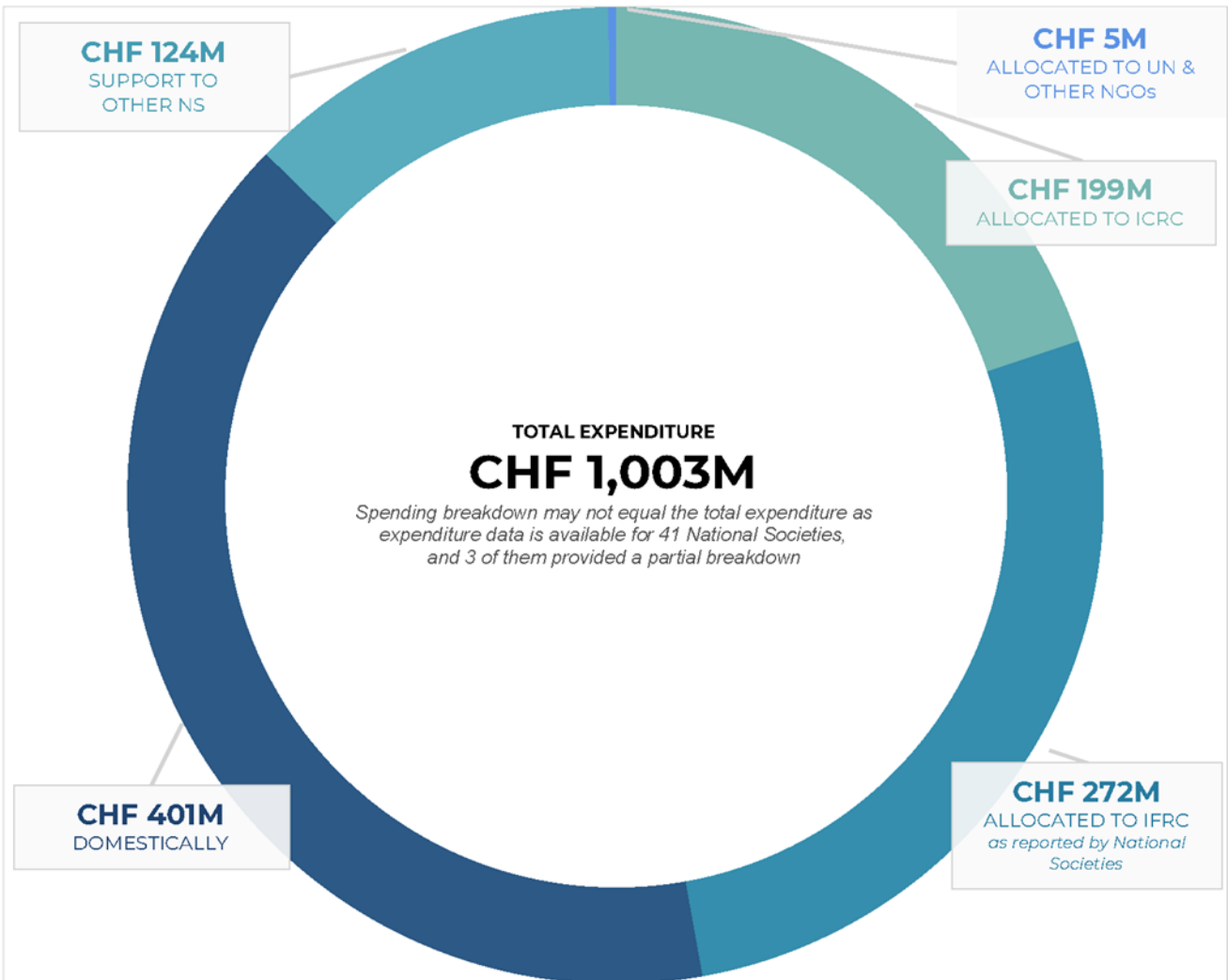


Expenditure

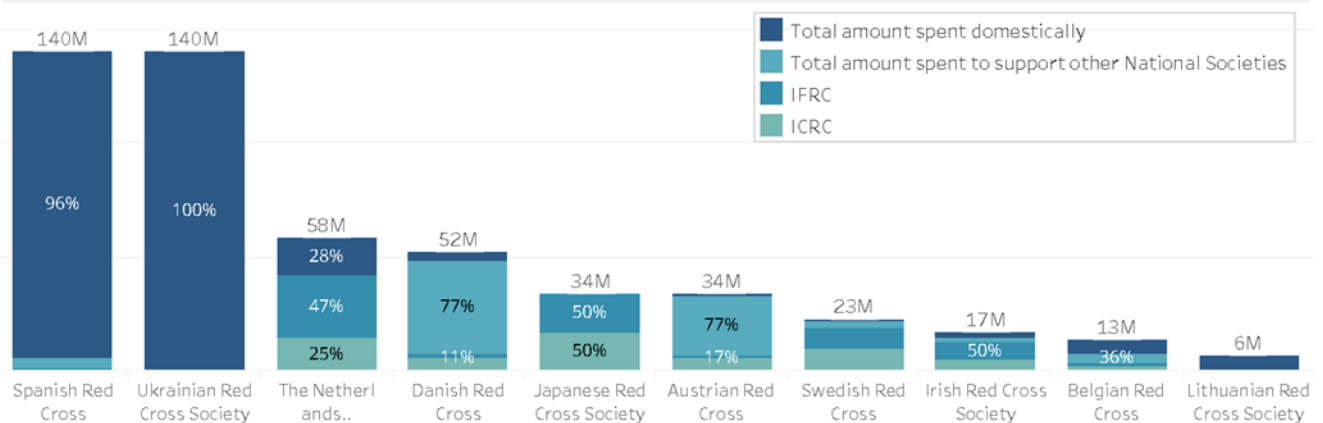
TOTAL EXPENDITURE AND SPENDING BREAKDOWN - NATIONAL SOCIETIES

Many National Societies have highlighted that reports are based on estimations and allocations may not only reflect **expenses to date** but also include **pledges** that can change over time.

National Societies can report financial figures in their local currency. FDRS uses an average exchange rate over the month before the reported date to convert the currency to Swiss Francs.

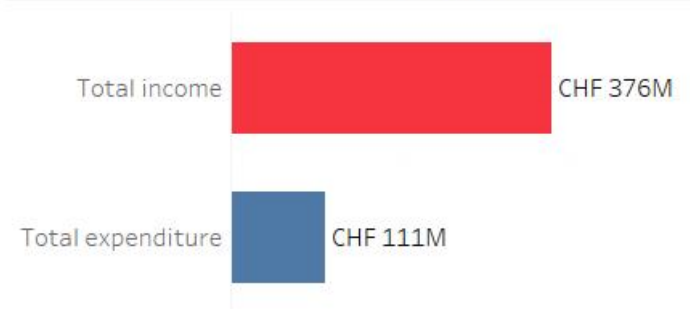


SPENDING BY NATIONAL SOCIETIES as per public reports



IFRC Secretariat

INCOME AND EXPENDITURE OVERVIEW



INCOME SOURCE BREAKDOWN



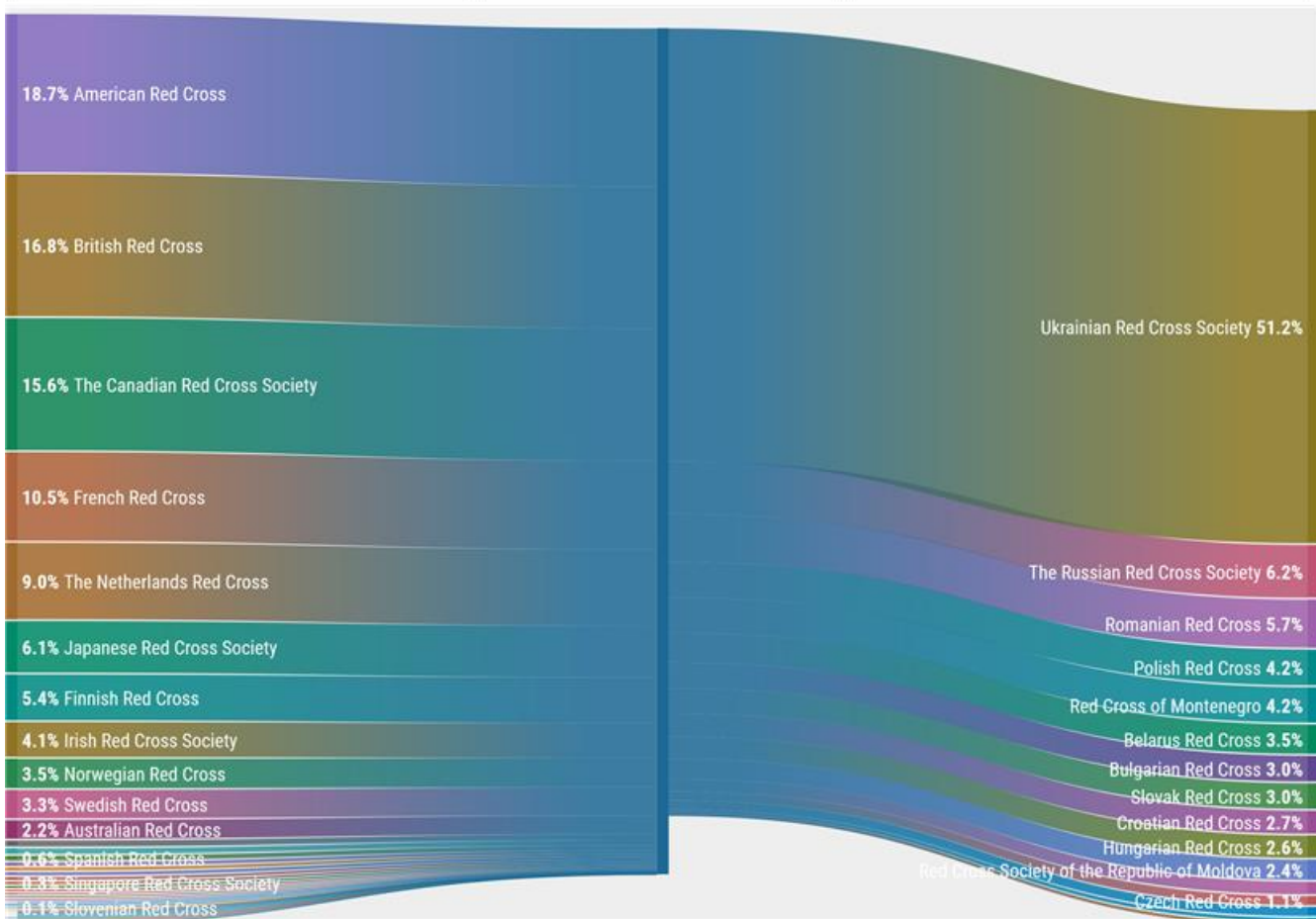
EXPENDITURE BREAKDOWN



The allocation to IFRC Secretariat includes programmatic activities such as CVA or International Procurement of goods. The allocation per country for the overall operation includes both funds operated by IFRC and by NSs.

IFRC DONOR RESPONSE BREAKDOWN

The work of the IFRC is made possible in large part by the contributions of National Societies and their respective governments. The below graph shows the allocations from Partner National Societies to IFRC Emergency Appeal and IFRC allocation to implementing National Societies, out of the total CHF 28M spent to date.

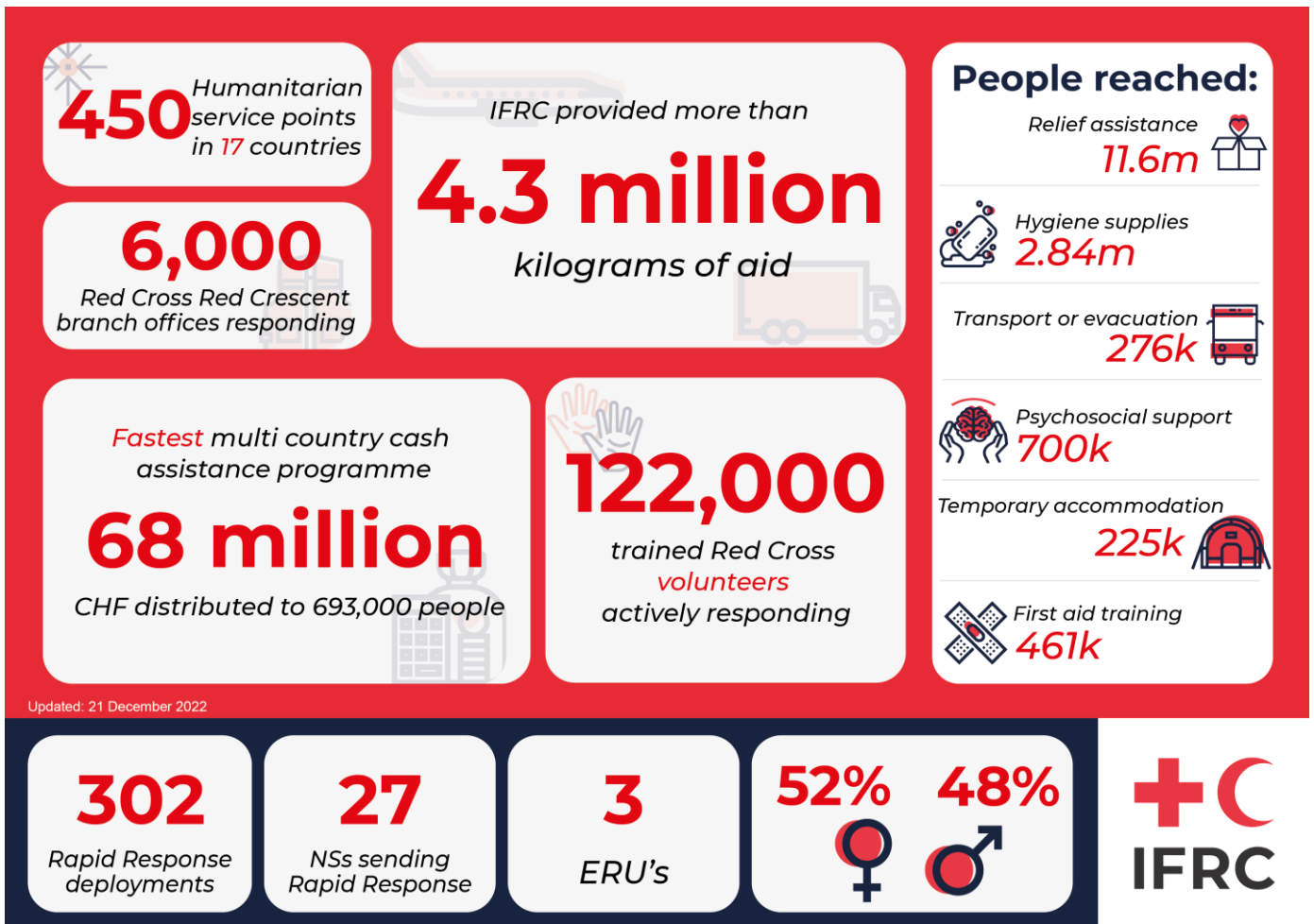


FEDERATION-WIDE APPROACH

Consistent with the priority given to Membership Coordination in line with the Agenda for Renewal, the IFRC Secretariat continues to strengthen its coordination with the Membership at both strategic and operational levels as a priority. The current 17 National Society Response Plans (available on [IFRC GO](#)), the Emergency Appeal and the Operational Strategy are part of a **Federation-Wide Framework and Membership Coordination**, based on needs and the response priorities of Operating National Societies across the region and in consultation with all Federation members contributing to the response. This approach leverages the capacities of all partners to maximize the collective humanitarian impact and ensure linkages between all response activities. IFRC teams are present in Ukraine, neighbouring and impacted countries, supporting the scale-up of response operations, strengthening technical capacities, supporting the rapid scale-up of sustainable National Society operations, and ensuring coordination between IFRC Members. Multi-level and multi-sectoral coordination mechanisms have been established by IFRC teams, bringing together representatives and experts of all Member National Societies that are present in-country.

Regional operational and technical management based in the IFRC Regional Office for Europe (ROE) in Budapest ensure cross-country coordination, expanding innovative practices in programming, and a harmonized approach. Adjusting to the changing context and needs, in-country IFRC operations teams support National Societies (NS) in articulating and adjusting their country-level strategies, which place the Operating National Society (ONS) aspirations at the centre of ongoing implementation, scale-up and planning efforts. Country-specific activities and targets were reviewed and considered based on needs and available resources, and capacities of each NS. NS plans were supported by Partner National Societies, the IFRC Secretariat, and external partners contributing to ONS activities bilaterally.

This report represents the collective achievements of National Societies engaging in response activities in all impacted countries, the implementation coordinated and supported by the IFRC Secretariat and Partner National Societies (PNS), in complementarity with the ICRC.



The Federation-wide approach includes

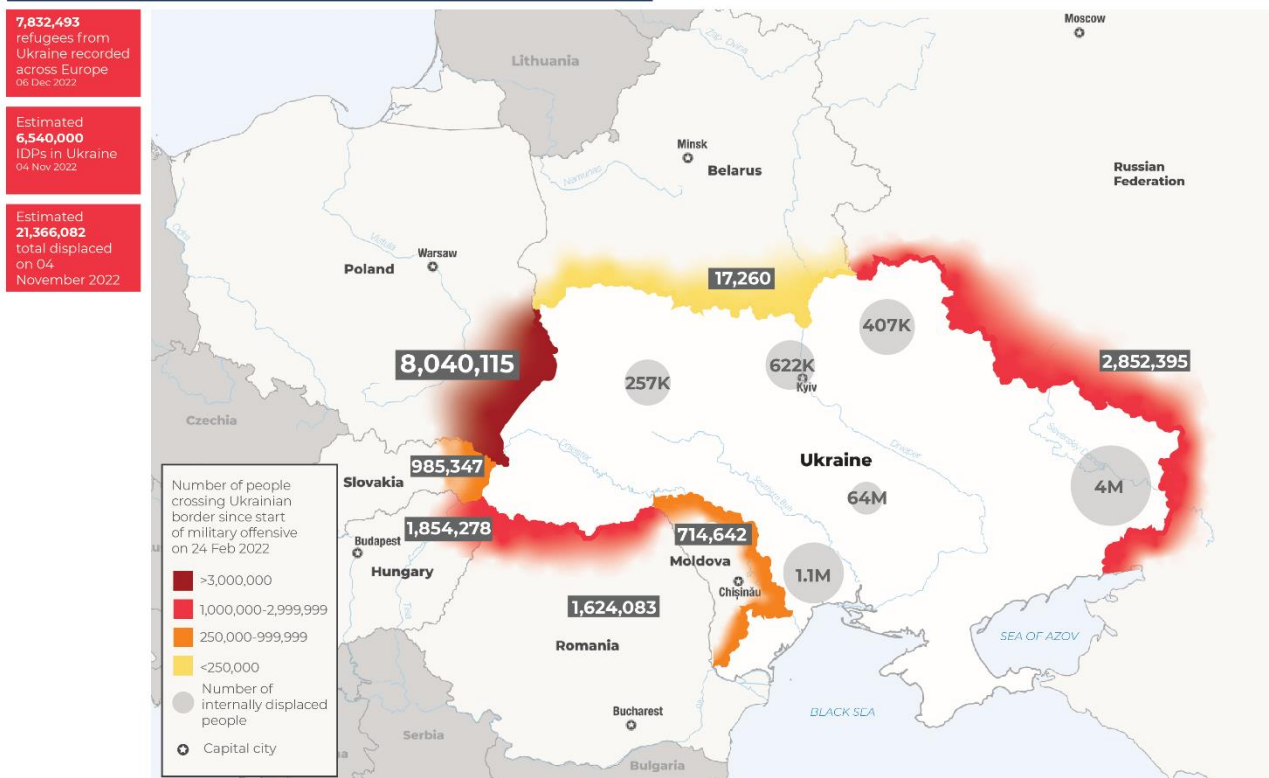
- A **Federation-wide country needs assessment and implementation plan** with common indicators.
- A **Federation-wide funding ask** to ensure linkages between all response activities (including multilateral, bilateral and activities funded domestically by National Societies assist in leveraging the comparative advantages of each partner; and the capacities of all members of the Federation in the country to maximize the collective humanitarian impact.
- A **Federation-wide monitoring and reporting framework** to standardize monitoring and reporting and ensure accountability and transparency. The Federation-wide monitoring covers reporting on different activities of National Societies, standard indicators across the IFRC, and financial information. The data collected through this process is shared on the [GO platform](#) with public visibility and draws a global picture of the response.

SITUATION ANALYSIS

1. Description of the emergency

Updated: 09 December 2022

Magnitude of IDPs and People Crossing Ukraine's Borders Ukraine and Impacted Countries Crisis



The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Data source for people crossing borders: UNHCR Ukraine Data Portal, 01 November 2022. Data source for people displaced within Ukraine: UNHCR/IOM, 04 November 2022.

Over 13 million displaced people from Ukraine are recorded across Europe, and 6.5 million are internally displaced within Ukraine as of the end of October 2022, which represents one-third of the total Ukrainian population. Over 16 million movements out of Ukraine have been recorded since the beginning of the conflict, which creates one of the largest population movement emergencies in the world today.

As of the beginning of December, over 8.5 million movements back into Ukraine have taken place. The number of border crossings out of Ukraine into neighbouring countries is still declining and the number of crossings back is now higher. Movements back to Ukraine may be pendular and do not necessarily indicate permanent returns, as the situation across Ukraine remains highly volatile and unpredictable.

Internally displaced people in Ukraine

Nine months into the conflict, the number of internally displaced people (IDPs) within Ukraine is estimated at 6.5 million as of December 2022, more than half of whom originally resided in the eastern regions of the country.¹ This reality indicates that the geographical needs within the country are fluid as the context evolves and as populations seek refuge in other parts of the country.

Critical infrastructure has been affected, damaged, or destroyed, including 2,528 educational facilities and nearly 715 health facilities.² Many pharmacies are closed, and stocks of medicines are low, leaving people without

¹ [IOM Ukraine Crisis Response](#)

² [Ukraine Data Explorer \(humdata.org\)](#)

access to health care and life-saving medicines. Hundreds of thousands of people are living without access to basics, such as water, food, and electricity.

Access to medical supplies, food, water, utilities, and other vital goods and services have deteriorated, which has pushed people to seek refuge in other parts of Ukraine or other countries in order to meet their basic needs. For those who have left Ukraine, people without social and family networks are increasingly struggling to find or cover the cost of accommodation. Host families face increased pressure to offer support in the immediate and longer term. After two years of responding to the Coronavirus disease (COVID-19) pandemic, health systems in neighbouring countries are also struggling to meet increasing demands. Given the nature of this crisis, people affected will face long-term mental health needs that those existing resources may not be able to support.

Displaced people from Ukraine in the Europe region

Most of the people fleeing Ukraine have entered the immediate neighbouring countries, primarily Poland, Russia, Hungary, Romania, Slovakia, and Moldova (*see the map above for estimated figures*).

Beyond the immediate neighbouring countries, Germany, Czech Republic, Italy, Spain, and Bulgaria have indicated the highest number of registrations for temporary protection status.³

Following the activation of the Temporary Protection Directive by the European Union, close to 4 million displaced people from Ukraine have registered for Temporary Protection in the EU Countries as of September 2022. Poland, Germany, Czech Republic, Italy, Spain, and Bulgaria are the countries with the highest number of registrations for temporary protection status.

The Temporary Protection Directive implementation is different from one EU member state to another; it applies to specific categories of people and foresees relevant rights, such as access to healthcare, work, education, social assistance. However, EU Member States have used their discretion to define the scope of the TPD in terms of categories of people eligible and associated rights. Third-country nationals, as well as stateless people, are not systematically included within the schemes and must apply for international protection to benefit from associated rights in the receiving countries. Moreover, some displaced people have not registered for temporary protection and do not have access to essential services.

According to recent surveys conducted by UNHCR in Poland, Moldova, Romania, Slovakia, Belarus, Hungary and Bulgaria, **63% of displaced people report plans to stay in their current host countries** in the near future with **safety, family ties, and employment as the main reasons**.⁴ The winter weather will also be a driver of displacement, with the IOM reporting that **22% of surveyed IDPs in Ukraine expect needing to leave their current housing** because of insufficient heating during the winter.

According to the same source, the three most urgent needs reported by displaced people surveyed are **cash, employment, and accommodation**. Displaced people surveyed also reported preferring receiving **information on financial support, work opportunities, medical care, and accommodation**.

Pendular movements and returns

While the number of people crossing into neighbouring countries is much lower than at the start of the conflict, over 8.5 million movements back into the country were reported since 24 February 2022. This figure does not reflect individuals but cross-border movements and does not indicate permanent returns.⁵ Most displaced people return for short-term reasons such as checking on property, or visiting relatives or helping them to evacuate, but others intend to stay permanently. The IFRC is closely monitoring the movement of people out of and into Ukraine to anticipate their needs and situations, which change daily.

While more than two thirds of displaced people surveyed in neighbouring countries expect to stay in their current host countries mostly for safety reasons, 13% report plans to return to Ukraine in the near future, and 64% are uncertain as to when they would do so. Reasons driving potential returns are an improved situation in Ukraine,

³ [Situation Ukraine Refugee Situation \(unhcr.org\)](https://www.unhcr.org/situations/ukraine)

⁴ UNHCR, Regional Protection profiling and monitoring – Profiles, Needs, Intentions of Refugees from Ukraine

⁵ [UNHCR, Ukraine situation Flash Update #27](#)

family visits, and financial reasons. The large majority expressed plans to return to the same location where they were living before the conflict and most of the people surveyed reported concerns about returning, mostly related to fears about the ongoing conflict, which indicates that returns might not materialize or become sustainable if the situation doesn't improve.

Other population movements

Since September, displacement of people from Russia to neighbouring countries has increased, with movements of people being observed primarily to Northern Europe and Central Asia. Simultaneously, Europe is still experiencing **constant changes in migration trends and policies**. In addition to the displacement of people due to the conflict in Ukraine, this year has been challenging along other migration routes and for other people on the move, including throughout the Mediterranean and Northwest African maritime routes as well as the Western Balkans route, which have seen an increase in the number of arrivals. Many migration-related **situations are largely unseen or ignored** and too many people on the move are still facing violence, pushbacks, isolation, lack of access to essential services, and detention during their journeys.

Severity of Humanitarian Conditions



With more than **1.2 million houses (housing about 3 million people) have been damaged or destroyed** by documented attacks on vital civilian infrastructure across Ukraine,⁶ the conflict has interrupted crucial supply chains and restricted access to services and goods. The areas with the most damaged or destroyed infrastructure are the Donetsk, Kharkiv, Luhansk, Mykolaiv, Zaporizhzhia, Kyiv and Chernihiv regions.



An estimated 16 million people in Ukraine are in need of health assistance since the escalation of the conflict, according to a WHO Health needs assessment. In areas experiencing active hostilities and areas beyond the control of the Government of Ukraine, this increases to one in three people. The major barriers to accessing health care are the cost of care, time constraints, and limited transport availability.⁷

According to the International Organization for Migration (IOM) Area Baseline Assessment, 33 percent of internally displaced people need medicines and health services. This need is most acute in the east of the country.⁸

Nearly **44 percent** of older displaced people seeking shelter and safety in the Lvivska oblast had issues accessing medical facilities, and **81 percent** had difficulties accessing medicines, according to the HelpAge survey on humanitarian needs of older women and men among those internally displaced. The survey revealed that **96 percent** of people interviewed (**76 percent women**) have at least one chronic disease, **73 percent** of older people have limited mobility, while **7 percent** of older people are entirely immobile and need constant support.⁹



Approximately **16 million people** in Ukraine **need water, sanitation and hygiene assistance**. These include internally displaced people and their host communities, people living in areas with conflict-damaged water and waste-water infrastructure and areas experiencing disruptions of water supply caused by the energy crisis.¹⁰

⁶ Assessment of damages in Ukraine due to Russia's military aggression as of September 1, 2022 - [KSE Institute](#)

⁷ [Ukraine Situation Report 16 November 2022](#)

⁸ [Area Baseline Assessment](#)

⁹ [HelpAge Survey](#)

¹⁰ [Ukraine Situation Report 30 November 2022](#)



There are mounting allegations of conflict-related sexual violence and other forms of gender-based violence (GBV) being perpetrated against women and girls during the conflict. Those moving from one part of the country to another, at border crossing points, in transit/collective centres, or in bomb shelters have been reported to be particularly at risk of sexual exploitation and abuse (SEA), sexual harassment, trafficking, and economic violence.

Intimate partner violence is reportedly on the rise across the different regions of Ukraine, and disproportionately affects women. Although GBV-specialized services continue to operate in a number of municipalities and many large cities (except those communities where active hostilities are taking place), essential services are currently affected by significant gaps and limitations. These include state services shifting their focus away from GBV to address other urgent needs of displaced people such as accommodation, social protection, caring for the wounded.



Since February 2022, approximately one-third of Ukrainians have been displaced, leading to one of the largest displacement crises in the world today. Population movement flows continue to be complex. Almost **6.5 million** internally displaced persons (IDP) are remaining in Ukraine, while an estimated **7.8 million** displaced people from Ukraine are recorded across Europe. The consequent population movement entails almost **16 million** individuals.¹¹ Moreover, crossings to Ukraine are increasing, and nearly **5.9 million** have crossed back into Ukraine.¹² These crossings include pendular movement back and forth as people travel to check, for instance, their houses and family members.

For the time being, although this enables only precarious conclusions of returnee movement trends it should be taken into consideration in preparation of a long-term plan to support returnees. This crisis and its impact in a large number of countries have shown various profiles of people on the move, including many people who are out of protection mechanisms adopted along the transit and host countries, such as undocumented migrants, no applicants to TPS and others.



Approximately **1.7 million** people have winter-related needs, including solid fuel and heating appliances. According to the International Organization for Migration's General Population Survey published on 27 October, more than **35 percent** of people who have been internally displaced and at least **27 percent** of those who have returned to Ukraine need heating appliances. Continuing power outages are expected to increase the needs in the coming months.

However, **there are challenges in procuring of solid fuel and generators** due to low supply and a spike in demand across Europe due to continuing energy market uncertainty.¹³



Since February 2022, **1,148 children have been killed or injured**¹⁴ while millions have fled, been uprooted from their homes, separated from their families or put at risk of violence. In areas affected by intense fighting, services have been decimated, and protection mechanisms can no longer support vulnerable children and families. Just

¹¹ [Ukraine International Displacement Report, Round 10](#)

¹² UNHCR Operations Portal for Ukraine

¹³ [UNOCHA Situation Report Ukraine](#)

¹⁴ [Ukraine: Civilian casualty update as of 6 November 2022, 7 November 2022](#)

under 550 health facilities have been impacted by attacks.¹⁵ The conflict has also displaced more than 6.5 million people,¹⁶ of whom 18 percent are children aged 5-17 years.¹⁷ It has heightened children's risk for disease, violence, family separation, child trafficking, unexploded ordinances and disrupted schooling. Access to vulnerable families in areas under active fighting remains challenging.

Children face a looming mental health crisis, with an estimated 1.5 million¹⁸ at risk of depression, anxiety, post-traumatic stress disorders and other mental conditions. Around 3.7 million adults and children need protection from, and response to, violence (including gender-based violence) and neglect.¹⁹ The upheaval of conflict has created an even more tenuous situation for displaced children, those living in institutions and children with disabilities. The lives and futures of the country's 5.7 million school-aged children²⁰ have been severely affected - with 3.6 million impacted by school closures as of September.²¹

Intensified attacks on critical urban infrastructure in October destroyed 40 percent of Ukraine's power stations,²² **further exposing families to harsh winter conditions, impacting livelihoods, and increasing the likelihood of additional large population movements.** Without electricity, children will face extreme cold and be unable to continue online learning, health facilities may be unable to provide critical services and water systems will not function.

The already extremely high risks of pneumonia, seasonal influenza, waterborne diseases and Coronavirus disease 2019 (COVID-19), for those unvaccinated, will be further exacerbated. The harsh winter, loss of income and the energy and socioeconomic crisis triggered by the conflict are devastating to the well-being of children and families. The estimated number of people newly exposed to poverty is 472,018, of whom 400,104 are children.²³ Environmental consequences associated with the conflict, including explosive remnants and potential nuclear risks, have not been assessed yet.



The conflict in Ukraine has continued to greatly impact **food, energy, and financial markets** sectors preventing it from recovering from the shocks caused by the COVID-19 pandemic. Furthermore, this has had a direct impact on global food security and affordability. Hence, there has been a reduction in imports of maize, wheat, rapeseed and sunflower oil, and meal from Ukraine.²⁴

Between August and mid-October 2022, more than **7.8 million tonnes of grain and foodstuff** have been exported so far through the Black Sea Grain Initiative, of which **24 percent of the cargo** has gone to low and lower-middle income countries. The Food Price Index has decreased by nearly 14.6 percent from its peak in March 2022.²⁵ The economic growth throughout Europe is expected to remain deeply depressed during the next year, with a minimum growth of 0.3 percent expected in 2023 as the energy shock continue to impact the region.

¹⁵ [World Health Organization, Surveillance System for Attacks on Health Care \(SSA\)](#)

¹⁶ [OHCHR, Ukraine: Civilian casualty update as of 6 November 2022](#)

¹⁷ [Number of school-aged children currently affected, Situation Report - Ukraine - 12 October 2022](#)

¹⁸ [World Vision, No Peace of Mind: The looming mental health crisis for the children of Ukraine, World Vision.](#)

¹⁹ [OCHA, Ukraine situation reports](#)

²⁰ [Number of school-aged children currently affected, Situation Report - Ukraine - 12 October 2022.](#)

²¹ [United Nations Office for the Coordination of Humanitarian Affairs \(OCHA\), Ukraine Situation Report, 12 October 2022](#)

²² [Polityuk, Pavel and Max Hunder, "Three killed in Kyiv as Russia attacks Ukrainian energy facilities", Reuters, Kyiv, 18 October 2022.](#)

²³ [UNICEF, The impact of the conflict in Ukraine and subsequent economic downturn on child poverty in Eastern Europe and Central Asia, Regional Brief, UNICEF, 2022.](#)

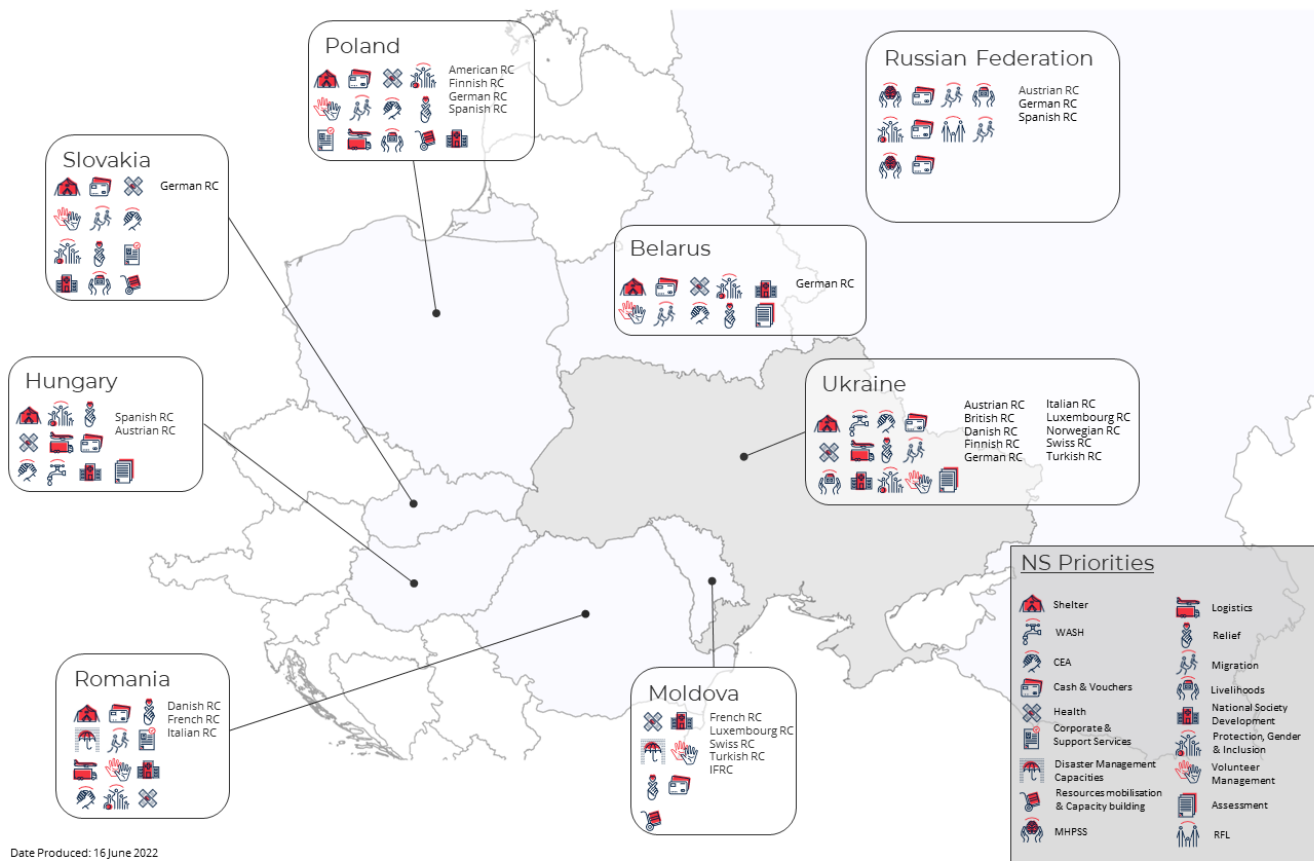
²⁴ [IISD - Global trade implications after 7 months of conflict](#)

²⁵ [Ukraine Humanitarian Response Update 18 October 2022](#)

IFRC Membership Coordination

The scale and extent of this crisis are unprecedented and has mobilized a significant response from across the IFRC-wide network. Many National Societies have responded internationally to support sister National Societies, such as the Ukrainian Red Cross Society (URCS), either through the IFRC Emergency Appeal or through bilateral support, while many others are working in their own countries to support displaced people from Ukraine.

IFRC membership priorities and presence Ukraine and Impacted Countries Crisis



Date Produced: 16 June 2022

Glide number: 2022-000157

The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.

Produced by SIMS

Sources: GADM, IFRC

Public

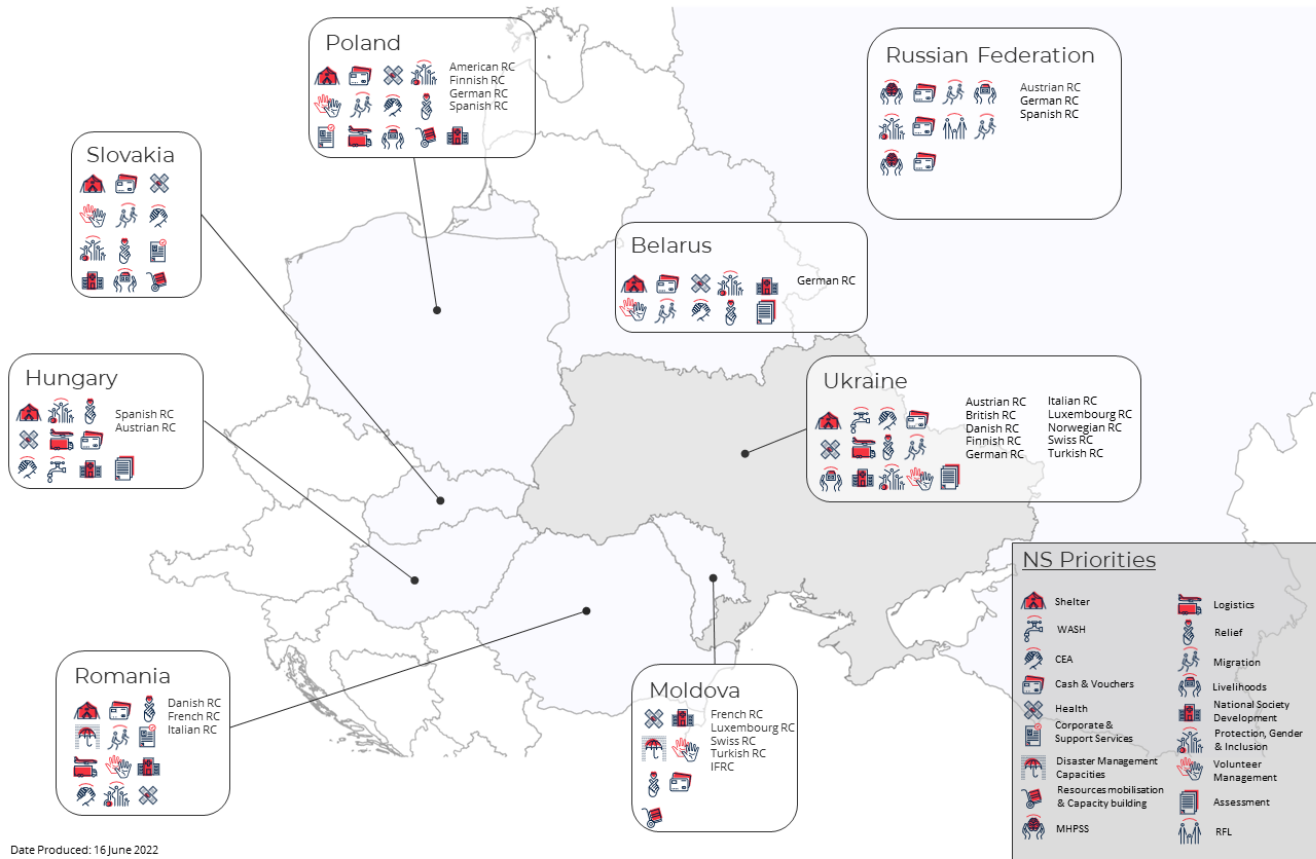
In Ukraine, the IFRC is represented by its Secretariat and several Partner National Societies with an established presence in-country: Austrian Red Cross, British Red Cross, Canadian Red Cross, Danish Red Cross, French Red Cross, German Red Cross, Italian Red Cross, Luxembourg Red Cross, Norwegian Red Cross, Spanish Red Cross, Swedish Red Cross, Swiss Red Cross, and Turkish Red Crescent. Partners are working to ensure that URCS has the appropriate technical and management support and the human resources capacity to deliver support to people affected.

To ensure effective Membership Coordination, the IFRC has mobilized membership coordination support through the Regional Office for Europe to build appropriate channels for membership engagement and coordination at the regional level and across all country levels in Ukraine, neighbouring countries, and countries beyond those bordering Ukraine. Multi-level and multi-sectoral coordination mechanisms have been established by IFRC teams, bringing together representatives and experts of all Member National Societies that are present in-country. IFRC teams in country and at the regional level are facilitating coordination regarding the following areas:

- Between National Societies on priority areas of engagement in the affected countries,
- Partner National Society support across the response operation,

- Sharing information on trends and challenges in the response, and the context,
- Identification of solutions to ensure that all the members can engage in an adequate response
- Working to harmonize approaches through multiple levels of sectoral working and coordination groups, as well as facilitating discussions at the leadership level,
- Representing the plans and actions of the Membership through a Federation-wide planning, monitoring and reporting approach.

IFRC membership priorities and presence Ukraine and Impacted Countries Crisis



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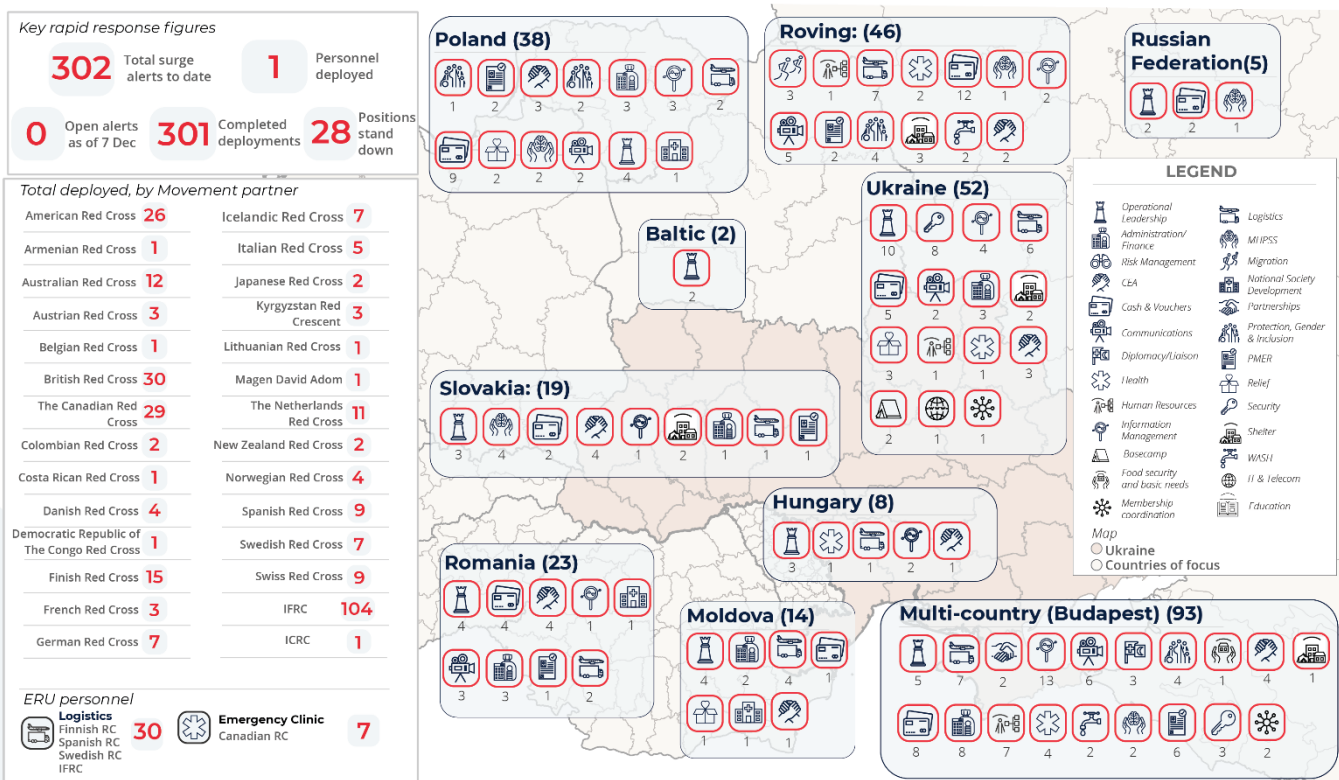
Through the coordination with the [Red Cross EU Office](#), the IFRC maintains coordination relations between the Movement actors in the EU, EU member states, decision-makers, and key stakeholders, sharing operational highlights and extensive experience and expertise of the membership. From the beginning of the operation, a member of the surge team was deployed to this office to liaise directly with the operation and contribute to the coordination.

The Informal Coordination Group (ICG) continues to meet periodically to provide necessary support to the operation if needed, these forums have been held on several occasions in person in Budapest, Geneva and in Ukraine, and remotely, with 22 National Societies participating. Key themes of coordination under the ICG group include, among others: supporting long-term, strategic positioning of NS domestically; needs analysis and clear communication of needs to better guide investments, as well as Movement-inclusive planning. The Membership also established a Policy Leadership and Consultation group, as per the example from the British Red Cross.

Since the launch of the Emergency Appeal and the activation of the IFRC surge system, more than 300 staff have been deployed from 27 National Societies and IFRC Secretariat to support the National Societies in this emergency operation.

Rapid Response/ERU Personnel Deployed Ukraine and Impacted Countries Crisis

The following Rapid Response / ERU personnel have been deployed to this operation. This team is supporting the Ukrainian Red Cross Society (URCS) and neighbouring National Societies to provide humanitarian aid to the population affected by the crisis.



Movement Coordination

Building from the learnings of the Strengthening Movement Coordination and Cooperation (SMCC) initiative, the response to the crisis in Ukraine has been conducted in full coordination with the entire Red Cross Red Crescent Movement, bringing together the expertise and capacities of all actors. In view of the complex, intricate, and multi-layered nature of this crisis, and given the scale and diverse nature of the needs, it is critical that our Red Pillar, the Red Cross Red Crescent Movement, continues to coordinate and collaborate in full complementarity to maximize our humanitarian response and impact for people in need.

Based on decisions made during mini-summit meetings, held across most countries covered by this appeal (Ukraine, Poland, Moldova, Russia, Hungary), the centrality of host National Societies has been reaffirmed as the principal convener in their own countries, with support of IFRC and ICRC as co-conveners, based on agreed roles and responsibilities. The primary responsibility of the convening role is to bring around the table all Movement components that wish to contribute to the collective response as per their available resources and know-how. In addition, strategic coordination between the two international components remains a priority at all levels of operational implementation. This is supported by Movement coordination between the IFRC and ICRC at the regional level, through the two Regional Offices and at a technical support level in Geneva. An Administrative Services Agreement has been signed between the IFRC Global Services Centre and ICRC in Budapest to facilitate the establishment of the ICRC Regional Office since mid-March 2022. This mechanism is replicable in other countries as needed.

The 2022 Council of Delegates adopted Resolution 8 "Movement Coordination for Collective Impact Agreement (Seville Agreement 2.0)" which gives the Host National Society greater responsibility for the coordination of the Movement's international activities in its own country and reaffirms that there needs to be consistent investment in and coordinated support for National Societies. The agreement commits the components of the Movement to leverage their complementary strengths in order to do better and more for people in need. To this purpose,

the coordination platforms for operational situations that have been established in the Ukraine and impacted countries operation largely mirror those set out in the new Seville agreement, namely that Movement coordination takes place at strategic, operational, and technical levels.

In Ukraine, the Movement has built upon the robust, existing Movement Coordination functions and relationships to support coordination, with the URCS at the centre. A Movement Coordination Officer has been deployed and has set up a Movement Coordination framework of strategic-, operational-, and technical-level meetings and support. Movement coordination in Ukraine also includes bringing together the various regional approaches into more coherent national approaches, coordinated by the URCS at a national level and assisting the URCS in capacity and critical human resource needs.

Strategic level meetings between the URCS, IFRC and ICRC are firmly in place, and operational level coordination meetings, including the Movement Emergency Operations Centre (MEOC) involving partner National Societies, are up and running. There are also specific meetings set up to work in complementarity on priority areas of the response. Technical-level Coordination Working Groups (WGs) are also set up to help coordinate Cash Programming, Relief, Shelter, Winterisation, Logistics, Health, CEA, PMER and National Society Development, and are meeting regularly.

Movement Coordination in Ukraine aims to support the URCS to lead the response nationally across all areas. Also, IFRC supported the process of the RCRC unified planning for the response and activities in Ukraine for the next three years; as an outcome, One Movement / URCS Plan for 2023-2025 will be produced, which will consist of over 30 thematic plans related to operations, NSD, HD and IHL produced in the planning thematic WGs which consist of the URCS (leading) and RCRC partners' representatives to ensure the coordinated approach in country already at the planning stage.

In countries neighbouring Ukraine, the IFRC is working closely with the National Societies to develop a clear strategy to respond to the rapidly evolving situation in each context. This has included working with Host and Partner National Societies in each country to provide technical and human resources support scaling up services for people on the move or staying in their countries. Support for areas such as cash assistance scale up or volunteer management and deployment of digital solutions are key areas of focus, among many others. The ICRC is also engaged in five of these countries – Belarus, Moldova, Poland, Romania, and Russia. Movement coordination frameworks have been set up to bring together Movement actors and streamline approaches, with coordination and technical support from both Regional and Geneva levels.

Given the sensitivities of this context, official communications from IFRC, ICRC, and affected National Societies are being crafted in close coordination and cooperation. All Movement partners carefully consider messages to ensure the safety of volunteers and staff directly involved in the response operations and access and acceptance in the affected areas, and trust by local communities and all parties involved.

In addition to the country-level coordination, the IFRC and ICRC have agreed on regular coordinated approach to Movement reporting through the "Movement Picture", which will be updated every quarter moving forward. This will ensure we share with the larger RCRC Network our collective impact in Ukraine and globally. The ICRC has identified a focal point in Ukraine for data collection and will be coordinated regionally through the Movement Communications Advisor. The content from the Movement picture will be packaged into a short infographic. It will launch in November in close coordination with the communication team for further distribution, including on the IFRC GO platform.

The IFRC and ICRC have also set up a series of joint briefings to Permanent Missions and donors to ensure that they give a clear and complementary overview of the response and speak to partners with one voice.

National Society capacity and response in Ukraine and neighbouring countries²⁶



UKRAINIAN RED CROSS SOCIETY CAPACITY AND ONGOING RESPONSE

Core areas of operation



Number of staff:	535
Number of branches:	224 registered branches
Number of volunteers:	2,720 regular registered volunteers nationwide, with up to 8,000 volunteers actively responding.

The aim of the Ukrainian Red Cross Society (URCS), founded in 1918, is to ensure human life is protected and to prevent and mitigate human suffering during armed conflicts and natural disasters. The URCS also supports medical services and public healthcare services, assisting the public authorities of Ukraine in their humanitarian activities. Since 2014, URCS has responded to the needs of persons affected by the conflict in Donbas and continues doing that after the armed conflict escalation on 24 February.

Operational priorities:

1. Assistance for people trapped in conflict-affected areas:
 - Procurement of trauma kits, first aid kits, and provision of medical support. Advocacy for safe hours, safe passage for civilians and emergency support lines.
 - Protection of civilians exposed to the armed conflict, in particular in residential areas, and the protection of civilian infrastructure.
 - Evacuation of people from besieged areas.
2. Assistance, including cash and voucher support, for people displaced within Ukraine.
 - Advanced shelter program to those who left their homes (IDPs who fled to Western Ukraine) as well as those whose housing was damaged or destroyed.
 - WASH and Health assistance.
 - Mental health and psychosocial support (MHPSS) and restoring family links services.
 - Cash program support to the URCS' provision of immediate relief to people evacuated from the besieged areas through green corridors (via multi-purpose voucher assistance) as well as to families with children.
3. Strengthening National Society's response capacities.
 - Building stronger logistics and administrative capacity of the National Society.

²⁶ The number of volunteers registered and the number of branches are indicated as per the 2020 annual Federation-wide data collection, while the number of volunteers actively responding and the number of branches responding are available from indicator tracking tool submissions (if any) for the current operation.

- Strengthening of the NS emergency response capacity: reestablishment and equipment of URCS ERTs in all regions and work to conflicts integrating the ERTs with the State Emergency Services work.
- Strengthening humanitarian diplomacy capacity
- Longer-term strengthening of the capacity of the National Society and its systems.

Details of the Ukrainian Red Cross Society response activities and the number of people reached as of 30 November 2022 can be found at [IFRC GO](#).

Capacity and response of neighbouring countries



Polish Red Cross

Core areas of operation



Number of staff:	5,724
Number of branches:	220 registered branches (16 regional and 202 local)
Number of volunteers:	43,000 regular registered volunteers nationwide, with up to 8,200 volunteers actively responding.

The Polish Red Cross (PRC) was established in 1919 and is working on the dissemination of International Humanitarian Law (IHL), Restoring Family Links (RFL) and tracing services, voluntary blood donation, social care and assistance to vulnerable groups, health and environmental sustainability promotion, first aid training, education programs, and providing humanitarian assistance in crises and disasters domestically and abroad. PRC is running 2,261 programs (blood donors clubs, rescue teams, youth clubs, etc.) and before the current crisis started, it was responding to the humanitarian needs of migrants, including refugees, arriving from Belarus in October 2021.

Operational priorities:

- Providing immediate basic needs assistance through multi-purpose cash and voucher assistance (CVA) to up to 40,000 households displaced from Ukraine and third countries.²⁷
- Promoting shelter assistance to up to 2,500 families for those who decide to stay in Poland for mid-to-long-term through the provision of host family support and rental support through conditional CVA for shelter, to help cover their shelter needs, including utilities, and ensure access to adequate accommodation.
- Providing relief, multi-purpose CVA, temporary shelter and provision of information on border crossing points, transit hubs, reception centres, humanitarian services points and at the National Society's branch level ensuring continued stocks prepositioning in case of increased influx of displaced people from Ukraine and in anticipation of response to winter harsh weather conditions.
- Ensuring mental health and psychological first aid support through the provision of different services, such as online counselling, including the set-up and management of a free tool number, and in-person sessions.

²⁷ Since 24 February, 3,029 people entered Belarus from Ukraine (902 Belarusians, 1,884 Ukrainians and 243 third-country nationals). (Source: [IOM, SitRep No. 12, March 2022](#)).

- Strengthening operational capacities of the Polish Red Cross, especially in areas of focus as well as on administrative, logistics, procurement, and warehouse management.

Details of the Polish Red Cross response activities and the number of people reached as of 30 November 2022 can be found at [IFRC GO](#).



Hungarian Red Cross

Core areas of operation



Number of staff:	1,238
Number of branches:	1,516 registered branches, with 21 branches actively responding.
Number of volunteers:	12,000 regular registered volunteers nationwide, with up to 6,749 volunteers actively responding.

The Hungarian Red Cross (HRC) was established in 1818, and its main tasks include blood donor recruitment, first aid, social welfare, disaster management and Red Cross Youth activities. Its Tracing Service restores family links broken due to armed conflicts or natural disasters. The HRC county, town and area branches cover the entire country. Unconditional help and the permanence of charity are how the Red Cross cares for the weak and vulnerable with its volunteers.

Operational priorities:

- Providing health services through health posts near border crossings to people impacted by the conflict, affected communities and people at risk.
- Collecting in-kind donations and distributing essential household items throughout the country, including border areas, temporary collective shelters, and transit hubs (Budapest).
- Initiating a cash and voucher assistance (CVA) program, and relevant high level external advocacy.
- Preparing for winter, including provision of support to refugee, host families and activities of social integration
- Provision of supplies to the Transcarpathian branch of the Ukrainian Red Cross Society.
- Provision of Risk Communication and Community Engagement (RCCE) support and hygiene promotion activities at information centres and accommodation sites run by HRC.
- Scaling up the provision of psychosocial support activities across the country.
- Mainstreaming Protection, Gender and Inclusion (PGI), Community Engagement and Accountability (CEA) and Red Cross and Red Crescent approach to Migration and Displacement throughout the operational activities, including training for Hungarian RC staff and volunteers.
- Providing technical assistance for the HRC in the mid-to long-term shelter plan for displaced people from Ukraine.

- Supporting and scaling up Hungarian Red Cross (HRC) information centres and Humanitarian Service Points and provision of essential services, information and temporary accommodation in the areas requested by the local authorities.
- Strengthening the internal data collection, management, and reporting capacities of HRC.

Details of the Hungarian Red Cross response activities and the number of people reached as of 30 November 2022 can be found at [IFRC GO](#).



Slovak Red Cross

Core areas of operation



Number of staff:	419
Number of branches:	959 registered branches, with 255 branches actively responding.
Number of volunteers:	4,404 regular registered volunteers nationwide, with up to 2,664 volunteers actively responding.

The activities of the Red Cross in Slovakia territory date back to the establishment of the Czechoslovak Republic in 1918. In Slovakia, branches were gradually established in cities, such as Banská Štiavnica, Nitra, Bratislava, and Košice. Since then, in compliance with the Geneva Conventions and their additional amendment protocols and the resolutions of international conferences of the Slovak Red Cross Society (SRC) and Red Crescent Movement, the SRC has performed essential duties in times of peace or conflict.

Operational priorities:

- Providing monthly cash assistance to more than 3,000 displaced households, fully aligned with the national social protection system. This includes a one-time winterization grant and a cash for education grant for families with children.
- Facilitating integration of displaced people from Ukraine who stay in Slovakia by providing comprehensive shelter, livelihoods, health, and psychosocial support (MHPSS) services.
- Establishing 15 Humanitarian Service Points across the country that offer relevant and sustainable services to any person in need within their region.
- Increasing readiness of the Slovak Red Cross to respond at the border in case of a new influx of people from Ukraine.
- Investing in National Society Development to enhance long-term capacities and ensure sustainable services with a focus on volunteering management, fundraising development and communications.
- Effectively engaging with displaced people from Ukraine, third country nationals and the host communities in order to understand their needs, challenges and expectations.
- Mainstreaming protection, gender, and inclusion (PGI) minimum standards in all services to ensure dignity, access, participation, and safety of people affected.

Details of the Slovak Red Cross response activities and the number of people reached as of 30 November 2022 can be found at [IFRC GO](#).



Red Cross Society of the Republic of Moldova

Core areas of operation



Number of staff:	7
Number of branches:	20 registered branches, with 16 branches actively responding.
Number of volunteers:	1,260 regular registered volunteers nationwide, with up to 1,103 volunteers actively responding.

The Moldova Red Cross Society (MRCS) mission is to assist vulnerable people in coping with the effects of emergencies and socio-economic crises by mobilizing the power of humanity and ensuring appropriate means and services to protect human life and dignity.

Operational priorities:

The current operational priorities in Moldova include:

- Provision and distribution of basic assistance, primarily hygiene kits, food assistance, and essential household items.
- Development of core business processes and disaster management capacities at the domestic level
- Emergency preparedness, particularly for winter.
- Health, first aid, and hygiene.

The mid-to-long-term operational priorities are focused on:

- Establishing a multipurpose cash assistance program for immediate and medium-term humanitarian support, as well as potential contingency situations and emergent displacement crises.
- Crisis preparedness both directly with the national authorities and via MRCS in development of its domestic capacity.
- Significant multi-year investment on national society development.
- Coordination of partner National Society efforts and investments. Mainstreaming Safeguarding, Protection, Gender, and Inclusion (PGI), and Community Engagement and Accountability (CEA) considerations throughout all programs of the operation

The core priorities of the operational strategy are:

- Crisis Preparedness and Winterization
- Cash Voucher Assistance (CVA) and Cash Preparedness
- National Society Strengthening with a focus on core business practices

Details of the Moldova Red Cross Society response activities and the number of people reached as of 30 November 2022 can be found at [IFRC GO](#).



Romanian Red Cross

Core areas of operation



Number of staff:	384
Number of branches:	47 registered and actively responding branches
Number of volunteers:	5,984 regular registered volunteers nationwide, with up to 7,056 volunteers actively responding

The Romanian Red Cross (RRC) was founded on 4 July 1876, and began work in the present headquarters of the Colțea Hospital in Bucharest. The RRC is the only humanitarian organization in the country which has clear duties as an auxiliary to public authorities, especially in the field of prevention and intervention in case of disaster.

Operational priorities:

- Supporting the basic needs of persons who fled the conflict in Ukraine residing in Romania through the provision of multipurpose cash assistance to over 60,000 individuals with three payments of EUR 110 per household per month for three months. Financial assistance for winter is also being launched in mid-December for up to 12,000 vulnerable individuals.
- Providing persons who fled the conflict in Ukraine with first aid and medical referrals, MHPSS support, and other health activities, food and essential household items, clothing, items for families with children, hygiene products, SIM cards, essential information, and transportation tickets.
- Food and non-food items are being provided through branch offices around the country and Humanity Concept Stores--a new self-service distribution model developed by the Romanian Red Cross.
- MHPSS, hot meals, and educational activities are being provided at select branch offices and through RRC Multicultural Centres.
- Providing community-based and mobile health services, with a long-term vision for contributing to strengthening health care systems in Romania.
- Promoting the livelihoods and integration of persons who fled Ukraine living in Romania through the development and operation of Multicultural Centres, Humanity Concept Stores, and other modalities.
- Collecting, coordinating, warehousing, and transporting shipments of humanitarian aid to Ukraine
- Strengthening the organizational capacities of the Romanian Red Cross through long-term NSD investments in order increase preparedness and resilience for future disasters.

Details of the Romanian Red Cross response activities and the number of people reached as of 30 November 2022 can be found at [IFRC GO](#).



The Russian Red Cross Society

Core areas of operation



Number of staff:

500

Number of branches:

84 registered branches, with 51 branches actively responding.

Number of volunteers:

Approx. 20,000 volunteers registered and actively responding

The Russian Red Cross Society (RRCS) focuses on relief, health and care, disaster management, humanitarian values, and organisational development. Since May 2017, the IFRC and the Russian Red Cross Society have been implementing projects that provide humanitarian assistance to 497,529 most vulnerable conflict-affected displaced people from eastern Ukraine in the Russian Federation.

Operational priorities:

- Providing families arriving at in Temporary Accommodation Points (TAPs) with shelter, medical assistance, food, and non-food support from the humanitarian aid collected in the country and legal assistance to be registered in the country (with a status of an asylum seeker or as an applicant for naturalization). Russian Red Cross Society (RRC) plans to put particular focus of its response on people staying outside of the state-run accommodation facilities, to help people in need access state services.
- Provision of support to people arriving in Russia in the mobile humanitarian service point in Belgorod. Establishing additional mobile humanitarian service points according to the emerging needs.
- Provision of MHPSS to people who arrived from Ukraine.
- Provision of humanitarian assistance in accordance with the needs - emergency food, emergency shelter, medical supplies, medical support, and WASH.
- Provision of cash and vouchers assistance to the most vulnerable families which arrived from Ukraine.
- Winterization activities with the focus on provision of warm clothes for those who arrived recently.
- Distribution of pharmacy vouchers to the arriving families. Provision of rehabilitation items.
- Scaling up the capacities of the Russian RC in provision of humanitarian assistance to the large influx of people, in CEA, PMER, SEP and other sectors.
- Case management and addressing individual needs.
- First aid provision and trainings for staff, volunteers, and general public.
- Vocational trainings for people who left Ukraine.
- Restoring family links and providing information to people who left Ukraine. Provision of information and collection of feedback via telephone helpline of the Russian RC.

Details of the Russian Red Cross response activities and the number of people reached as of 30 November 2022 can be found at [IFRC GO](#).



Belarus Red Cross

Core areas of operation



Number of staff:	419
Number of branches:	158 registered branches and 60 actively responding
Number of volunteers:	Approx. 16,000 volunteers registered and 189 actively responding

The Belarus Red Cross (BRC) is the largest humanitarian organization in Belarus, present in all 158 districts. BRC works in humanitarian aid (including COVID-19 response), home-based care and active ageing, community mobilization, health promotion and disease prevention, disaster response, and refugees' integration. BRC has also been responding to other population movements since mid-2021 which has impacted an estimated 20,000 people spread across several countries, mainly Belarus, Poland, and Lithuania, and provided support to 700-2,000 people in the dedicated logistics centre.

Operational priorities:

- Supporting people leaving Ukraine on their way through Belarus.
- Supporting people from Ukraine who stay in Belarus and apply for a refugee status or supplementary protection status, as well as to those without a clear legal status.
- Assessment of needs of people leaving Ukraine, collection of feedback.
- Provision of support in humanitarian service points.
- Provision of cash and vouchers assistance
- Provision of MHPSS support
- Provision of humanitarian assistance – relief items, including food, WASH, household items, clothes.
- Winter support to the families who left Ukraine.
- Expanding capacities of Belarus RC in providing response to the affected population – strengthening capacities in PMER, IM, CVA, CEA and SEP.
- Coordination of efforts of other actors in the country.
- Providing vocational trainings and supporting micro initiatives to ensure that people who left Ukraine improved their coping capacities.
- Provision of information and MHPSS via telephone helpline.

Details of the Belarus Red Cross response activities and the number of people reached as of 30 November 2022 can be found at [IFRC GO](#).

National Societies' response activities in Ukraine²⁸

<p>Austrian Red Cross</p>	<p>Austrian Red Cross (AutRC) and URCS intensified their partnership in 2014. Since February 2022, AutRC has massively expanded its emergency response activities through the establishment of a presence in Ukraine; financial contributions to ICRC, IFRC and URCS; procurement and transport of relief goods; and deployment of technical experts.</p> <p>In Ukraine, AutRC supported URCS branches in Lviv and Zakarpattia oblast, and established a presence in Kyiv. URCS is also implementing AutRC-funded bilateral programs in Kyiv and Chernihiv. Since February up until November 2022, AutRC & URCS provided humanitarian assistance mainly in the sectors of Health, WASH/Shelter and CVA. The main highlights include:</p> <ul style="list-style-type: none"> • 12 mobile health units (MHUs) operational in Kyiv, Chernihiv, Donetsk and Zakarpattia, several more planned in Mykolaiv, Zaporizhzhia and Kherson • Home-based care (HBC) services launched in three oblasts (Kyiv, Chernihiv and Zakarpattia) • 17,700 people reached through AutRC-funded health services incl. MHUs and HBC • 13 ambulance vehicles transported and donated to URCS, mostly used as MHUs • 285,100 people reached with hygiene kits throughout Ukraine • 118,500 people reached with relief assistance incl. food parcels, blankets, kitchen sets, etc. • 11,600 host families supported with cash assistance through the cash for host family program in Kyiv, Chernihiv and Zakarpattia (these three oblasts in addition to Lviv will also be supported in 2023) • 900 people supported with voucher assistance in Kyiv oblast, more food voucher distributions planned in Chernihiv, Zakarpattia and Lviv • 117 collective centres hosting IDPs assessed and 102 supported with hardware, non-food item (NFI) distributions and repairs • 18 buildings rehabilitated as part of winterisation efforts, used as temporary shelters to host IDPs
<p>Canadian Red Cross</p>	<p>Health and care:</p> <p>Canadian RC supported URCS with the launch of 4 MHUs in Cherkasy region that cover 121 remote settlements, so far having covered 6,139 people with healthcare consultations. Also, Canadian RC supported URCS to rehabilitate the Children Hospital in Cherkasy. Also, with the support of Canadian RC, 470 MHPSS sessions were provided and 40 people were seen by the CRC-funded psychotherapists in the Lviv Hospital.</p> <p>Relief:</p> <p>Canadian RC supported URCS with almost 39,000 non-food items dispatched for the crisis response.</p> <p>CVA:</p> <p>Canadian RC contributed CAN 25 million to IFRC for the cash response in Ukraine.</p>
<p>Danish Red Cross (DRC):</p>	<p>Relief & supply chain</p> <p>In the first days after the conflict escalation, DRC relocated to Chernivtsi region on the border with Romania where an operational and logistics hub was established. Within one week, the first trucks started dispatching essential and life-saving relief items into the country. In the nine-month period, more than 6,600 tons from different Movements partners have been dispatched into the country through the supply chain, including around 4,100 tons that have been DRC-procured.</p> <p>DRC-procured items have supported 860,000 people since the start of the conflict with a range of relief items, including:</p>

²⁸ Bilateral support

- 170,000 one-month food sets, 150,000 one-day food sets (for transit/shelter) and 7,900 child food packages
- 65,000 individual hygiene kits, 50,000 people with household hygiene kits, 25,000 people with female hygiene kits, 25,000 people with male hygiene kits, 10,000 people with baby hygiene kits, 5,000 older people with hygiene kits and 22,000 people with institutional hygiene kits (all for one month)
- 32,000 people received sleeping sets, 41,600 – mattresses, 48,300 – kitchen sets and 64,600 – blankets
- 135,000 people were supported with PSS Family Sets
- 1,485 people were supported with emergency shelter kits

In March and August, DRC conducted phone interviews with people who had received DRC relief items in Chernivtsi, where distributions were directly supported by DRC. In total, 410 interviews have been conducted and supplemented with focus group discussions (FGDs) and key informant interviews (KIIs). Around 96% were satisfied with the assistance and 95% said that it helped cover their basic needs. 70% indicated hygiene kits lasted longer than 1 month for them and their family, while between 40-50% indicated the same for the food parcels.

Cash and voucher assistance

In Chernivtsi and Kirovohrad regions, DRC supported URCS in assisting families hosting IDPs with an EUR 215 cash grant per person covering the needs for a 3-month period. In total, 3,300 households comprising of 9,723 individuals have received cash support for a total of EUR 2 million. In August, DRC conducted 365 phone interviews of 20-30 minutes with people who received cash assistance. The interviews were supplemented with FGDs and KIIs. 99% reported that they were satisfied with the assistance, 96% agreed that it had helped cover their basic needs and 92% had spent at least 75% of the cash amount.

MHPSS

DRC has been a key actor in supporting URCS to scale-up the delivery of MHPSS services across the country since the beginning of the conflict escalation. Within a few weeks, MHPSS activities were starting up in several regions and in the nine-month period DRC have supported URCS in delivering MHPSS activities in 24 regions of Ukraine. In total, 67,000 people received MHPSS support through over 6,200 activities in 24 regions.

The following specific results were achieved:

- 54,700 children supported with recreational activities
- 5,150 adults supported with awareness raising
- 993 people trained in PFA, 619 trained in PSS in Emergencies, 319 trained in Child Friendly Spaces, 1,044 received mainstreaming sessions for PFA and PGI
- +10,300 people referred (linked) to basic services or specialized MHPSS (9,700 former, 600 latter)
- 3,172 staff and volunteers participated in peer support or caring for staff and volunteers sessions

In August, DRC conducted a PSS Survey where 253 people participated in a 20-30-minute phone conversation about their experience with participating (or having their children participate) in DRC-supported MHPSS activities in Ukraine. The interviews were supplemented with FGDs and KIIs. 85% indicated that they had participated in activities for more than 1 month and 82% that they participated at least once per week. 97.6% were satisfied with the services and 96% agree that the PSS activities have contributed positively to their (child's) psychosocial wellbeing.

Health

During summer, DRC started planning for initiating health activities in Kirovohrad, Chernivtsi and Mykolaiv. The plan is to support one MHU each in Kirovohrad and Mykolaiv and to support

	<p>the delivery of home-based care services in Chernivtsi and Kirovohrad. In October and November, 336 people have been supported with home-based care in Kirovohrad by DRC and URCS.</p> <p>NSD, branch development and volunteer management</p> <p>DRC are providing support to branch development and volunteer management through the BRAVO project (aimed at branch and volunteer development) in Chernivtsi, Khmelnytskyi, Kirovohrad, Mykolaiv, Cherkasy and Chernihiv.</p> <p>DRC is also providing dedicated support to logistics development, HR and finance development and to organizational development at a central level.</p>
<p>French Red Cross</p>	<p>Since February until November, French RC supported URCS with relief items for distribution among people in need, including 100,000 baby kits (15 trucks), 30,000 diapers (3 trucks), 178,776 units of powder milk (7 trucks), 364,360 food kits (51 trucks), 400,000 hygiene kits (46 trucks), 46,080 units of sanitary pads (2 trucks), and 67,500 leaflets (2 trucks).</p>
<p>German Red Cross (GRC)</p>	<p>Since the conflict escalation in February, GRC followed an integrated approach to enhance URCS' capacities and program delivery at the national and regional levels. Alongside contributing to URCS branch development and volunteer management (BraVo), GRC delegates provided in-person technical support to URCS regional branches in Volyn, Rivne, Lviv, and Odesa.</p> <p>URCS, with the technical and financial support of GRC, launched home-based care (HBC) programs in Volyn, Rivne, Lviv, Kyiv City, and Odesa, reaching approximately 900 people. In addition, with technical and financial support from GRC, URCS launched eight mobile health units (MHUs) in Rivne and four in Volyn. Each MHU reached approximately 600 people per month. The regional branches in Volyn and Odesa are currently preparing for the launch of more MHUs. Furthermore, GRC supported regional branches in Rivne, Volyn, and Odesa to integrate PSS activities into existing intervention sectors by training URCS staff and volunteers. At branch level, GRC supported URCS to build linkages between different programmatic areas and strengthen operational processes including logistics, finance, and administration.</p> <p>In parallel, GRC continues to support significant URCS national initiatives, including CVA programs and Winterisation support. With the support of GRC, URCS distributed Silpo vouchers to 20,125 people in Dnipro, Zaporizhzhia, Poltava, Kropyvnytskyi, Cherkasy, and Zhytomyr in May. In June-August, URCS distributed AVRORA vouchers to 4,857 people in Kryvyi Rih, Sumy, Vinnytsia, Kirovohrad, Trostyanets, and Uman. GRC is supporting a further Silpo vouchers distribution in December.</p> <p>For winterisation support, GRC is supporting URCS with heating equipment, including stoves and generators – in addition to covering the utility costs of collective centres in Rivne and Volyn, and the costs of refurbishments to collective centres in Dnipro, Odesa and Zaporizhzhia. Over the past 9 months, GRC has also contributed to URCS relief items more generally with hygiene kits, blankets, and medical equipment.</p>
<p>Luxembourg Red Cross (LRC)</p>	<p>Since 2014, LRC has implemented several projects in the sector of health and social services, shelter response and WASH assistance with the focus in eastern regions (Donetsk region). Luxembourg Red Cross is supporting URCS with organisational development (HQ and branch level) on logistics, communications, and relief capacities, esp. shelter emergency response. LRC aims to provide effective humanitarian aid for people in need and to strengthen the URCS support to people in Ukraine in immediate, and mid-term to long-term support activities.</p> <p>LRC will keep implementing the operation and scaling up the essential humanitarian relief items (food, Health, WASH, and shelter) into the affected areas of the country, including Kyiv, Sumy, Dnipropetrovsk and Donetsk regions in coordination with URCS and ICRC.</p>

LRC maximizes the RCRC Movement response by coordinating and collaborating with movement partners and creating joint program response to support people in need. In addition, LRC is acting with the different UN Clusters (Shelter, WASH, Health) to be coordinated in the different regions of intervention, but as well on the national level. Since the beginning of the emergency response, LRC has provided assistance to around 660,000 people, and dispatched 714 tons of humanitarian aid, with the total budget of 1.87 million.

Health

During the 9-month response, LRC provided for an amount of more than EUR 495,000 medical supplies to 20 hospitals and to 4 emergency services in Ukraine. The focus is Donetsk oblast where LRC provided medical supplies to hospitals located in Toretsk, Vuhledar, Lyman, Kostyantynivka, Kramatorsk, Soledar, Slavyansk, Illinivka, Mynograd, Pokrovsk, Selidovo and Bakhmut. Medical supplies included paediatrics and palliative care, COVID-19 prevention, medical supplies for surgical needs and trauma casualties, cardio care, asthma, analgesics, and thyroid hormone replacement therapy. Medical equipment included paediatrics pulmonary ventilation device, surgical instruments (more specific for trauma) and laboratory equipment and supplies.

WASH

Luxembourg Red Cross has supported 8 local Red Cross branches with WASH-related relief items. 11,082 tons of hygiene supplies were distributed between the Avdiivka, Bakhmut, Slovyansk, Maryinka, Myrnograd, Kostyantynivka and Toretsk Red Cross branches and the Luhansk Regional Office of URCS. LRC has also supported 8 waterboards located in Donetsk oblast (Kostyantynivka, Druzhkivka, Sloviansk, Mykolaivka, Dobropillia, Myrnograd, Chariv and Pokrosk) with 45.60 tons of power tools, generators, motorpumps, electrical goods, chevron cuffs, pipes and water pressure fittings. In addition, 26,960 hygiene supplies such as hygiene kits, diapers, and women pads were distributed:

- in Eastern part of Ukraine in Donetsk oblast, Zaporizka oblast, Kharkivska oblast and Dnipropetrovska oblast;
- in Centre part of Ukraine in Poltavaska oblast, Kropyvnytskyi oblast;
- and in Western part of Ukraine in Ternopilaska oblast and Chernivtsi oblast.

Food

Over the past 9 months, the LRC has supported 11 URCS branches with food related items. 8,6 tons of food parcels were spread between Maryinka, Myrnograd, and Sloviansk Red Cross. Additionally, 1,4 tons of baby food which includes 3,085 bottles of baby puree were distributed to Toretsk, Myrnograd, Sloviansk, and Maryinka Red Cross.

In May, La Provençale delivered 5 pallets of food in Eastern Ukraine and LRC delivered, 115 545 food cans (beef, pork, chicken, tuna, sardine, pizza sauce, bulgur, etc.).

All food support was dispatched to Donetsk, Lugansk, Zaporizhizha, Tysmenitsia, Mykolayiv Kropyvnytskyi, Poltava, Rivne, Sumy, Kharkiv, and Chernivtsi.

In total, LRC supported 4,107 families to cover their basic needs.

Shelter

LRC has supported 10 medical infrastructures with construction materials.

The given construction kits composed of OSB boards, nails, adhesive tapes and self-tapping screws, plastic sheeting, and PVC foil to repair the broken windows or roofs.

LRC is supporting Donetsk, Kiev, and Sumy region with winterization activities:

- Repairs of windows and roofs for hospitals, collective centres and individual housing (houses-apartment);
- Distribution of generators and heaters;
- Distribution of briquettes, coal, etc.

- 4 collective centers (Avdiivka, Myrnohrad, Pokrovsk and Sloviansk) were supported with basic households' items such as bedding kits, cauldrons, and petrol generator to the internal displaced people (IDP).

Until the end of November, LRC installed 11,151 roofing sheets, 2,401 windows and 592 moisture resistant OSB sheets. In Sumy, LRC supported 214 families with windows and 252 families with roofing sheets, tin sheets and nails in Okhlyrka and Trostianets. Additionally, LRC supported a school in Trostianets with 215 roofing slates, 18 tin sheets and 51.6 kg of nails.

In Kyiv oblast, in October LRC started the repairs of 3 hospitals in Irpin city, one hospital in Boyarka city and one rehabilitation centre in Liutyzh.

Swiss Red Cross (SRC)

Following the escalation of hostilities across many regions of Ukraine in February 2022, upon the URCS request, Swiss Red Cross started to support its branches in Ternopil and Ivano-Frankivsk regions in the sectors of health, shelter and settlements, basic needs and strengthening the URCS branches' capacities. The First phase of the SRC emergency response was in March-July, the Second phase started in August and will last until March 2023.

From March to November 2022, SRC supported the URCS branches in Ivano-Frankivsk, Ternopil, and Kirovograd with financial co-funding of SDC (with focus on Shelter/Wash components) and Swiss Solidarity.

Shelter/WASH (improving living conditions in shelters, including electronic and WASH equipment, distribution of beds, bedding, and hygiene kits).

SRC supported URCS with the assessment of 54 collective shelters in Ternopil (37) and Ivano-Frankivsk (24) regions, and as of November provided shelter to 2,342 IDPs. Among those, 40 collective centres were supported by SRC with household appliances, replaced windows, with 10 being in the stage of procurement (solid fuel, heating system).

Apart from that, SRC supports the following pilot projects in western Ukraine. In Ternopil:

- renovation of the right wing of the first floor of Petrykivka Regional Geriatric Boarding House (construction of eight wheelchair accessible bathrooms, renovation of walls, widening of doors and building ramps)
- complete renovation of Kozivka Administration building (SRC/URCS funded internal refurbishment, while the municipality – the facade isolation and external connection of the building; in collaboration with the commissioned architect, the project team from the URCS in Ternopil has been working on an improved layout to offer accommodation for a long-term stay for IDP families, which consists of a one-room apartment with a private bathroom and a shared kitchen with one other family to allow the accommodation for 16 IDP families).

In Ivano-Frankivsk:

- refurbishing sanitary facilities of Yablinuv hospital (replacement of toilets and showers, providing wheelchair accessible toilets on two floors)
- entire refurbishment of Koshiv geriatric boarding house, a state-owned sanatorium for disabled and older people (deconstruction and reconstruction of the entire building according to the needs of the institution)
- refurbishment of Burshtyn school building, a city-owned facility used to accommodate IDPs (windows replacement, electricity, sanitation and layout of rooms)

In Kirovograd current Shelter/WASH activities primarily focus on winterization:

- light repairs (including changing of windows)
- upgrading of WASH and cooking facilities and delivery of essential NFIs.

As of end-November, procurement is ongoing for NFIs for approx. CHF 95,000. In cooperation with the IOM, 1 truck with winterization bed kits arrived to the URCS warehouse and items were distributed to identified collective centres from SRC assessments. Potential project would be a refurbishment of a former bus station into a collective centre for families with disabilities.

Basic needs (Cash & Voucher Assistance)

In Western Ukraine, supermarket vouchers were provided for IDPs (Silpo vouchers: in Ivano-Frankivsk: (700 vouchers worth UAH 500 and 2,563 vouchers worth UAH 2,200, in Ternopil: 1,375 vouchers worth UAH 2,200, Faino Market in Kirovohrad: 873 e-vouchers worth UAH 2,200, with total amount of almost UAH 11 million UAH (CHF 286,836).

Multi-purpose cash grants piloted through two different mechanisms, namely Red Rose and PrivatBank in Ivano-Frankivsk and Ternopil (Red Rose: in Ivano-Frankivsk: 68 transfers worth EUR 60, in Ternopil: 163 transfers worth EUR 60; PrivatBank: 2,472 transfers worth UAH 2,200). Temporary shelters have also benefited from vouchers of a local household item and furniture store 'Epicentre' to purchase small items, such as kitchen utensils.

As a result, as of end-November, in western and central Ukraine total amount of CHF 443,361.57 was distributed as CVA.

Besides this, planning and assessments of piloting CVA for HBC beneficiaries are ongoing. 400 people have already been registered. Coordination with other PNS interested in this modality is in process.

Health (supporting hospitals and clinics with medicine, home-based care, psychosocial support, and essential equipment such as children's hospital beds and patient beds for older people).

As of the end of November, essential medical supplies have been provided to health facilities through the URCS Ivano-Frankivsk and Ternopil branches. 69 visiting nurses provided home-based care to 602 older people (living alone and those whose relatives were forced to leave their place of residence due to hostilities or because they are serving in the armed forces), and people with disabilities and their families.

In the home-based care sub-sector, the SRC has deployed a delegate to support the URCS at the national level. As the intermediate activity, the first draft of the URCS HBC Strategy 2023-2025, including an Action Plan, was completed with SRC support and submitted to the URCS NC management for review. In parallel with this, a new administrative structure for the HBC Division and Strategic Development plan for 2023-2025 was developed and submitted to the URCS NC management.

In Kirovograd the health assessments have just been finalized. The health delegate will be deployed in December.

Strengthening local capacities (branch development through training and mentoring on emergency response and financial/administrative processes, and rehabilitating URCS offices and warehouses).

SRC supported URCS staff in trainings on relief operations and support services to build emergency response capacities, donated vehicles and office equipment, renovated branch offices of the project staff and the SRC delegation, and supported warehouses with equipment and adequate procedures. SRC also assisted the URCS teams with basic mechanisms for relief distributions.

During the reporting period, the following activities in the branch development sector were held:

- 2-day workshop for 45 persons in Truskavets (25 from Ternopil branch, 11 – Ivano-Frankivsk branch, 9 SRC). Psychosocial support session, first aid training and stress relief exercises for team. Work planning in sectors (shelter, health, CVA, logistics, finance). Integration.
- One-on-one coaching of branch staff in Ivano-Frankivsk and Ternopil in the areas of finance, reporting, logistics, warehouse management, shelter, health and cash and voucher assistance.
- Joint assessment of shelter for 100 newly arrived IDPs in Ternopil region. Accompanying additional assessments.
- Joint planning of a formal training for branch personnel in cash and voucher assistance (to be implemented in 2023).

- Online meeting with URCS HQ and in-person meeting with URCS interregional manager and head of IF branch regarding perspectives of cooperation within the BRaVO program (branch and volunteer development).

Italian Red Cross

Emergency Response Teams

The Italian Red Cross continues its support to the Emergency Response Teams (ERT) of URCS on several fronts: overall technical support in the new organization of ERT's structure and procedures, support the establishment and organization of a National Command and Control Centre (NC3), provide support through in-kind donation of specific vehicles such as food trucks (yet to be delivered), trucks and Snowcat.

Mobile Health Units (MHUs)

Italian Red Cross supported URCS with running 10 MHUs in Vinnytsia and Zhytomyr regions (5 MHUs in each), that have collectively provided more than 7,800 healthcare services (over 35% of which were provided to IDPs). The delivery of the remaining 10 Ambulances is scheduled for mid-December. MHUs are continuing their activity of supporting local health authorities and both authorities and communities have shown great appreciation of their work.

Humanitarian Aid

As of end November, the Italian Red Cross delivered about 700 tons of humanitarian aid to Ukraine through ICRC Forward Operating Base in Suceava for a collective value of about EUR 4 million, which includes food, medical items, generators and other NFI, special vehicles for URCS etc.

Community based health and first aid (CBHFA)

The Italian Red Cross is working on developing a new CBHFA strategy: a CBHFA program in Ukraine supported by the Italian Red Cross was already in place but couldn't be implemented due to the latest events. The Italian Red Cross is therefore involved in developing a new and updated program with URCS and other partners to better address the needs and the gaps in the current scenario.

Shelter

The process to deliver modular houses to URCS for the establishment of two different settlements in Andriivka and Zhytomyr continues. After agreeing on the program with the local authorities, a tender has already been put in place. Delivery of such modules is scheduled for the beginning of spring 2023.

Norwegian Red Cross (NorCross)

NorCross supported the URCS Mobile Health Units (MHUs):

- 20 MHUs, including 9 MHUs operating in Khmelnytsky region, 7 MHUs in Ternopil region and 4 in Dnipro (launched in October). Mobile teams provide the following services: primary health care (family doctor), sexual and reproductive health (gynaecologist), psychological support (psychologist), as well as ECG tests, blood glucose tests, rapid STI tests, and COVID-19 tests, issuance of medicines according to doctor's prescriptions, referrals to other healthcare levels if necessary.
- The main health problems identified are cardiovascular diseases, acute respiratory infections, diseases of the musculoskeletal system and diabetes.
- In total, around 59,000 people (71,5% females and 28,5% males; 6,000 children; 4,400 people with disabilities) received primary healthcare services provided by 20 MHUs, while MHPSS was provided to around 7,200 people.

First Aid

Specialized ambulance donated by NorCross to URCS FA team provides transportation services for IDPs from evacuation trains (coming from conflict affected zones) to shelters or special care centres within Ternopil region. 60 IDPs with disabilities and/or limited mobility were transported by FA team. Besides, through the support of NorCross the respective local

structures, such as state Ambulance service and State Emergency Service, got an opportunity to transport wounded soldiers and civilians coming with evacuation trains within the territory of railway stations.

Around 2,000 IDPs in shelters and collective camps were trained/sensitized on First Aid. When they return to their home oblasts, they will be able to apply and disseminate these skills.

Spanish Red Cross

From February to November, the SpRC contributed to the Relief Operation in Ukraine in several ways:

- shipment of relief items to cover basic needs of the Ukrainian population
- procurement of vehicles for URCS to strengthen response capacity of several units
- technical assistance to the URCS to improve its capacities and explore possible ways of collaboration in the sectors of Livelihood (LLH) and NSD
- participation in the Technical Working Groups of the 2023-2025 Strategic Plan

In September, SpRC signed the Global Integration Agreement with IFRC and the L2+ Security Agreement with ICRC, that allowed activation of the Integration Agreement and the deployment of the Country Representative for the SpRC supported projects in Ukraine in October and LLH Delegate in November.

Basic Needs

Support to the Relief Operation and the Winterization Plan of the URCS through the delivery of food and non-food items. For the first mobilisation table, SpRC provided:

- 10,000 Food Kits.
- 2,000 Hygiene Kits (male).
- 2,000 Hygiene Kits (female).
- 1,000 Hygiene Kits (baby).
- 2,500 Sleeping Parcels

For the URCS second mobilisation table, SpRC contributed with:

- 33,333 Hygiene parcels / under procurement (EUR 1,010,000)
- 2,000 Food parcels / under procurement (EUR 95,000)

For the winterization plan the SpRC contributed with 111 generators worth EUR 650,000.

For the newly created URCS Emergency Cash Pooled Fund to provide humanitarian assistance, the SpRC has contributed EUR 200,000 for Kherson or any other emergency operation.

Health / Rescue

Support to the URCS Rescue and Health Teams through the acquisition of different vehicles. These vehicles are expected to arrive before the end of the year.

- 2 Multipurpose Vehicles.
- 2 Rescue Vehicles (4x4).

Logistics

Support to the URCS Logistic Teams through the acquisition of different vehicles. These vehicles are expected to arrive before the end of the year.

- 2 Vehicles (Isuzu and Toyota HILUX 4 x 4).
- 2 Vans (Ford Transit).
- 2 IT Communications Vehicles (CMO).

Livelihoods

Technical support to the URCS Livelihoods Unit. The URCS commissioned Spanish Red Cross (SpRC) a national assessment to analyse the impact of the escalation of the conflict on livelihoods and potential recovery options. To perform it the SpRC deployed a delegate during the months of July and August. The assessment was presented during the first week of September to the Livelihood Technical Working Group and will be part of the 2023-2025 URCS

Strategic Plan. Additionally, the SpRC on behalf of the IFRC LLH Centre published the position of a LLH Delegate for Ukraine to support the URCS and the PNSs in the development of their LLH projects to be incorporated in 2023.

National Society Operational Capacities

Technical support to the URCS Volunteer Development Unit. The URCS commissioned SpRC an assessment on Youth and Volunteer Management to identify possible areas of collaboration between the two National Societies. To perform it the SpRC deployed a delegate during the months of July and August. The outcomes of the assessment will be part of the SpRC collaborations 2023-2025 URCS Strategic Plan. Additionally, the SpRC published the position of a NSD Delegate for Ukraine to support the URCS' Volunteer and Youth Development Unit. This delegate will be incorporated in January 2023.

Turkish Red Crescent (TRC)

Staying abreast of the situation in Ukraine and the neighbouring countries through regular engagement with the operating Red Cross Societies, TRC started its Ukraine and impacted countries response at the beginning of the armed conflict following a request from the Ukrainian Red Cross Society. Since the beginning of the operation, a total of **65 truckloads of relief items through 18 consignments, one mobile kitchen and three specialists** have been mobilized to support the affected population in Ukraine and Moldova. Various humanitarian relief items that have been dispatched so far:

- including a total of **880.3 tonnes/2.011.806 units** of tents and containers, sheltering items, hygiene items, food and drinking water, clothing, medicine and medical materials including first aid kits;
- reaching **228,347 people** with a total worth of **EUR ~1.998.175,52**.

National Societies' response activities in secondary impacted countries

In addition to countries bordering Ukraine, the impact of the crisis is also affecting countries beyond immediate neighbouring states. In the first instance, this includes other European countries receiving increasing numbers of displaced people from Ukraine, particularly diaspora countries and countries where they have connections or family members/friends. National Societies in these countries are using domestic capacities and funding to support these new arrivals. 75% of the 54 National Societies in the IFRC Europe region have reported actions in response to the situation. These actions are related to their response domestically, internationally or in raising resources for the response in Ukraine. The IFRC has established a support and monitoring strategy for the National Societies beyond Ukraine and immediate neighbouring countries and a matrix for the prioritization of resources based on the needs and operational strategies of each National Society. The strategy seeks spaces for coordination, peer support, knowledge management, resource allocation and technical support in an adequate and orderly manner. The IFRC has also established a mechanism to provide support to nationals temporarily stranded in foreign countries (outside of Europe and the Central Asia Region) who face short-term difficulties in terms of basic needs and are supported by Red Cross Red Crescent National Societies upon the request of authorities. The main services are focused on providing humanitarian assistance and information through fixed and mobile HSPs and the provision of health services, re-establishment of family contacts, psychosocial support, distribution of humanitarian aid (water, food, clothing), and shelter solutions. The impact of the crisis is also seen at a global level, where countries in other regions of the world are starting to see this affecting economic and food security terms. The IFRC monitors, analyses, and considers scenarios for this potential indirect impact beyond Europe, outside of this Emergency Appeal; and while domestic resources are being depleted to host and provide support and humanitarian services to new arrivals, consideration to grant support to targeted NS are being considered – based on the proportional needs, relative to available funding.

Response activities of National Societies receiving multilateral funding through the IFRC Emergency Appeal



Bulgarian Red Cross

BULGARIAN RED CROSS

Achievements

The Bulgarian Red Cross (BRC) has supported over 153,403 people affected since the onset of the crisis.

From the onset of the conflict in Ukraine, Bulgaria has received 914,484 displaced people from Ukraine at its borders. As of 4 December, 51,364 displaced people from Ukraine remain within the country.

The Bulgarian RC/IFRC Cash programme started on 28 November using the self-registration app, RedRose, and reached 40.8% of the 30,000 people targeted within less than a week. 12,240 individuals and 6,262 households have been registered. At the end of the reporting period, EUR 216,348 had been distributed, while EUR 191,040 had already been collected.

A Post Distribution Monitoring (PDM) survey will commence in December, with the Needs Assessment survey to be carried out immediately after the winterization payment is processed, starting 1 January 2023. BRC helpline has been established with the toll-free number 08011477, helping people register for the CVA.

Bulgarian RC has established 7 piloting Humanitarian Service Points in Burgas, Dobrich, Varna, Ruse, Plovdiv, Yambol, and Sofia on 1 December.

Winterization plans and budget for activities through to February 2023 have been approved and validated, with 3,200 blankets for vulnerable migrants in the pipeline for delivery.

BRC has supported over 155,109 people solely from NS domestic RM campaign for Ukraine since the onset of the crisis, primarily through its own funds of nearly CHF 3 million (now depleted) raised from the public, plus in-kind donations. BRC provided material, RFL, psychosocial, information, and other support, including presence at border crossings, a psychosocial helpline since late February, and a medical advice line also operating from 7 March 2022.

PSS support continues to be provided to people from Ukraine through funds from various sources. PSS forms part of the daily routine of BRC branches responding to the immediate needs of displaced people through Blue Dots and BRC Branches distribution points. So far, 14,275 people have received MHPSS, and more than 58,000 consultations were provided through the Blue Dots in partnership with UNHCR, UNICEF and WHO.

BRC has provided over BGN 60,000 to 387 people through the reimbursement of costs associated with medicine, surgery costs, medical transport, etc. These funds have been provided through donations by the people of Bulgaria to the Bulgarian Red Cross. Branches continue partnering with UNHCR, UNICEF and WHO in providing support for cash assistance, distribution of various types of relief items, medicaments, etc. So far, 673 people have been reimbursed for medicines funded by UN agencies.

The BRC has provided 1,511 health consultations via the NS dedicated health helpline (medical advice line) which has been operating since 7 March.

As part of WASH support, 15,000 individual adult hygiene kits, 5,000 baby hygiene kits, 10,000 female hygiene pads, 5,000 razors, and 20,000 drawstring backpacks are currently under IFRC procurement. 34,185 people were provided with hygiene kits funded through BRC domestic RM campaigns. French Red Cross and Romanian Red Cross provided 4,114 family hygiene parcels to the BRC. Additionally, as part of shelter, housing, and settlements support, 5,000 sleeping kits are under procurement, and 3,200 blankets donated by South Korea Red Cross will be distributed. More than 2,410 people were given shelter and housing items provided by the BRC domestic RM. A winterization campaign is ongoing in partnership with UNHCR, through which 9,153 people from Ukraine were supported so far. In total, hygiene kits, food parcels, and sleeping kits for 10,000+ people are under procurement.

Challenges

Economic difficulties, including high prices, inflation, and gas/energy insecurity are currently complicating the country context, leaving many Bulgarians at risk of poverty, or moving below the poverty line. With the onset of winter, some of the migrants and displaced people groups face increased hardships, which had drawn increased attention to the need for support among population groups other than displaced people from Ukraine, as well as the scrutiny of the prioritization of humanitarian aid in the whole region. The current winter season on the Balkans poses challenges related to ensuring that people fleeing the conflict in Ukraine have warm shelter and winter clothes. This is being addressed by the Red Cross through preparations for winterization as part of the ongoing operation.



Achievements

The Croatian Red Cross (CRC) has supported 13,847 people affected since the onset of the crisis.

The Croatian Red Cross (CRC) is providing standardized services, such as Livelihoods, Restoring Family Links, Shelter, PGI, CEA, Health, and WASH. The focus is on vulnerable groups – women with children and older people who are the majority among those displaced from Ukraine. Financial and in-kind donations have been collected through a national appeal to support people arriving to Croatia. In-kind humanitarian aid in the form of food, hygiene products, clothes, and other non-food items have been procured from the raised funds and distributed. Additional funds are used to organize reception centres, MHPSS activities, and RFL services. A total of 98 CRC local branches have been assisting displaced people from Ukraine in 427 different locations across the country – towns and municipalities, in collective shelters and private accommodation involving more than 400 local RC staff members and over 700 volunteers, as well as a total of 20 people from CRC headquarters.

The Croatian Red Cross delivered humanitarian aid in the form of food and hygiene parcels, first aid kits, and bedding valued over HRK 1,100,000. CRC relief assistance reached 13,681 people, and 3,335 people were reached through distributions of hygiene supplies. Psychological first aid (PFA) is provided at all locations in country where the Croatian Red Cross is present: at temporary collective shelters, as well as in the local Red Cross branches in cases when people are accommodated privately. 4,839 people have been reached through the provision of PFA. Psychosocial support services were provided more than 19,385 times and has reached 3,200 displaced. Croatian Red Cross organized one-day field trips for children from Ukraine in order to support their mental wellbeing. The activity was implemented by trained MHPSS providers and water rescuers. The Tracing Service of the Croatian Red Cross handed out 2,500 SIM cards, 4 routers and 52 phone chargers.

The Croatian Red Cross launched a national appeal to collect financial and in-kind donations needed to support the ongoing operation of assisting the people who arrived in Croatia, as well as supporting other National Societies in their response activities.

Challenges

As nationally raised in-kind and financial donations have been almost exhausted, the Croatian Red Cross requested the Government of Croatia to set in motion the State contingency food reserves needed for food distribution to displaced people, and meanwhile the procurement of food items has been put on hold.



Estonian Red Cross

Achievements

The Estonian Red Cross (ERC) has supported 32,833 people affected since the onset of the crisis.

ERC volunteers have helped in regional reception centers in Pärnu, Tartu, Saaremaa, Rakvere and Tallinn with several activities, including COVID-19 testing, information sharing, emergency needs assessment, and PSS support. In accommodation centers as well as in aid and information sharing points, displaced people are provided with PSS services, while in-kind humanitarian aid is distributed at ERC local branches. Humanitarian Service Points (HSP) are arranged in ERC local branch facilities, where volunteers and branch staff provide information, basic humanitarian aid (hygiene kits, in-kind and food aid) and other additional services (RFL, first aid, PSS, collect feedback etc.) aimed at supporting displaced people from Ukraine. The ERC is planning to procure and distribute hygiene kits through the Humanitarian Service Points. ERC was examining the possibility to purchase hygiene kits via IFRC. On the other hand, the RC's helpline service was one of the primary information sources for the public. Free counselling was provided for minor health concerns to 340 people from Ukraine and distributing over-the-counter medicines for approximately 500 people.

The ERC Jõgeva and Tallinn Branches have arranged integration camps for children from Ukraine and local school children and youth. The camps were intended for children and youth from Ukraine to adapt and make friends with new classmates. In cooperation with Tallinn City Government, Tallinn Branch supported 250 displaced children attending first grade with backpacks and basic school supplies.

In cooperation with Estonian Association of Pharmacists, ERC volunteers are assisting people displaced from Ukraine on the passenger ship M/S Isabelle, accommodating them on board. There are about 2,000 displaced people on board, who are receiving counselling for minor health concerns, and, if necessary, over-the-counter medicines. The project is covered by the Estonian Red Cross.

ERC tracing and restoring family links services are active and collaborating closely with ICRC colleagues. 20 RFL volunteers are trained. Eleven three-day children camps were organized for children affected by the conflict in Ukraine and their classmates, with a total number of 166 participants. Camp curriculum was based on the "human-to-human" approach, safe places, and PSS support, integrating the host communities and children from Ukraine. RFL and other protection needs are assessed during the camps.

ERC has developed a 3-hour and a 3-day (32-hour) PSS training module, which have been piloted. The development of the modules was based on existing knowledge and training experience of the IFRC and was developed to match the response context of the Ukrainian conflict. The aim is to establish MHPSS voluntary support for people affected by the conflict in Ukraine. MHPSS trainings for ERC volunteers and staff involved in the Ukraine and impacted countries response were also organized. On top of that, 6 three-day children camps for children from Ukraine and their local classmates were arranged in cooperation with ERC partner. The total number of participants were 99 people, including children from Ukraine.

On the local branch level, a system has been set up to collect overall feedback from displaced people from Ukraine. There are active discussions with displaced people, mapping their needs, information provision in-person at HSPs or via phone, and, if necessary, the displaced people from Ukraine are referred to other service providers. In this field, ERC local branches have good cooperation with local municipalities and Estonian Social Insurance Board.

To strengthen volunteer capacity, ERC has been recruiting, training, and managing volunteers to increase ERC's capacity to support people affected by the conflict in Ukraine.

Challenges

A possible new influx of people from Russia might cause a challenge to the absorption capacity of existing state support mechanisms. Hence, the increasing number of displaced people might affect the basic services provided by the State, and these, in turn, might influence the ERC planned activities and implementation plan of the project. With regard to operational constraints, there is a real need for Ukrainian and Russian-speaking PSS service providers in order to be able to provide the necessary support to vulnerable people in need of such services.



Georgia Red Cross Society



Photo taken after the event organized by the Georgia Red Cross Society as part of Mental Health and Psychosocial Support for children from Ukraine in Georgia on 16 November 2022. Photo: Georgia Red Cross Society

Achievements

The Georgia Red Cross Society (GRCS) as supported 2,000 people affected since the onset of the crisis.

Humanitarian Service Points have been established and are fully operational at the Tbilisi Airport and the Georgia-Russian border (Larsi check point). The service points serve to ensure a welcoming reception of people arriving in Georgia as a result of the armed conflict, as well as to facilitate their access to humanitarian services and support in the country.

The GRCS Helpline Service remains open, targeting people from Ukraine who are in Georgia. The service provides psychosocial support and active listening for incoming callers, as well as practical information, and referrals to advanced and relevant services in Georgia.

A Restoring Family Links (RFL) unit of the Georgia Red Cross Society continues to operate as a referral pathway from the GRCS Helpline Service in case of identification of missing family members and requests from incoming callers. The GRCS is finalizing the recruitment of two Ukrainian-speaking helpline officers to enhance the service to the targeted population.

The preparation of the Child-Friendly Spaces is progressing, with a focus on the training module for staff and volunteers, and preparation measures for quality assurance, protection, and monitoring. The Georgia Red Cross Society is developing the training module for Child-Friendly Spaces with the support of IFRC Country Cluster Delegation for South Caucasus, which includes a focus on child safeguarding and referral mechanism. The spaces are designed as after-school programs in educational facilities where children from Ukraine are enrolled. The staff and volunteers working in these spaces will be trained on protocols to identify cases of concern related to child safeguarding, protection and ensuring appropriate and dignified response.

On 16 November 2022, The Georgia Red Cross Society organized an event at the Georgian National Museum, focused on Mental Health and Psychosocial Support (MHPSS) for children from Ukraine in Georgia, during which the children were encouraged and empowered to speak their minds about their situation. A total of 50 children from Ukraine participated in the event. The event was also used to distribute informational material designed for children on MHPSS and special gifts, which included hygiene items as well as educational and entertainment materials.

People from Ukraine requesting assistance, who have entered Georgia between 1 February - 15 July, are accommodated in hotels provided by the state, and unable to return to their country of origin or place of permanent residence due to the armed conflict, are covered by the Government of Georgia under decree #1254 of July 2022. People who have been screened and found eligible for the assistance are entitled to receive GEL 300 per family and GEL 45 per person for 3 months. Vulnerable people identified at the green border are, in some cases, eligible for 10 days of accommodation (which can be prolonged) until the financial assistance is issued. The decree is in force until May 2023.

National fundraising campaign: GRCS has raised over GEL 2.5 million through its national fundraising campaign. The funding is earmarked as donations to people in Ukraine and will not be mobilized as part of the GRCS response within Georgia. 40 tons of humanitarian aid was sent to Ukraine via two trucks, consisting of food and hygiene items, including baby nutrition and hygiene items, as well as some equipment and food for pets. Another 60 tons of humanitarian aid will be sent to Ukraine.

Challenges

GRCS efforts to open the Child Friendly Spaces (CFSs) in schools were stalled due to the delays in acquiring the special mandatory permission from the Ministry of Education and Science of Georgia. The permission is mandatory to every entity that intends to work in schools or with school-aged children and teachers. GRCS filed a request for the permission earlier last month and is expecting an answer from the ministry to start operating the CFSs. With the support of IFRC, GRCS is developing the software component of the spaces, including designing the training module for staff and volunteers, undertaking needs assessment among parents and children who are targeted with the service, and designing the quality assurance and monitoring for the implementation.

There is no accurate database of people who have fled the conflict in Ukraine, and GRCS branches are involved in collecting data on their needs. Contact information from existing databases is difficult to use as many of the affected people are on the move or have already relocated to new addresses. GRCS branch staff and volunteers often need to spend considerable time and effort on searching for accurate contact details to be able to deliver their support.

There is considerable uncertainty regarding the targets and volume of assistance planned to be provided by other humanitarian actors in the country in 2023. The priorities of the operation will be revised in the next year with a potential focus on Cash and Voucher Assistance (CVA) to address the financial and livelihood needs of the targeted population.



Hellenic Red Cross

Achievements

The Hellenic Red Cross (HRC) has supported 1,351 people affected since the onset of the crisis.

From the onset of the crisis, the Hellenic Red Cross (HRC) started supporting people displaced from Ukraine through two main pillars. First, with access to information, integration, as well as social welfare support through the **Multifunctional Centres (MFCs)** in both Athens and Thessaloniki, and their integrated helpline support. Second, supporting their access to health care in Greece, through the Educational Health Stations in Athens and Kallithea, as well as with outreach activities through the Mobile Health Team in Athens. In total, HRC has provided services to more than **1,351 people affected by the Ukraine conflict during May - August 2022** via those centres.

By joining the Emergency Appeal in September 2022, the HRC reinforced its existing services' capacity to cater to more people displaced from Ukraine, mainly through enabling access with Ukrainian interpretation, as well as developing new activities: developing the Mental Health and Psychosocial Support pilot expanding the HRC's holistic provision of Mental Health support, as well as taking preparatory steps establish Humanitarian Service Points in the north of Greece to accompany people on the move throughout their route.

The **MFCs in Athens and Thessaloniki** continue to provide holistic support, reaching **2,124** people with services. Activities include PSS activities for children, adults, and teenagers, as well as educational activities for children and teenagers, including kindergarten, Greek and English lessons for children, afternoon study support groups, Women's Group and Employability sessions. A new educator at the MFC in Athens was recruited to support that work.

For the affected population which does not reside in the main urban centres, an internal referral mechanism to the HRC's regional offices/branches has been developed to respond to their needs. For instance, in the **North of Greece**, coordination is ongoing between the **Thessaloniki Branch** and the **MFC** to distribute relief items to persons displaced by the conflict on a weekly basis since October. The recruitment of a Ukrainian cultural mediator at the MFC has facilitated the referral process. In addition, the Thessaloniki Branch established communication with the Ukraine Consulate to inform the target population on current and future HRC's available services.

Educational Health Station (EHS) and in Athens and Kallithea and the **Mobile Health Team (MHT)** in Athens continue to support with primary health care reaching in total **1,118** people, and hygiene and health promotion activities reaching **942** participants. To support their work, two Ukrainian cultural mediators/interpreters were **recruited**.

Outreach activities and **health and hygiene promotion sessions** were organized by the **MHT** in collaboration with the Educational Health Stations (EHSs) informing vulnerable groups and third country nationals, including people displaced from Ukraine on COVID-19 vaccination, awareness session for women on breast cancer prevention and clinical examination by the MHT gynaecologist. The MHT also visited an unaccompanied Ukrainian minors shelter to examine and vaccinate all the children, as well as to conduct information dissemination and needs assessment.

The **Accompaniment and Referral Service (ACCREF)**, providing specialized interpretation and accompaniment to facilitate access to healthcare in public hospitals, recruited in November a Ukrainian cultural mediator/interpreter. The interpreter accompanied 15 Ukrainian speakers.

To expand its capacity in **Mental Health and Psychosocial support (MHPSS)**, the Health and Social Welfare Department coordinated and agreed on a structure, defining roles and responsibilities between the departments which initiated the recruitment process for staff under MHPSS. A Standard Operating Procedure (SOP) with the Health and Social Welfare Department was developed to ensure a coordinated and person-centred approach. In November, the recruitment of a psychologist and social worker at the MFC, and psychiatrist at the EHS was finalized.

With a mainstreamed approach to **Community Engagement and Accountability (CEA)** across services, the HRC received **575** feedbacks through various Red Cross channels, provided **9,828** pieces of information and orientations through the Multifunctional Centre Helpline. Additionally, the HRC continued its regular **Protection, Gender and Inclusion (PGI)** mainstreaming activities, including trainings of staff and volunteers reaching 73 people as well as identifying and referring 30 protection cases. **CEA** and **PGI** focal points developed a new questionnaire for the North of Greece, with adapted CEA and protection concerns.

HRC has supported the Ukrainian Red Cross Society with humanitarian aid. The NS has sent over 58 tons of humanitarian aid, consisting of food, blankets, antiseptics, water bottles, power generators, baby milk, and pharmaceutical aid, reaching the warehouse of the Ukrainian Red Cross in Chernivtsi. In the Romanian-Ukraine borders, the HRC placed a mobile health unit that provided medical aid to affected people reaching the borders. Meanwhile, in Greece, support is provided by the NS to manage the population movement in coordination with the Ministry of Migration.

Regarding National Society Development, the Branch Organizational Capacity Assessment (BOCA) Training of Facilitators and BOCA Pilots took place between 3 - 8 October 2022.

Challenges

One of the main challenges in the operation has been the delays in recruitment, across activities: specifically, regarding the positions of Ukrainian Cultural Mediators as well as the psychiatrist. The small number of applications for these positions was linked to the short contracting period. This created communications barriers with people displaced from Ukraine.

Additionally, the implementation of new activities, notably the deployment of a Mobile Health Team in the North of Greece, as well as the MHPSS pilot were delayed due to heightened need for cross programmatic collaboration. This coordination was challenged due to competing priorities, such as BOCA, which has mobilised the Thessaloniki HRC branch, key in the response in the North. Nonetheless, a field mission, coupled with a needs assessment was organised in the beginning of October, in Promahonas border crossing, Serres and Kleidi sites, with the first activities of the MHT in sites in the North of Greece starting in December.

Due to the increasing number of people arriving from Ukraine, as well as the reduced number of organizations distributing NFIs compared to the beginning of the operation, a higher need for the relief distribution was noted amongst the affected population. To respond to this need, the HRC increased its coordination with the branches.

Time limitation in designing and implementation additional CEA and PGI activities were noted due to the lack of additional capacity under this response.



**LIETUVOS
RAUDONASIS KRYŽIUS**

Lithuanian Red Cross

Achievements

The Lithuanian Red Cross (ERC) has supported 71,559 people affected since the onset of the crisis.

The flow of displaced people from Ukraine is stable. Currently, 66,151 people from Ukraine have settled in Lithuania, out of these, 23,364 are minors. In November, the LRC, together with the government, was preparing temporary accommodation centres for displaced people from Ukraine. Currently, 18 accommodation places are planned, however, the project is developing to find more accommodation places for displaced people from Ukraine. The LRC is preparing for an increased flow of displaced people from Ukraine due to the cold weather and destroyed infrastructure. There has also been an increase of people seeking mental health support as a result of anxiety caused by the situation, in addition, due to worries related to their family members who are still in Ukraine.

Lithuania is also receiving migrants from Belarus; currently, 273 migrants, of which 36 are children, are living in the camps. Out of all migrants, 68 are detained. LRC is assisting the migrants on seeking employment where LRC employed nearly 60 migrants. Furthermore, regular legal consultations are provided, monitoring is carried out, restoring family links services are organised, if necessary, especially for detained people. At the border, LRC visits hospitals, provides the necessary humanitarian and psychosocial assistance, and services for the restoration of family ties.

The LRC continued to provide humanitarian assistance to people arriving from Ukraine in 15 cities across the country. Across 15 branches, safe services provision at HSPs was ongoing, as well as supporting displaced people in official procedures, such as temporary protection and asylum cases. Qualified interpreters were deployed to registration and reception centres. The LRC helpline for displaced people from Ukraine, operated by NS staff and volunteers, was established, along with a complaint's mechanism for the CVA project.

LRC's mid-term response includes Cash and Voucher Assistance to the most vulnerable persons and families from Ukraine. By the end of November, the first round of voucher distribution has been finished. LRC distributed 7,565 restricted commodity vouchers (out of which, 2,459 restricted commodity vouchers distributed to families with children up to 5 years old) with a total value of EUR 983,450. In preparation of the second phase of voucher distribution, LRC is to distribute 3,675 vouchers with a value of EUR 477,750.

Until the end of November 2022, LRC has distributed 79,018 hygiene kits and 20,142 hygiene vouchers to families and individuals arriving from Ukraine.

LRC was also focusing on information provision to people from Ukraine regarding State support, so that more people are involved in the social security net. LRC was actively advocating for improved information provision of the Government to the people fleeing Ukraine regarding employment possibilities and ability to be affiliated within the national social security system. Approximately 160 people received individual consultations on gaining employment in Lithuania. With the support of LRC staff, 60 individuals who arrived in Lithuania from Belarus are now employed.

Lithuanian Red Cross established a helpline for displaced people from Ukraine, operated by LRC staff and volunteers. The helpline serves as a complaint mechanism for CVA project and at the same time volunteers are providing PSS at Humanitarian Service Points to people displaced from Ukraine. Post-distribution monitoring is being conducted for CVA project; as of reporting date, ERC has reached out to 459 people.

LRC concluded recruitment processes for MHPSS, CVA and Volunteer Training Officer posts in order to respond more effectively to the wide spectrum of the needs of the displaced people from Ukraine.

German Red Cross is supporting LRC with funds and technical support for CVA activities for vulnerable people from Ukraine. A lessons learned workshop was recently conducted. German Red Cross will allocate additional EUR 500,000 for the CVA activities in Lithuania.

Italian Red Cross is supporting with funds for activities in reception centres where migrants are staying. Taiwanese Representative Office in Lithuania donated USD 1,000,000 for purchasing and distributing restricted commodity vouchers to the displaced people from Ukraine.

Challenges

Some of the activities related to National Society capacity development have been postponed due to staff turnover, and other activities are pending receipt of further funding. It is also significant to note that Project activities that demand financial resources are currently postponed until National Society receives funding.



Achievements

The Red Cross of Montenegro (RCM) has supported 2,446 people affected since the onset of the crisis.

Since the first arrival of displaced people from Ukraine to Montenegro, the Red Cross of Montenegro has been providing humanitarian assistance, PSS, workshops for children and adults, RFL services, and support to vulnerable displaced people from Ukraine in accessing rights to health services (pregnant women, children, and people with disabilities).

The RCM established the first free call centre for people from Ukraine, and provides information in three languages: Ukrainian, Russian, and English. The call centre provides all the necessary information (temporary protection-related rights and application process, access to health and education systems, activities, and services of the Red Cross), as well as contact with an operator for more detailed questions. To promote the project and raise awareness, RCM and local branches are continuously sharing content on social media, television, and radio). The Red Cross has prepared and printed information materials in four languages on assistance and safety tips for families from Ukraine.

To promote the project and raise awareness of the community and affected people, RCM and Local Branches constantly share different content through social media, televisions, radio, electronic media etc.

In November, the Red Cross of Montenegro conducted 25 workshops on mental health, psychosocial support, and psychological first aid for adults and children and 38 language classes in 6 local branches. During the past month, 25 workshops for adults and children were organized in 6 local branches, as well as individual support where needed, in total 116 activities. In total, 1,002 people were reached with these activities during the reporting period. Other activities included first aid workshops, corrective gymnastics workshops for various groups, and basic health check for 97 people.



Distribution of school materials by Red Cross of Montenegro. Photo: Red Cross of Montenegro

Humanitarian Service Points are run at 10 local branches, supporting people in official procedures, providing information and humanitarian aid with volunteers involved in direct response at the Humanitarian Service Points. Complementarity between “Route Based Migration Program (Migration Case for Support)” and Emergency appeal: Ukraine and impacted countries is achieved through excellent cooperation between the Red Cross of Montenegro and the IFRC.

During the reporting period, Red Cross of Montenegro has completed procurement of 3,000 food parcels for adults and 1,000 food parcels for babies. In the reporting period the Red Cross of Montenegro also distributed 530 food parcels for adults and 430 food parcels for babies.

Red Cross of Montenegro has started organizing Montenegrin language classes for children and adults. During the last month, 36 language classes were held in 6 local branches. In total, 155 language classes have been held. NS engaged 6 professionals (1 person for 1 local branch, part time) to support RC staff and volunteers in implementation of activities related to the support in education, organizing language classes etc.

In addition to language learning, RCM also carries out other activities to facilitate integration into society, such as organizing trips for people from Ukraine to get more familiar with Montenegrin culture and nature. Total people reached: 152 (kids and adults).

According to the Ministry of Education more than 500 children are enrolled in schools in Montenegro while the others still follow the online school from home. RCM procured and distributed 170 sets of school material. In total 170 people were reached with this activity.

Challenges

The delivery of assistance to displaced from Ukraine arriving to Montenegro is impacted by economic difficulties, including high inflation due to the energy crisis. Official data shows that 140,000 people in Montenegro are at risk of poverty, while 50,000 already live below the poverty level, which is resulting in large numbers of people in the country requesting humanitarian aid, especially after the economic hardship caused by COVID-19. Vulnerable members of host community and third country nationals have growing needs, therefore a scale up of assistance is needed. This has been putting a growing pressure on local Red Cross branches, who face challenges in their selection and prioritization of target groups for humanitarian assistance, as well as to raise resources to cover the needs. To address the growing needs of the host population of Montenegro, local people in need will also be receiving assistance in the future as part of the operation. With winter already beginning in the region, there will be many challenges related to ensuring that people fleeing the conflict in Ukraine have warm shelter and winter clothes. This is being addressed by the Red Cross through preparations for winterization as part of the ongoing operation.



Црвен крст на Република Северна Македонија
Red Cross of The Republic of North Macedonia

Achievements

The Red Cross of the Republic of North Macedonia (RCNM) has supported 432 people affected since the onset of the crisis.

20 volunteers are present at registration points (10 in Skopje and 10 in other cities on the territory of the Republic of North Macedonia). People fleeing the conflict in Ukraine are being registered (Monday to Friday) from 08:00-16:00 every day on Red Cross premises. Distribution of food and hygiene parcels takes place once every week on the premises of the Red Cross. Vouchers for clothes and shoes were provided to 100 people. 35 host families sheltering displaced people from Ukraine received cash assistance. At the end of the reporting period, 27 sessions of Macedonian language classes had been held. Classes were held twice per week (currently a total of 40 people divided into three groups, two groups of adults and one group of children).

Medicaments and medical assistance were provided for chronically ill people and symptomatic therapy. 30 people calling the helpline received assistance. 150 parcels with hygiene items were distributed to families from Ukraine in need.

Two trainings have been conducted for 40 Red Cross volunteers and staff engaged at registration points and volunteers responsible for provision of PSS.

For the needs of this operation for support to the persons, two (2) hand operated forklifts were purchased in the warehouse of the Red Cross in Skopje as well as shelves for storing goods, food and non-food items.

Challenges

Inflation in prices of food and other vital consumer goods continues to exacerbate the needs of the poorest segments of society already experiencing economic hardship following the COVID-19 pandemic. The onset of winter is bringing additional hardship to poorly equipped migrants who are not prepared for the cold and harsh winter weather. The growing needs of this group will need to be considered in the prioritization of activities in the future phases of the operation. The growing needs of other groups, including local people living in poverty and displaced people who lack means of livelihood may cause discontent with the strong support given to displaced people from Ukraine refugees by humanitarian actors.



Achievements

Turkish Red Crescent (TRC) has supported 15,011 people affected since the onset of the crisis.

UKRAINE AND IMPACTED COUNTRIES CRISES



INTERVENTIONS



Internal

People affected by the conflict in Ukraine have been entering Türkiye through the border gates in the provinces of Edirne and Kırklareli since early March 2022. After being temporarily accommodated in Government dormitories, they have later been transferred to other provinces including Antalya, Bursa, Eskisehir, Elazığ and Tekirdağ. From the onset of the crisis, Turkish Red Crescent (TRC) has been providing assistance to the affected people arriving in Türkiye. Activities include:

With support of other funding sources:

- Distribution of ready-to-eat food, beverages and other refreshments through mobile/immobile Humanitarian Service Points to all new arrivals along the border gates;
- Distribution of hot meals with hygiene and clothing items to families temporarily accommodating in the dormitories;
- Food items and NFI distribution to families accommodating in Elazığ Temporary Accommodation Centre (TAC);
- Provision of PSS services to families accommodating in temporary accommodation centres through specialized staff;
- Organizing activities in the child friendly spaces in Edirne (mobile), Kırklareli, Bursa, and Antalya according to different ages of the children benefiting from these spaces.

With the support of IFRC Appeal Funding:

- Distribution of multi-purpose cash to families accommodating in Elazığ TAC;
- Organizing activities for children at schools opened in Elazığ TAC;
- Organizing trainings on children's rights, dental health and cleaning, environmental cleaning, tobacco addiction, traffic rules and changing in adolescence in Antalya;
- Providing PSS, child protection, social cohesion and sociocultural activities for children accommodating at hotels in Antalya.



Cash distribution activities in Elazığ Temporary Accommodation Centre. Photo: TRC

In parallel with the provision of the most needed services, a needs assessment plan was developed to identify the needs of the affected population together with the capacity of the local organizations and institutions. To date, a series of meetings have been held with public enterprises, non-governmental organizations such as International Organization of Migration (IOM) and The United Nations High Commissioner for Refugees (UNHCR), Ukrainian foundations, Embassy of Ukraine in Ankara, Consulate General of Ukraine in İstanbul and Consulate of Ukraine in Antalya. FGDs were conducted with the affected population coming to Türkiye due to the Ukraine crisis. According to findings from these meetings, prominent needs of the displaced population include access to health services, shelter, children's education, basic needs (for clothing, transportation, health services, and legal documentation), essential household items, nutrition and hygiene items, legal counselling, and empowerment of Ukrainian NGOs.

Challenges

- The main challenge in responding to the needs of people who were affected by the conflict in Ukraine and arrived in Türkiye is the lack of comprehensive needs analysis conducted in the country. As a response to this challenge, TRC is conducting its own needs assessment to understand the situation.
- The number of people speaking Ukrainian is few in Türkiye. Language barrier can come up as a challenge during service provision. To overcome this challenge, TRC plans to include interpreters in its operational plan.
- Legal status of people fleeing the Ukraine conflict is not clear and there is uncertainty around how they will benefit from different services provided based on legal status.

DREF operation – Egyptian Red Crescent

From 19 March to 31 July 2022, the Egyptian Red Crescent (ERC) launched a DREF operation to support 2,000 Egyptian nationals stranded in Ukraine and their families in Egypt, in addition to 2,000 Ukrainian and Russian nationals stranded in Egypt after the crisis unfolded. As part of the health intervention ERC procured 10 sets of Personal Protective Equipment (PPE) for Emergency Response Team volunteers; it provided psychological first aid services to 700 people; follow-up services through the Mental Health and Psychosocial Support Center to 310 people and distributed 700 food packages. At the beginning of the crisis, ERC supported the South Sinai ERC branch with 4,000 hygiene kits that were distributed to Ukrainian and Russian citizens stranded in Sharm el Sheikh. With this DREF, ERC replenished 3,300 hygiene kits. The WASH team distributed 700 hygiene kits for returning citizens and conducted a campaign to deliver specific messages including how to use the hygiene kit. This reached the same 700 people who received the hygiene kits. As part of the Restoring Family Links intervention, the Emergency Operation Room conducted 39 international calls to cover reports. The MHPSS team conducted three international calls to follow-up with returnees. 101 local calls were made at Cairo Airport for returnees from Ukraine. Internet service was provided to 18 returnees at Cairo Airport.

Needs analysis and scenario planning

Needs analysis

Based on estimations provided by local authorities and Red Cross Red Crescent-National Societies, **the total number of people affected by the conflict can be estimated to be up to 18 million, with 6.5 million displaced internally and an estimated 16 million fleeing Ukraine.** Each responding country is facing their own set of unique needs, constraints, legal frameworks, and gaps in resources. National Societies are working to carry out rapid field assessments, but comprehensive displaced people profiles and associated needs remain scarce. Most of those crossing borders out of Ukraine are women and children. At the same time, over five million movements back into the country were reported since 24 February 2022. This figure does not reflect individuals but cross-border movements and does not indicate permanent returns. Still, available information and narrative stories suggest people are returning for short periods to check on family members, collect belongings, or assess the state of their homes. The pendular and unpredictable flow of people in this situation adds immense complexity to determining and anticipating needs. It is also known that there are distinct protection needs for third-country nationals fleeing Ukraine, who face more barriers to registering under the EU Temporary Protection Directive and gaining access to social protection services. Moreover, all countries affected by the Ukraine crisis are facing other population movement situations, with other migrants and displaced people having increasing needs and facing barriers to access essential services. In all countries, the National Societies are uniquely positioned to respond as auxiliary to the public authorities in the humanitarian field. While the situation develops, the Red Cross has exclusive access and is currently the only actor to deliver humanitarian assistance at scale in many contexts. The IFRC's wider membership is contributing to the response in support of affected National Societies. Complementarity between this Emergency Appeal and the action of the International Committee of the Red Cross (ICRC) is ensured through country-level coordination mechanisms at strategic, operational, and technical levels and with IFRC and ICRC senior leadership oversight.²⁹

²⁹ See page 8 for details on membership and Movement coordination.

The National Societies' winter response and preparedness is already in place, with coordination and preparation of supplies to be available at the various points of care.

Coordination plans are underway in Ukraine and all neighbouring countries to provide winterization support to these families. According to UNHCR, 30% of displaced people in neighbouring countries live in collective or transit centres³⁰. The large majority are planning to stay for the foreseeable future, motivated by safety, family ties and employment reasons. In Ukraine, it is estimated that 1.7 million people will need winterization assistance³¹, and the upcoming winter is considered a reason for additional waves of displacement to neighbouring countries. Recent IOM needs assessments in Ukraine indicated that up to 26% of residents or IDPs may need to leave their current housing before winter because of insufficient heating. OCHA reported that several collective centres housing IDPs (up to 5,670 centres in total, currently housing 950,000 IDPs) may not be ready for winter. Many collective centres will require some form of repair or other winter preparations³².

Considering the current conditions for access to food, goods, and services they need to survive due to widespread violence and attacks on vital civilian infrastructure in areas affected by hostilities. Damage to water, electricity and gas supply systems have affected medical facilities, schools, and people's daily lives, in that regard a winter Movement plan has been developed within Ukraine to meet these needs.

Although the winter varies in the countries immediately bordering Ukraine, many displaced people from Ukraine as well as host communities in vulnerable situations will need warmer clothing, boots and for the season. Utility costs for both displaced persons and host families will also increase as temperatures drop, so additional assistance is being coordinated in various forums.

The 3.6 million people targeted by the operation fall into three categories defined in the immediate response strategy:



People in Ukraine: This includes displaced persons and returnees, host communities and those sheltering in places that the Ukrainian Red Cross can reach. Millions of people are directly affected by the conflict in Ukraine, and there are an estimated seven million people displaced within the country, with widespread destruction to housing, facilities, and livelihoods assets. Relief will be provided in close coordination with the ICRC to reach maximum impact.



People on both sides of the borders, crossing into neighbouring countries and beyond: Many people lack basic needs including food, water, shelter, and sanitation. National Societies respond to these needs and have a permanent and flexible local presence. Support to border areas is also coordinated with the ICRC as per the evolution of the conflict.



People in neighbouring countries and beyond: This group of people faces short-term difficulties in terms of basic needs, as well as medium and long-term socio-economic risks and integration needs.

Operation Risk Assessment and mitigation measures

The emergency response is a complex operation spanning multiple countries, each with its own unique context, challenges and dependencies that are closely intertwined. To reach those in need, we must take risk, but we want to do this in a balanced and conscious way to achieve maximum positive humanitarian impact and to safeguard our position as a leading humanitarian actor.

³⁰ [UNHCR, Regional Protection profiling and monitoring– Profiles, needs and intention, September 2022](#)

³¹ [OCHA, Ukraine Winterization Plan 2023-2022](#)

³² [Regional Refugee Response– Ukraine situation: Moldova: Winterization 2023-2022](#)

Internally, we have invested in enhancing our technical risk management capacity across the operation and to provide support to country teams in identifying issues and risks and effectively respond to these. We have developed a Risk Management Plan for the Ukraine response, built on a common approach to risk management, shared ownership of risk and empowerment for country teams and management to take informed decisions on managing risks. Over the next few months, we will take steps to ensure that the plan is reflected across the operation, including through training and capacity building opportunities for staff and joint risk assessments with staff at country level and National Societies to enhance risk awareness and risk mitigation.

To help us navigate the complex risk environment and respond effectively within the dynamic context, we continuously re-assess the situation on the ground so that we can anticipate challenges, better prepare, and adjust to the evolving context. The operating environment is increasingly politicized, affecting our ability to deliver principled humanitarian assistance. The IFRC is constantly balancing humanitarian imperative and a rapidly changing environment. To protect and sustain our humanitarian operations, we have reinforced our humanitarian diplomacy efforts, advocating for the role of the RC based on the fundamental principles including neutrality and impartiality.

We are monitoring closely the potential nuclear, biological, and chemical hazards and have contingency plans in place to ensure safety and security of our staff and volunteers on the ground.

Limited energy supplies in Ukraine and frequent power cuts have further exacerbated the existing vulnerabilities of affected populations across Ukraine. As part of our winterisation strategy, we are working closely with the NS to provide lifesaving assistance protecting affected people from harsh winter conditions. We are working closely with host governments and other humanitarian actors to manage the risk of duplication of efforts and to maximise the positive impact of our activities.

We are aware that there are multiple factors influencing the level of impact of the conflict on individuals. These factors include, e.g., age, sex, disability, ethnic background, legal status and health. Poor economic situation may also expose people to serious risks and create or further exacerbate existing vulnerabilities. We consider protection, gender, and inclusion (PGI) in everything we do and apply the 'do not harm' principle to limit peoples' exposure to the risks of violence, abuse, and exploitation. Funding dedicated specifically to PGI, safeguarding and CEA enable us to have specialists on these issues within the team, to support those directly engaging with vulnerable persons and implement protection initiatives throughout the operation. We have translated key safeguarding tools into seven local languages including Ukrainian, Russian, Polish, Romanian, Bulgarian, Hungarian, and Slovak. 16 countries, responding to the emergency have specific safeguarding and protection commitments in their country plans including for example, capacity building for National Societies, child-friendly initiatives, integration activities and many others. Community engagement is crucial to better understand the context we operate in, the needs of the people we support and the challenges that lie ahead. This allows us to anticipate potential events, to better respond to risks when they arise and to design informed programming. Feedback and complaints mechanisms have proven valuable sources of information that are increasingly used by affected communities. Throughout the next months, we will build on the link between community engagement and risk management to inform all stages of the program cycle and to adjust our approach and interventions based on feedback.

Security Risk Management (SRM) is well integrated as an essential enabler into IFRC's risk management framework to ensure it effectively carries its duty of care responsibilities, protects its assets and donor investments, and promotes sustained and safe access to individuals impacted by the armed conflict in Ukraine. Building on a robust structure including the Global Security Unit (GSU) in Geneva, a Regional Security Coordinator (RSC) based in Budapest, and dedicated field level Security Coordinators in Ukraine, the IFRC has been cooperating with all Movement partners (ICRC, HNS and PNS) and other stakeholders in systematically assessing safety and security risks, implementing effective risk mitigating measures, and formulating adequate contingency plans.

We are systematising mechanisms for risk information sharing and risk escalation to build a sense of shared ownership of risk across the operation and to enhance our capability to understand and manage common tensions and trade-offs between risk management and humanitarian response.

Operations Constraints

During the first wave of displaced people, people arriving from Ukraine seemed to have the economic means to support themselves and sufficient language skills to seek support. Now there are reports that the average profile of displaced people is changing and that more women with children and older persons are among recent returnees.

A range of vulnerabilities can be envisaged as the context constantly changes. A lack of updated detailed assessments of protection risks and vulnerabilities affects operational planning and delivery.

In addition to a continuously challenging and rapidly changing security environment, hostilities in Ukraine and large-scale population movement cause workforce shortages, dysfunctional markets, destruction of the vital primary industries, disconnected logistics networks, broken health services and closure of educational institutions. The disruption of significant infrastructure, including the energy sector, major supply chains, and livelihoods lead to an economic decline on household and individual levels, leading to poverty and weakened social resilience. These factors are highly disruptive to operational planning and delivery and require agile and adaptable approaches.

Humanitarian diplomacy remains a critical function in this crisis and requires complementary and collective advocacy among Movement partners at varying levels of the operation. This includes careful consideration of the auxiliary role and Red Cross laws of National Societies and the provisions of the Geneva Conventions and their operational resonance. Movement responsibilities under international humanitarian law are fundamental to this response. Just as important is our advocacy for access to humanitarian assistance and basic services for all migrants and displaced people, irrespective of status and at all points of vulnerability along their routes. This will require a longer-term vision as the situation evolves and the needs of both refugees and host communities change.

During the first phase of the operation, volunteer capacity for scale-up was identified as one of the limitations for the timely implementation of the planned activities. National Societies with the support of the membership are developing/updating country plans to strengthen their volunteer programs for activities scale-up in parallel to the use of digital solutions that demand fewer physical human interactions.

Limited capacity in Corporate Services (Human Resources, Administration, Finance, etc.) at the National Society headquarters and branches but also in the IFRC regional office was identified at the beginning of the response. Some back up was provided by the Global Services Centre and priority should be given to strengthen Corporate Services to support the effective delivery of relief as well as strengthening national societies' capacity.

Community engagement and accountability capacity and systems in-country, particularly for feedback, was identified early on as a key area and gap in both Ukraine and neighbouring countries. Feedback provides a way to listen to the concerns and priorities of the affected people (displaced people, refugees, host communities) respond to queries and to identify any rumours and misperceptions. This is particularly important in this response where misinformation is prominent. A comprehensive overview of resources for information and knowledge is needed on the channels that people prefer and trust. Many apps and products are currently being developed by different organisations, but a more harmonized approach is needed to enable easy access for the affected population to reliable information and effective feedback processes. Development of strong feedback channels will gain trust among refugee populations and enable Red Cross actors to produce needs-based programs centred around input provided by those it seeks to help.

A. OPERATIONAL STRATEGY

The IFRC Secretariat, with its member National Societies, has launched a Federation-wide response plan for **1.2 billion Swiss francs, which aims to assist 3.6 million people affected over two years** along three main pillars: **Health & care and Water, sanitation and hygiene services (WASH), with integrated assistance support** (that includes **Shelter, Livelihoods, and multi-purpose cash assistance**) **with the establishment and scaling up of**

Humanitarian Service Points, and protection and prevention. Globally, 49 National Red Cross and Red Crescent Societies have supported the response to date. **The IFRC Secretariat is supporting this Federation-wide response plan by appealing for 550 million Swiss francs to scale up support to National Societies in Ukraine and neighbouring countries.**

Although the geographic scope of hostilities has reduced compared with the first few weeks of the crisis, the needs of people across Ukraine, including refugees/displaced populations and those remaining in hard-hit areas, continue to deteriorate. Hundreds of thousands remain without or have reduced access to water, gas, electricity, and mobile communications. At the same time, internally displaced persons (IDPs) in western Ukraine face challenges securing adequate shelter and finding ways to support themselves and their families. The Red Cross Red Crescent Movement has been scaling up its response to respond to the increasing needs within Ukraine as well as in the neighbouring countries.

This Operational Strategy is part of a Federation-wide approach, focusing on activities across 3 following priorities, with an overall focus on National Society Strengthening.

- 1) Health and Care, including Water, Sanitation, and Hygiene (WASH);
- 2) Integrated Assistance, including Shelter, Multi-Purpose Cash, and Livelihoods;
- 3) Protection and Prevention.

B. DETAILED OPERATIONAL REPORT

HEALTH & CARE INCLUDING WATER, SANITATION AND HYGIENE (WASH)

(MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT / COMMUNITY HEALTH)

National Societies since the beginning of the crisis have supported over 1.09M people with Health & Care, including MHPSS services; and 2.84M people with WASH services at border crossings, health centres, collective centres and host communities as part of the Federation-wide response.



Health & Care

Objective:

Most vulnerable displaced people are provided with high-quality health and care services including *MHPSS*

Needs Assessment

The traumatic effects of the conflict have impacted people who have been displaced inside Ukraine and in other countries, as well as host communities, humanitarian workers, and the wider public. People affected by the Ukraine crisis are in dire need of mental health assistance. WHO estimates that mental health disorders affect one in five people in post-conflict settings. This means that millions of people from Ukraine are at high risk of conflict- and displacement-related mental health issues. Among those affected, children are particularly vulnerable to the long-term impact of armed conflict exposure. Adults, and especially children, need long-term support to cope with loss and violence. Likewise, young mothers and children who have fled the conflict, knowing that their husbands and fathers are still in Ukraine fighting, are also in critical need of mental health support. While most people will recover without help, an estimated 1 in 5 people will have a mental health condition in the next 10 years, and 1 in 10 will have a severe condition such as post-traumatic stress disorder (PTSD) or psychosis. This demands for high-quality MHPSS in order to ensure the recovery of countries affected

by the conflict.³³ Designing and developing MHPSS services that take into account normal stress reactions to distressing events and mitigate those by providing basic psychosocial support are essential. In addition, strengthening community and family support will promote positive mental health and enable displaced people from Ukraine to support themselves and each other.

Escalation of tensions and attacks on key infrastructures including health facilities continue, which further adds to health risks during the extreme weather conditions of the winter season. Increased spread of acute respiratory illnesses, health effects from direct exposure to cold temperatures, exacerbation of chronic diseases, health effects from indoor heating are some of the health risks related to winter conditions. There are continued gaps in life-saving medical supplies which are causing disruption to essential health services.

Between 24 February and 30 November 2022, 715 attacks on health care have been recorded within Ukraine by WHO, causing 129 injuries and 100 deaths. Such attacks have impacted 630 health facilities, 91 transport vehicles, 61 healthcare personnel, 24 patients, 174 supplies, and 13 warehouses.³⁴ These targeting of infrastructures, including health facilities, are depriving people of emergency health care. According to UNFPA, destruction and targeting of health facilities, combined with shortages of life-saving medical supplies have created challenges to access essential maternity services for more than 265,000 women who were pregnant when the conflict began.³⁵ Ukraine and neighbouring countries are still struggling with overburdened health systems due to the response to COVID-19, and are now coping with increased needs of people from Ukraine. Health through cash is gaining interest among many NS. The activities range from general and low risk (transport to care) to specific and higher risk (cash for pharmacy, cash for treatment).

Regional

Key Highlights

The Health & Care Response Plan focuses on three priorities to ensure efficient crisis response and recovery, contributing to efforts to leave no one behind and to serve the most vulnerable population groups first.

Ensure access to direct health support and to basic Health & Care services and commodities:

- Immediate response through direct health support: Coordinated International Response – deployment of Emergency Response Units, including mobile health teams of Ukraine RCS and Partner National Societies.
- Supporting Public Health authorities to ensure the inclusive access to health services (preventive and curative) and strengthening communities' resilience.
- Scaling up MHPSS and Psychological First Aid provision.
- Ensuring continuity of care and referrals for communicable and non-communicable diseases.
- Promoting access to vaccinations (COVID-19, polio, measles, diphtheria).
- Launching awareness-raising campaigns to overcome the associated stigma.

Further advancing the auxiliary role and capacity of Red Cross Societies with competencies of staff, volunteers, and people-centred sustainable development initiatives:

- Strengthening the health competencies within National Societies.
- Recruitment and training of volunteers in First Aid.
- Recruitment and training of volunteers in MHPSS.
- Active engagement with communities, identifying needs, health risks, and solutions.
- The Regional Office for Europe is developing a road map for Health with the focus on the assessment and access to health systems and how National Societies can support. There is an ongoing analysis of

³³ [WHO promotes action on urgent mental health needs of Ukrainian refugees \(WHO, 10 November 2022\).](#)

³⁴ [WHO Surveillance System for Attacks on Health Care \(SSA\).](#) Filtered by the following: Date range: 24 February 2022 – 30 November 2022; Country / Territory: Ukraine.

³⁵ [UNFPA Appeal for Ukraine, 19 April 2022.](#)

health services to different profiles, such as temporary protection, non-temporary protection, third party nationals, and host communities.

- The development of Cash for Health Strategy is ongoing and will be an addition to the existing and recently revised Health operational strategy.
- An MHPSS operational strategy has been developed and disseminated to guide MHPSS efforts in the Europe region in the coming years.

Health & Care:

The **Health Sector Operational Strategy** for Ukraine and impacted countries was developed. This Strategy seeks to address the health needs by delivering and ensuring access to direct health services and products, strengthening the responding National Societies' capacities in health and care and advancing their auxiliary role in their countries, as well as coordinating with internal and external partners.

Coordination and communication have been established among National Societies in Europe region to prepare and respond as per the IFRC approaches of Global Health Security. A webinar was organized for National Societies to discuss the resources and tools which National Societies can use to prepare and respond to epidemics and pandemics.

The Professional Health Services Mapping project (PHSM) was initiated in May 2022 and is scheduled to take 2 years. The project is implemented by the Emergency Health and PMER teams at the IFRC Secretariat with the key objective of mapping all key professional health facilities, services, and capacities across the IFRC Network. The project pilot phase is to involve 2-3 countries. A webinar and workshop are planned for National Societies with clinical capacity for domestic response.

Hungarian Red Cross H-HERO (Health Emergency Response Operation) is being supported to develop their capacity for international response which aims to be part of IFRC Surge deployments and, in particular, Emergency Response Units (ERUs). This will include a process of IFRC accreditation for Hungarian RC to be part of the IFRC Surge Health deployment as Health ERUs. The Health Team continued supporting the Hungarian Red Cross to develop a roadmap for strengthening their medical response unit "H-HERO", patient flow chart and floor plan for the unit; discussions on a self-assessment checklist for IFRC ERU accreditation process are ongoing.

A **Cash and Voucher Assistance for Health** outcomes position paper, developed by the Cash and Health working group, was shared and discussed with Ukraine and impacted countries. A consultant from Cash and Health working group will be deployed to support the IFRC Regional Office for Europe based in Budapest. The consultant will outline the strategy for CVA for Health outcomes by understanding the gaps and feasibility of the CVA program in health in different countries. A training will be organized at the regional level to develop HR capacity in Cash and Health.

The Emergency Health Coordinator has also worked together with the Migration team in the IFRC Regional Office for Europe to prepare an analysis of health services under the Temporary Service Protection agreements in countries affected by Ukraine crisis.

Planning and discussions with American Red Cross, German Red Cross, Norwegian RC for **Health in Emergencies Preparedness and Response, including Cash and Health activities**, capacity building activities in Ukraine and the region for next year are taking place.

A **Frequently Asked Questions (FAQs) document focusing on radiation accident and health consequences** to support the staff and volunteers with their queries related to the issue in Ukraine and impacted countries has been developed. Group sessions will be organized for each IFRC Country and Country Cluster Team to further discuss the topic focusing on wellbeing of staff.

MHPSS:

The Ukraine response has provided unprecedented opportunities for the MHPSS as a sector to expand and develop with several substantial funding opportunities in the pipeline for IFRC MHPSS interventions.

The MHPSS team has been particularly busy with the development of the **EU4Health program** proposal (EUR 20 million), which expands the number of countries involved from 6 to 25. Individual consultations with all NS in the EU have been held, numerous coordination meetings for the full group of participants; support for the development of their individual plans and consolidation of the plans have required significant effort and time of the MHPSS team over the past 2 months.

An **MHPSS regional operational strategy** was developed with the support of a consultant to sharpen ROE focus within MHPSS over the next couple of years in line with the extension of the Emergency Appeal. The key objectives include the support to further develop NS capacity, while institutionalizing that capacity at the same time.

Implementing the operational MHPSS strategy, the EU4Health program and other funding streams require additional MHPSS technical resources across the region. An MHPSS Delegate is in place in Poland, recruitment for a delegate for Slovakia has been completed, positions are being opened for Romania/Sarajevo and Azerbaijan. More positions are in the pipeline to achieve the IFRC ROE's great ambitions within MHPSS.

With the new funding opportunities, the **MHPSS portfolio has become a flagship portfolio** that other regions are looking to learn from. A learning event has been scheduled in early 2023 in Geneva for IFRC global MHPSS focal points, another one by the MHPSS Research network, and more will likely follow. The opportunity to scale up and intensify capacity building efforts is one-of-a-kind, as other regions are struggling to secure MHPSS resources.

Coordination mechanisms have been established across NS within and outside of the Emergency Appeal and under the EU4Health program. 17 NS are in the Appeal and out of the 25 EU4Health countries, 17 are also part of the Appeal. However, this leaves several NS, including Russia, Belarus, and the South Caucasus countries, outside the main funding streams, who, nevertheless, require and request support from ROE with regards to their Ukraine response. The ROE MHPSS team has individual meetings with these NS and relevant cluster officers to organise technical support and identify funding opportunities.

Close cooperation has been established with the IFRC Reference Centre for Psychosocial Support (IFRC PS Centre) to ensure a coordinated approach with regards to the technical support of NS. More specifically, the following activities have been carried out in cooperation with the PS Centre:

- **Proposals for community based MHPSS activities** in Slovakia and Romania have been developed under the Danish Red Cross pledge. The community based MHPSS activities will be carefully integrated with ongoing migration activities under the Humanitarian Service Points.
- A **Psychosocial First Aid (PFA) Training of Trainers (ToT)**, facilitated by the IFRC PS Centre under the EU4Health project, was held between 24 – 28 October in Budapest, Hungary. 20 participants from 5 participating NS, namely the Czech Republic, Hungary, Poland, Romania, and Slovakia, have attended the training. As a result of the ToT, the trained participants are in turn to train approximately 50 people in each National Society as part of after-training action. In October, further effort has gone into contacting and mapping the MHPSS interests, needs, and capacities of the 20 additional NS set to join the expanded EU4Health project, with an estimated total of 26 National Societies. The aim of the expansion, in addition to meeting the MHPSS needs of the people fleeing from Ukraine, is to foster peer-to-peer mentorship and support among the National Societies considering that experiences and capacities differ from one NS to the other.

- A **PFA ToT was also successfully conducted in Russian** from 7 - 11 November in Tbilisi, Georgia, with the support of the IFRC South Caucasus Country Cluster Delegation. Representatives of 10 National Societies, namely Estonia, Azerbaijan, Armenia, Kazakhstan, Belarus, Kyrgyzstan, Russia, Tajikistan, Georgia, and Turkmenistan Red Cross/Red Crescent Societies, have participated in the training.
- A **Caring for Staff and Volunteers ToT** was also conducted in Budapest between 21 – 25 November by the IFRC PS Centre, which was attended by participants from 6 National Societies: Czech Republic, Hungary, Poland, Romania, Slovakia, and Ukraine.

Cluster coordination meetings have been set up under the various cluster offices to provide peer-to-peer exchange, as well as an opportunity for the ROE MHPSS team to provide technical support to the NS under the Emergency Appeal.

Coordination

Coordination of efforts with internal and external partners, including Movement partners, and impacted countries, collaboration with UN and non-UN partners as well as community-based organisations.

Challenges

- Human resources capacity gaps in the field to support the NS in planning, capacity building and implementation of the activities. Lack of health focal points in different countries is making it challenging to understand the health needs and prioritize early actions related to health access for people who are displaced and are on the move to other locations. Recruitment of some of the positions are ongoing.
- While significant funding opportunities to implement MHPSS activities are coming in, the lack of human resources capacity across Ukraine and impacted countries continues to be an issue. Currently, there are MHPSS Delegates in Poland and Slovakia, however, more hands on the ground are needed. Combined with the lack of MHPSS focal points in some NS, scaling up of MHPSS support is challenging.
- Mapping of health sector resources / services available to displaced people across the region (within the Red Cross Movement and outside) is an ongoing challenge.
- Ongoing discussions with Partner National Societies to support rehabilitation and reconstruction of health facilities in Ukraine, which will need appropriate staffing to successfully hand over the health facilities to local authorities. Mobile Health Units remain operational in various locations in Ukraine with issues of staffing, and also the risk of staff safety continues. Countries who are hosting people arriving from Ukraine are experiencing gaps in accessing health care, even though people are offered health services under Temporary Civil Protection arrangement.
- Working together with the Migration sector to support people who are displaced and have health needs but are not able to access care under Temporary Protection Agreement.

Ukraine

Since the start of the conflict escalation, the URCS continued playing its auxiliary role to the government of Ukraine and coordinated closely with the Ministry of Health (MoH) of Ukraine to be able to provide the required response to people in need. That includes the procurement of medicine and medical equipment on behalf of the MoH.

The URCS Health Care Framework was developed with the support of the URCS. The MoU that defines the services between the URCS and the MoH for the health service centres and mobile health units (MHUs) was signed by the Head of the URCS Zakarpattia regional branch and the Head of the MoH in Zakarpattia region. With the support of IFRC, during summer 2022, the URCS launched three ERU Health Service Centres (clinics) in Zakarpattia region, which served over 2,000 persons, mostly IDPs, via medical consultations and provision of medicine ([dashboard](#) on the Healthcare activities in Zakarpattia region). Also, the URCS continued scaling up the set-up of mobile Health Units (MHUs) in the country to provide healthcare services in remote areas to IDPs and local residents. All regions of the country are already or planned to be covered with the MHUs with the support of the RCRC partners.

With IFRC support, under the winterisation plan, the URCS ERU Health Service Centre in Uzhorod has moved from the tents to a permanent premise suitable for the cold winter season. The IFRC, in cooperation with Austrian RC, assisted the URCS in launching 2 additional MHUs in Zakarpattia region (Irshava and Mizhhirya), making it altogether 5 functional MHUs funded by IFRC. During September, almost 1,800 people were assisted with medical and MHPSS services via IFRC-supported URCS ERU Health Service Centres and MHUs in Zakarpattia region, making it over 4,200 patients assisted since the launch of the first clinic in mid-June. In early October, two more MHUs were launched by URCS with IFRC support in Zakarpattia region (Khust and Berehove), making it altogether 7 MHUs supported by the IFRC (jointly with Austrian RC) to provide healthcare and MHPSS services in the region. During October, the IFRC-funded three URCS ERU Health Service Centres and MHUs in Zakarpattia region provided healthcare services to 2,707 patients, IDPs and local residents. Since the launch of the IFRC-URCS healthcare project in Zakarpattia region, 7,255 patients received healthcare and MHPSS assistance.

The URCS is also in the process of developing a (training) package for home-visiting nurses (HVN) or homebased care (HBC) to increase the number of caregivers in the country, having continued providing actual HBC services throughout the country. It is envisaged that home-based care will be provided to older people as well as the families of soldiers and wounded civilians, based on the initial discussions with the Ministry of Health and the Ministry of Defense.

Since 24 February, the URCS has provided training to 86,638 people on first aid (online and offline). URCS provides MHPSS to children and adults in light of the arising need of such services due to distress caused by the conflict. During the 9-month response, MHPSS was provided to 255,439 people, while 45,000 children were engaged in recreational activities in child-friendly spaces. Furthermore, 46,000 PSS kits were distributed.

Planning process in the Healthcare sector is underway for One Movement / URCS Plan for 2023-2025 for the following sub-sectors: MHU, HVN / HBC, Health promotion and disease prevention, including TB/HIV awareness and risk communication campaigns, Health Infrastructure Rehabilitation, First Aid, and MHPSS.

During the reporting period, as part of the RCRC Movement Coordination Mechanism, the URCS has requested the IFRC to support the facilitation of technical working groups (TWGs) on health sub-sectors. The first meeting of the TWG on the URCS Mobile Health Units (MHUs) took place, having brought together the URCS and the RCRC Movement partners assisting the URCS with MHUs to discuss the needs, challenges, and standardization of practice. As a next step, the terms of reference (ToR) for the TWG on MHUs has been developed to reflect the shared objectives, approach, and deliverables. The TWG MHUs meetings are planned on a bi-weekly basis.

The IFRC actively participated in external coordination and delivered a presentation of the RCRC Movement activities in the health sector at the WHO National Health Cluster meeting that includes both international and national-based humanitarian organizations working in the health sector. This presentation has been selected by WHO, which is to be featured in their next (19th Bulletin).

The first draft of the URCS HBC Strategy for 2023-2025, including an Action Plan was completed and submitted to the URCS National Committee (NC) management for review. In parallel, a new administrative structure for the HBC Division and Strategic Development plan for 2023-2025 was developed and submitted to the URCS NC management. A coordination meeting took place with the URCS HBC Unit and all PNSs on the ground willing to support the URCS in this domain. The following issues were discussed: 1) HBC Strategy for 2023-2025, main directions, and proposals for the future action plan; 2) the contribution of each PNS to the Unified planning or One Movement / URCS Plan for 2023-2025 and the harmonization of the unified planning with the action plan of the HBC Strategy for 2023-2025.

Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section.

Belarus

MHPSS surge support was involved, in cooperation with Russia, in training for staff and volunteers of Belarus RC. Recommendations for the current PSS activities were provided. A meeting with UN agencies was organized to ensure the coherence of the PSS actions implemented in Belarus.

At the Novaya Huta border crossing point, a health care professional was stationed to assist. Mobile pharmacies were established in Nova Guta. A Mobile pharmacy was also established in Poddobryanka village, where people crossed the border from the Ukrainian side, received meals and medical examinations, and crossed the border back to Ukraine. The telephone helpline "201" of the Belarus Red Cross is providing psychosocial support.

Belarus RC provided first aid and PSS at border crossing points and in sanatoriums where displaced people from Ukraine stayed; this assistance is currently provided in the branches as well. Referral is ensured under challenging cases. Belarus RC is providing wheelchairs and crutches, and walking frames whenever needed.

People from Ukraine in Belarus have a possibility to receive reimbursement of life-threatening costs of medical services. The costs usually include medicaments, special medical procedures, visits to the doctor or stay in hospitals. If a person requires such support, there are two scenarios:

1. People go to Red Cross after the payments were done (e.g., urgent operation in hospital, cost of medicaments and stay in hospital after the operation). In this case, the person seeking the RC's support, gets reimbursed for the costs.
2. People go to the Red Cross prior to making any payments. In this case, Belarus RC makes a contract with the hospital or pharmacy and transfers funds directly there.

Examples from the recent months (September – November) of services provided through the support of the IFRC Emergency Appeal funding:

- In September, 10 consultations on payment for medical services were conducted for citizens of Ukraine. one consultation on reimbursement of expenses (BYN 52) for transportation of a diseased migrant from Ukraine to the hospital. One person completed a course of chemotherapy in Gomel Regional Clinical Oncological Dispensary for more than BYN 1,000. The cost of treatment for a citizen of Ukraine was reimbursed in the amount of more than BYN 600. All in all, during the month of September, four people's documents for reimbursement of expenses for medical services were accepted for consideration by the commission.
- In October, nine consultations on payment for medical services were conducted for citizens of Ukraine. One consultation on reimbursement of the cost of transportation of the patient to the hospital in the amount of BYN 52 was conducted. Three citizens of Ukraine were provided with medicines for a total amount of BYN 919.24. One person was paid for ultrasonography of the abdominal organs in the amount of BYN18.75. Medical services were paid for three people in the amount of BYN 6,129.53: one person was paid an amount of BYN 602.28 for medical services (Pukhovichi district); one person was reimbursed for medical services rendered for chemotherapy courses in the amount of BYN 5,183.04 (Minsk city); one person was reimbursed for medical services provided by an ophthalmologist in the amount of BYN 344.21 (Minsk region).
- In November, 12 consultations on payment for medical services were conducted for citizens of Ukraine. 3 citizens of Ukraine were reimbursed for the purchase of medicines in the total amount of 971.07 BYN. 3 citizens of Ukraine were assisted in payment for medical services for a total amount of more than 1,902 BYN.

A total of 546 cases of such medical assistance has been supported since May.

7,317 MHPSS services have been provided, reaching 5,316 people.

3 trainings on First Aid have been conducted for 30 volunteers in Grodno and Gomel region.

Four staff (one as co-facilitator, three as participants) of Belarus RC participated in the Training for Trainers in Psychological First Aid in Tbilisi, Georgia.

In August, UNICEF supported the rehabilitation of 89 children who left Ukraine.

With the support of United Nations Population Fund (UNFPA) in Gomel and Brest, women can receive consultation and necessary medical support – it is provided in the “Orange Spaces” run together with Belarus RC.

Hungary

Total number of locations serviced with Health and Care activities in reporting period: **10**

Activities of Health and Care to affected populations from the Ukraine crisis have been **one of the major interventions** for HRC.

With the support of the Emergency Appeal, the number of people the Hungarian Red Cross (HRC) has reached during the reporting period (28 February 2022 to 30 November 2022) were **2,450**

The handover of responsibilities of the Spanish Red Cross (SpRC) supported ERU Health Posts to Hungarian Red Cross was completed with the signing of the handover documents on 30 May 2022 and donation of equipment by HRC and SpRC witnessed by IFRC. SpRC continue to provide technical support with a last rotation of medical and nursing staff with PSS support for first weeks of June until HRC are able to mobilise sufficient workforce to fully self-manage the health posts.

In the beginning of the emergency (February / March 2022), three health points were set up by HRC in the Ukrainian border: in Zahony, Lónya, and Barabás. These were the most frequent points of entry for the incoming flows from Ukraine and the locations were requested to be serviced with Health & Care support by the local Municipality, who also offered the space where the health units were stationed in the acute emergency phase.

- In **Zahony**, the HRC health and care teams are located in the building of the train station, and in a former school building operated by the Municipality as Help Point. The service provided in the was basic health care and psychosocial support daily from 7 am to 12 am – in line with the last train arriving at Zahony at 11 pm daily. 58 people were helped in Zahony with provision of first aid and other trauma support and basic health care, as well as provision of emergency psychosocial support. Along with the decreasing number of people assisted in the school building and the problems with the heating in the building, HRC decided to rationalize its operation, closing the Health point in the school by the end of October and focusing its efforts to the train station. The service provided in the reporting period is round the clock support to basic health care and psychosocial support.
- In **Lonya** the HRC mobile unit was stationed on 2 March 2022, in a more rural area, with no existing health care facilities. The set up was in tents and affected populations arrived on foot, staying on average for one night in the temporary transit centre created by the local authorities in the village's community centre. In Lonya local authorities provided transport for people to arrive to Zahony, and from there, by train to Budapest and other locations. From April onwards, HRC scaled down activities in this location to only first aid, as the number of people entering the country started reducing and there was no need to have the mobile health care service there. The temporary shelter of Lonya also closed at that time. First aid teams of HRC continued providing support.

- In **Barabas**, HRC supported to increase the capacity of existing general practitioners (GP) in town and set up services in the existing GP office from March. Provision of services was basic health care and PSS. At the end of May, the location was handed over to Caritas.

HRC health and care services continued scaling up in the accommodation centres managed by HRC. In these centres HRC provided basic healthcare, PSS, support linked to COVID-19, vaccination support to children, and referral path for health care specialties as needed, for example linked to maternity, HIV, TB, and other specialties.

- In **Győr** shelter, a doctor and a resident provide health care twice a week, in a room set up in the container shelter.
- In **Szeged**, a nurse is assisting the local general practitioner with the issues arising at the Szeged refugee shelter.
- In **Dunaújváros**, the health services were launched in October with a doctor attending the shelter on weekends, and a nurse providing support on weekdays.

The HRC medical units in the Ukrainian border are visible to the media, which helped the Red Cross to receive financial and equipment support.

Another important location for the provision of health care was at the Romanian border at **Lőkösháza**. The service point has been functioning since mid-March, providing support to people who fled Ukraine and went to Romania, however, later continued their movement into Hungary, hence the need to set up health and care support in this location.

- The affected population arrived at this location by train, and it was mandatory for the people to stay in the train for the ongoing travel to Budapest or other location. For this reason, HRC stationed health services in the train station of Lőkösháza and offered first aid services as well as PSS. Many times, support was provided in the trains.
- As the flow of people from this entry point reduced, the need to provide services continued and later ended in June. The Civil Protection authorities are monitoring the flow, and HRC is on standby in case there is need to resume the health service in this location again, whilst other HRC services, such as information support, continue to be provided.

As the flow of incoming populations reduced, the HRC health and care services started scaling up in the nine accommodation centres. The HRC started supporting families who applied for Temporary Protection in Hungary. HRC provided basic healthcare, PSS, support linked to COVID-19, vaccination support to children, and referral path for health care specialties as needed, for example linked to maternity, HIV, TB and other specialties in the reporting period.

- One example of the fully managed accommodation centre in the Csongrád-Csanád region is stationed in Szeged town, near to the border with Serbia. Szeged has a history of families from Ukraine living and working even before the escalation of the crisis. As a result, many families from Ukraine were hosted here, offering basic healthcare and PSS services (as highlighted above).

The new PSS project funded by **EU4Health** will run from October 2022 to June 2025. The program aims to provide psychosocial support to displaced people from Ukraine, as well as PFA/PSS trainings and mental health support for HRC staff and volunteers working with displaced people. In October, the first "Training of Trainers" was organised by IFRC and its PS Centre. A national "Training Roadshow" will be launched with PFA trainings and psychosocial support for HRC staff and volunteers.

Other deliverables of the reporting period with the help of Emergency Appeal:

- As part of the winterization process, HRC health team is providing vitamins and medicines to the county branches to assist displaced people from Ukraine living in different accommodations.
- HRC participated in the **community coordination cell in Zahony** and provided **free first aid trainings** to staff of IOM, UNHCR, World Central Kitchen, and other NGOs. This service will continue being offered to the cell.
- **First aid trainings** to staff and volunteers.
- Psychosocial support sessions to existing and new volunteers.
- **Development of ERU** continues with the planning process for the classification, including new equipment, SOPs and staff evaluations.
- HRC health teams (staff and volunteers) were trained by American group Rubicon (EMT Type 1) in **emergency ultrasound**. Approx. 100 staff and volunteers benefited from this training.

With support of other funding sources:

- Two ambulances donated by ICRC
- Four-day training in healthcare, for the **mobile health clinic ERU classification**, supervision of staff, SOPs; 30 staff and volunteers benefited from this training.
- Resources for the provision of first aid training during **new driver's license applications** in Hungary. This is an obligatory training for all new drivers in Hungary, and is delivered exclusively by HRC nationwide, with support from national public authorities
- First aid and health promotion activities integrated in all operational sites

Moldova

MRCS continues to **distribute hygiene parcels** procured with the support of the IFRC and ICRC.

MRCS volunteers have been **disseminating COVID-19 protection and prevention measures** in refugee placement centres as well as schools in order to prevent the spread and actively promote vaccination among the population.

Norwegian Red Cross and Luxembourg Red Cross are providing financial support to the **psychosocial activities for children and displaced people from Ukraine**, which MRCS is applying in the Refugee Accommodation Centres (RACs). These activities intensified during the whole month of August. Another psychosocial support training under the topic "*Psychosocial support for achieving well-being*" for displaced families from Ukraine have been organized by MRCS in Ungheni, Drochia. All mentioned trainings were conducted with the help of professional psychologists invited by the NS.

MRCS volunteers participated in the training on Providing Premedical First Aid in case of a traffic accident, organized within the Red Cross Brotherhood Partnership program, initiated by the Norwegian Red Cross. MRCS volunteers also participated in the First Aid training sessions organized by ICRC.

Poland

From the beginning of the crisis until 30 November 2022, Polish Red Cross (PRC) has supported 8,500 affected people with primary health services. In parallel, the PCK started to increase their capacity in MHPSS support. Furthermore, Search and Rescue teams continuously support the newcomers at the border crossing areas, reception centre and train station with first aid, PSS, referrals, and primary health services.

In the first phase, a volunteer profile was created for PRC NS volunteer management to find volunteers for MHPSS training and future activities. PFA training is conducted for 20 participants in Lublin for Humanitarian

Aid Group members, Rescue Group team leaders and Volunteer Management Coordinator. Additional to the first phase of the training, 20 volunteers and staff members will be taking part in the second phase of the training in the Rzeszow district. Development of the online training materials and online training with interpreters to cover requests from certain branches around Poland are completed. A poster on MHPSS and PGI (IFRC jointly with the NS) has been translated and is being set up at border points.

Training of Trainers (ToT) in Budapest and MHPSS “team meet” for sharing new ideas were completed. The Poland team is getting more familiar with online training materials and online training with an interpreter in preparation to cover requests from certain branches from around Poland.

EU4Health proposal was developed and approved to provide MHPSS to staff, volunteers, and community members, both from the displaced and host community, as well as strengthening National Society capacity in this sector. Following the finalization of the EU4Health project agreement on MHPSS for displaced people coming from Ukraine, a kick-off meeting was held in Budapest, with three PCK participants attending. The first draft of the workplan was shared with IFRC technical colleagues and the transfer of first tranche of funds was completed in September. IFRC/PCK continues to participate in the weekly MHPSS Working Group and the EMT & Health sector coordination meetings, in addition, took part in the Psychological Support in Emergency Medical Services on 18 October. Two PFA trainings were conducted: one for new tracing service staff (5 people) on 6 October and one for staff and volunteers from PCK Warmińsko-Mazurskie Branch (12 people) on 26 October. Furthermore, three representatives from PCK took part in PFA ToT from 24 – 28 October in Budapest.

Psychological First Aid and MHPSS

- In general, until November, 147 staff and volunteers were trained in MHPSS topics, including PSA and other MHPSS-related trainings. For instance, nine volunteers and staff have been trained at the PFA ToT, 134 volunteers and staff have received basic PFA training, and 4 PCK staff members have participated in the Caring for Staff and Volunteers training.
- PRC continues to provide PFA trainings for volunteers working in different services, such as reception centres, in-kind distributions, contact centre, rescue teams, and cash support programs.
- Moving forward, during the next 18 months, around 500 frontline staff and volunteers will be trained in Psychological First Aid that will allow them to support people from Ukraine as well as their peers.
- The visibility and communication plan will start in January 2023 to ensure frontline staff and volunteers are aware of the call centre and the support available in PFA and MHPSS.
- The referral pathways are developed and established through the call centre. From January 2023, the key frontline staff and volunteers will receive awareness sessions about the referral pathways.
- Training in Psychological First Aid for health and care workers from Ukraine will be provided in the first quarter of 2023.
- MHPSS integration trainings will be provided in PRC for 10 new Humanitarian Aid Groups (HAG), which will also be involved in winter support activities in five cross border points and one in Warsaw.

Call centre or other service platform

- The call centre was established with the MHPSS special space for MHPSS support through the phone line and chat box.
- The hiring process for two MHPSS support operators has been completed. In January 2023, with the promotion campaign, the call centre will start to provide direct MHPSS support to the affected population.
- A training plan and regular supervision will be established in the first quarter of 2023 to the call centre staff in PFA and MHPSS.

- All call centre staff will receive technical support training to transfer calls to a trained MHPSS responder in the centre who offers more advanced PFA and MHPSS support as well as makes referrals to specialized services should this be needed.
- A real time chat function will be used to tailor MHPSS support to youth and young adults seeing that they often prefer this option when seeking this kind of support.
- The visibility campaign, which will start in January 2023, will ensure a sustained and wide dissemination of information about the call centre and its services, including PFA and MHPSS through PRC branches, SoMe, official channels, and other organizations in the humanitarian network.
- The procurement for enumerators in equipment was done and gives ability to focus on content of the calls. Also, sufficient space between enumerators will allow for undisturbed work environment when taking calls. The MHPSS operators will have separated room to ensure confidentiality as well as that quality service is provided.

Caring for staff and volunteers

- The IFRC PS Centre conducted a Caring for Staff and Volunteers training in Budapest, where 4 PCK staff was trained.
- From January 2023, according to the objectives of the EU4Health project, the supervision and support system will be developed and established in regional and local levels.
- Plans for regular informal technical debriefs, for example at the end of shifts, where staff and volunteers can discuss how they work and share successes and challenges.
- Create regular group supervision sessions for most exposed frontline staff and volunteers.
- Create a stepwise training plan for staff and volunteers to develop their skills and competencies.
- Document volunteering services by giving volunteers a certificate after certain number of days of service.
- Celebrate staff and volunteer services by sending mails or letters of appreciation and by organizing events, such as luncheons, dinners, excursions, or festivals.

For a better transition from emergency to mid- or long-term operations, MHPSS components will be developed in two branches, which will hire MHPSS officers in their region.

Implementation of MHPSS support through the helpline as well as other channels has been delayed due to the lack of qualified applicants. To attract more candidates, the advertisements are shared through additional and diversified channels.

In terms of bilateral support, Spanish Red Cross supports rescue teams, conducting primarily first aid interventions, with emergency vehicles and equipment for telecommunications, transporting volunteers, and rescue materials. Two vehicles were delivered in Poland for volunteers' movements and are located in Lublin.

IFRC/PRC took part in retreat and work session for EMT & Health Partners on 24 - 25 November organized by WHO in Warsaw. IFRC/PCK continues to participate in the weekly MHPSS Working Group and the EMT & Health sector coordination meeting.

Romania

A **road map for MHPSS Capacity Building** was developed with the Romanian Red Cross (RRC). A **training development program** was created, training two managers, 12 trainers, and 290 volunteers.

A plan is being developed for a care system for volunteers and staff.

With support of IFRC Emergency Appeal funding, dozens of households, comprising of hundreds of individuals, continue to be reached through **MHPSS-related activities, medical consultations, and support from the**

RRC to access medications. 913 people have been reached through MHPSS-related activities. 711 people have been reached through medical consultations. 331 people received support from the RRC to access medications.

A Multicultural Centre, located at the HQ of the RRC in Bucharest, was opened on 28 July, with funding from the Korean Red Cross, which will be providing activities, predominantly for women and children, including language classes and PSS.

EU4Health MHPSS project assessments were conducted in Romania. The results of the assessment will help define the future course of action.

RRC, in partnership with IFRC, the French Red Cross, and other partners, is operating **mobile health caravans** in counties around Romania and is expanding this service to reach people who fled the conflict in Ukraine.

A two-day training was carried out for directors from 35 RRC branches and 12 members of the RRC leadership team, including the Secretary General, on subjects such as CEA, PGI, MHPSS, and Safer Access with support from IFRC and ICRC, during the last week of September. An additional aim of the training was to build confidence to start implementing a PGI workflow and basic CEA and PFA.

In October, five **Psychosocial First Aid ToTs** were conducted.

Russia

In response to the crisis, the Russian Red Cross (RRC) has established a **helpline**, which has been providing **MHPSS and PFA**, in addition to **RFL, information, and referrals**. Trained RRC specialists have also been providing assistance in Temporary Accommodation Points (TAPs) at least at four regional branches and RRC is expanding the number of branches to cover more people in need.

IFRC has deployed two MHPSS Officers in two separate rotations to provide technical assistance to RRC on MHPSS with special focus on displaced people in post-conflict situation. IFRC also supported **establishing and training MHPSS teams** (143 RRC staff and volunteers) in nine regional RRC branches. 17,960 people received psychosocial support (5,019 of whom received psychological help via the federal PSS helpline).

IFRC continues to support the Russian RC in enhancing the **access to health services** by displaced people through the provision of medical insurance and covering HIV treatment in Belgorod, Volgograd, Lipetsk, Volgograd, and Voronezh.

More than 17,500 **pharmacy vouchers** have been distributed with the support of other funding sources.

Three staff of the Russian RC participated in the **Training for Trainers in Psychological First Aid** in Tbilisi, Georgia.

Slovakia

Since the escalation of the conflict in Ukraine, the Slovak Red Cross (SRC) has been providing first aid, PSS, and medical referral services at border crossings, transit hubs, and other locations. **Since 28 February, the SRC has provided psychosocial assistance to 14,591 people and child-friendly spaces have received and cared for 1,911 children. A total of 24,088 persons were provided with primary health services and 3,481 with COVID-19 testing.** In addition, the National Society has expanded access to referrals and adapted transportation for people with reduced mobility to access needed health services. So far, 314 people have been provided with transportation to medical services. Furthermore, the Slovak Red Cross has provided basic hygiene supplies to approximately 42,278 people.

Slovak Red Cross branches continue to provide **first aid, psychological first aid, transportation, and other types of social services** to all people in need in Slovakia, including displaced people from Ukraine refugees and Third Country Nationals. In September 2022, for instance, Slovak Red Cross staff and volunteers reached

displaced persons from Ukraine with the following Health & Care and WASH services (partially funded through the IFRC Emergency Appeal):

- **288** women, **46** men and **171** children received **first aid**
- **192** women, **9** men and **57** children received **psychosocial support**
- **541** women, **38** men and **200** children received **social counselling**
- **65** women, **11** men and **27** children received **specialized social counselling**
- **18** women and **17** children were supported with **COVID-19 testing**
- **19** women, **16** men and **13** children were supported with **transportation**
- **627** women, **71** men and **591** children received **hygiene items**

Regular **trainings on Psychological First Aid (PFA) and self-care** took place for Slovak Red Cross branches and volunteers involved in the emergency operation. The minimum information on MHPSS and PGI (IFRC and NS) has been translated and put in place at border points. Introductory training in Psychological First Aid and Self-care continues to be conducted in the branches with focus on where the Humanitarian Service Points are being established. In June 2022, the first **joint training on PFA, CEA, and PGI** was conducted with SRC headquarters staff and to the staff of the Dunaiska Streda branch. On 8 July, another three-hour joint training on PFA, CEA, and PGI was organized in Klin for Dolný Kubín branch, with ten participants (seven SRC volunteers, two firefighter volunteers, and one branch director). Post-training comments from participants indicated that more training on referrals, feedback mechanisms and serious occurrence reporting would be appreciated. Since February, a total of 4,067 persons have been trained in first aid.

Following this first joint training, the MHPSS surge with the PGI, the CEA, and RFL surge set up a combined induction training, including roleplays simulating complex cases. The training is adapted according to the needs. The induction was given to all branches that have started their Humanitarian Service Points activities. Different levels of MHPSS trainings, including MHPSS Responder Trainings and Training of Trainers as well as advanced first aid trainings are planned for the coming months. A recent multi-sectoral needs assessment (MSNA) from UNHCR and REACH in Slovakia indicates that 29% of households from Ukraine have mental health needs. This highlights the importance of community based MHPSS interventions by Slovak Red Cross, such as the Community Center in Senica.

The regional MHPSS team from IFRC has started supporting the helpline operators in Slovakia. PFA and self-care training as well as weekly support supervision for helpline operators have been put in place given the stressful nature of the position. A support training for SRC headquarters staff on stress management, self-care and support system insight was also conducted on 27 July.

With the establishment of Humanitarian Service Points across the country, offering an integrated area of services, including MHPSS and Health services, a **referral system** is being developed and will allow secure referrals to individuals in need according to their location. To strengthen the response programming, efforts have been made to mainstreaming MHPSS. A plan to integrate MHPSS into the Shelter program (including referral needs assessment, distribution of PSS materials, data recording and monitoring) with the inclusion of a self-care training/peer support.

With funding from the **EU4Health program**, the IFRC as coordinator, in collaboration with the Slovak Red Cross and supported by the IFRC Reference Centre for Psychological Support (PS Centre), developed an MHPSS capacity building strategy for the immediate and mid-term response for the next two years in Slovakia. A two-person delegation from EU4Health travelled to Slovakia between 2 - 4 August to conduct needs assessment sessions with staff and volunteers from the headquarters and branches of the Slovak Red Cross, the Ministry of Health, NGOs, mental health professionals, displaced people, and other stakeholders. The IFRC MHPSS Surge joined the assessment team for interviews at the Bottova Refugee Reception Centre in Bratislava. The two-year EU4Health program was kicked off in Budapest on 22 September, followed by a training organized for the five participating National Societies: Romania, Slovakia, Hungary, Czech Republic, and Poland. A Psychosocial First Aid ToT for three SRC staff was conducted in Budapest on 24 October and a training on Caring for Staff and

Volunteers, delivered by the PS Centre, was held in November 2022. The SRC is further developing the project implementation plan for the coming two years and kicking off relevant trainings.

For the moment, health activities remain focused on the provision of first aid services (including trainings), transport for people with special needs or disabilities, and referrals. IFRC is also supporting Slovak Red Cross to procure medical equipment and furniture for branches, including wheelchairs and other items that can be loaned to displaced people from Ukraine.

One branch is using its domestic resources to give cash assistance for the prescription of medicine to people from Ukraine. The IFRC/SRC seek to help the affected population access health services through a cash-based program for health services. IFRC and Slovak Red Cross are developing a ToR to conduct feasibility and design a study for **Cash for Health interventions** in Slovakia. This could include reimbursement for medicines or medical check-ups or conditional vouchers for psychological counselling or other specialist health care services.

To prepare for a potential new influx of displaced people from Ukraine, the Government of Slovakia has recently produced a Contingency Plan that outlines the national response and official coordination mechanisms. Slovak Red Cross is included in this plan as the standard provider of first aid and basic health services at the three main border crossings and reception centres, as per agreement with the Ministry of Health. The Government of Slovakia is preparing for a “most extreme” scenario with up to 700,000 people arriving within a period of three months, most of whom are expected to travel onwards to Austria and Germany. In preparation, Slovak Red Cross and IFRC have prepositioned non-food items and hygiene items. Regular coordination with branches in East Slovakia has started again to ensure availability of sufficient volunteers trained on First Aid, nurses, and infrastructure.



Water, Sanitation and Hygiene

Objective:

Comprehensive WASH support is provided to the most vulnerable people, resulting in an immediate reduction in the risk of water-related diseases and improvement in dignity for the targeted population.

Needs Assessments

Approximately 16 million people are estimated to need access to safe water, sanitation, and hygiene (WASH) assistance, due to damaged water treatment facilities, pipelines, and pumps, limiting repairs because of continuing shelling.³⁶ WASH assessments are ongoing in Ukraine and impacted countries. This includes field visits to observe humanitarian service points, reception centres, longer-term accommodation centres, and host communities. In Ukraine, centres hosting IDPs were assessed by multi-sectorial teams. In Uzhhorod, IFRC and the Austrian Red Cross have undertaken the interventions. In Lviv, the joint assessment is undertaken by the Austrian Red Cross and ICRC. Specific needs of the displaced people from Ukraine and IDPs staying within host communities have not yet been identified in most countries and require further assessments. A substantial effort in understanding the situation and needs of marginalized groups is also necessary to develop an appropriate response. The Kobo Toolbox has been used to collect data in a systemized and organized way complemented with a narrative report.

Regional

Key Highlights

Based on the outcome of the assessments, various projects have been proposed to different National Societies with and through IFRC country teams. The main focus lies on hygiene and health promotion activities. Details on those interventions are being discussed individually with each country, as the in-country situation varies for

³⁶ [OCHA Ukraine Situation Report](#) (Updated on 29 November 2022).

both from the displaced people's side as well as National Society capacity. However, these interventions aim to complement the distribution of hygiene items provided in the different centres and to host communities to reduce the risk of possibly emerging diseases. Longer-term hygiene activities will be embedded in the overall health program where joint hygiene and health promotion activities are being envisaged with a special focus on community outreach through community engagement.

Developing a system for voucher for hygiene items distribution is currently under discussion in a few countries, while discussions regarding the introduction of CVA activities are also taking place. The need for rehabilitation and repair and the provision of WASH infrastructure at the different centres and host communities has been identified in Moldova and Ukraine. In Moldova, WASH is envisioned primarily in terms of hygiene kits distribution and support to Humanitarian Service Points in the event of an influx of displaced people in the future.

In Ukraine, the Austrian and German Red Cross lead on the ongoing activities that involve WASH. The Austrian Red Cross, for instance, provides basic infrastructure in Lviv, such as washing machines, heaters, etc., to centres where the need has been identified while conducting the cross sectoral assessments.

Information, Education and Communication (IEC) materials for WASH are currently being developed for the affected population in collaboration with the Health and MHPSS teams, focusing on vulnerable and marginalized groups in Ukraine and surrounding countries with the support of the Netherlands Red Cross. In cooperation with CEA, the operation team is working to identify the best platforms, channels, and spaces to reach these groups.

An internal Roma working group has been established and is supported by Netherlands Red Cross. The community has been identified as one of the marginalized groups that need support within the operation. The group is currently collecting different data, background information, and contacts of other NGOs working with Roma communities. Once sufficient data is available, it will help design an appropriate response. Information will be made available to all sectors.

Coordination

Internal RC coordination: All programs will be designed based on assessment results with the direct involvement of the National Societies, PNS, and IFRC. There is strong coordination between the Ukrainian Red Cross, Austrian Red Cross, German Red Cross, ICRC, and IFRC in Ukraine. The Austrian and German Red Cross lead on current WASH activities. Coordination with the region and PNS for possible need of British Berkefeld HFK portable gravity water filter system, which can be donated from donor in Portugal, is ongoing.

External Coordination: Engagement and representation in country-level inter-agency coordination mechanisms and working groups in Moldova (Accommodation and Transportation Working Group) as part of the Regional Refugee Response Coordination, led by UNHCR and Ukraine (Ukraine WASH Cluster) also directed by UNHCR.

Challenges

While there is still uncertainty about how the situation will develop, there is a need to plan for mid- and longer-term interventions. Due to the challenging situation, National Societies are overloaded with work which makes planning and implementation of projects difficult, yet the process is ongoing. Most countries mainly want to distribute hygiene items and other in-kind donations until cash programs are in place. In some cases, continuous distributions of in-kind hygiene materials, including menstrual hygiene items, will be required.

Ukraine

During the first six months of the response, the URCS has provided hygiene kits to over 1.3 million people and supported with the access to drinking water in those areas which were heavily impacted by the conflict.

URCS continues to provide hygiene services in two hygiene centres for IDPs in Kamianets-Podilskyi, where over 40 tons of clothes were washed for over three months.

Winterisation plans will also include hygiene assistance, including to IDPs living in the collective shelters. With the support of the RCRC partners. URCS has conducted WASH assessment in collective shelters, and based on the assessments, provided required items to satisfy basic needs of the people staying there.

Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section.

Belarus

Belarus Red Cross is distributing hygiene items at the border crossing point. Upon arrival, people receive hygiene items of the most urgent need. Those accommodated in recuperation centres or staying with their relatives and friends, receive hygiene items upon their request after applying at the local Red Cross branches.

More than 988 litres of water and 4,035.8 kg of hygiene items and 2,424 hygiene kits have been distributed.

Hungary

Following assessments at different reception and transitional centres, including a joint WASH-Health-PGI assessment during the early phases of the emergency at the Szeged accommodation centre, the Hungarian Red Cross has distributed hygiene supplies to 56,999 people across the country. The biggest needs identified include WASH NFIs (e.g., HP kits, migrant kits, individual kits, baby kits, etc.) in all reception centres, transit centres and host communities. Distributions are ongoing until cash assistance is implemented. Public health and hygiene promotion materials are ready for future winterization and COVID-19 spikes. Activities related to hygiene promotion have been incorporated to health promotion, including COVID-19 messaging.

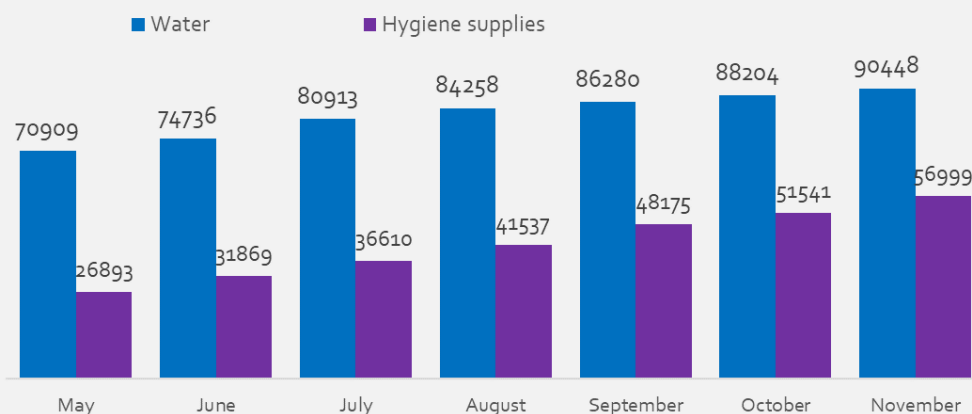


Figure: HRC distributions of water (dark blue) and hygiene supplies (purple) in all counties. Source: HRC monthly report

With support of other funding sources in the reporting period, HRC conducted hygiene promotion activities in Szeged shelter.

Moldova

Hygiene items are being distributed to both host communities and displaced people. IFRC Surge teams conducted a joint WASH-Health-Shelter assessment, and further discussions on mid-term and long-term approaches are ongoing. A preliminary concept note regarding mobile service points was submitted to the IFRC Country Office in Moldova for further deliberation and development with the NS.

MRCS volunteers have been promoting measures of protection and prevention of COVID-19 in refugee placement centres, as well as hygiene measures in placement centres, to prevent the spread of other diseases among displaced people and especially among children within the placement centres.

Moldova Red Cross received 2,112 hygiene parcels for adults with the scope of reducing the risk of infection of different diseases; the distribution of these parcels is ongoing. Additional hygiene parcels are either going to be procured or are already ordered.

Moldova Red Cross, from its own stocks, supported the host families and vulnerable people from some regions where the water quality is low, with 660 water filters. In regions with water deficit, Moldova Red Cross, from its own stocks, offered the host families and vulnerable people 320 pieces of 10 litres canisters for water storage.

Procurement of water filters and cartridges within the existing budget is also planned.

In November 2022, MRCS staff and volunteers participated in the personal hygiene activity at the secondary school in Chisinau for schoolchildren from the 4th grade from Ukraine and Moldova. The activity was carried out within a project implemented by the MRCS with the support of the Luxembourg Red Cross.

Poland

Since the beginning of the conflict, the PRC has been providing assistance to migrants from Ukraine. As of reporting date, PRC has distributed 286,107 hygiene kits through the PRC branches, distribution points at reception centres, border crossing areas and other accommodation centres.

The plan for relief distributions and WASH hygiene kits is completed and shared with the main actors for action. The IFRC Poland team, in coordination with Logistics ERU teams in the field, are delivering female sanitary products to PRC branches for nation-wide distributions through local branches and main humanitarian actors. The activity being conducted with PRC teams in specific areas across the country, particularly in affected regions.

Russia

A total of 2,420 hygiene kits were distributed to the displaced people from Ukraine by the Russian Red Cross. The hygiene kits and hygiene items are distributed in accordance with the needs identified.

INTEGRATED ASSISTANCE

(SHELTER, HOUSING AND SETTLEMENTS, MULTI-PURPOSE CASH, LIVELIHOODS)

National Societies since the beginning of the crisis have supported over 11.9 million people under the integrated assistance approach with services at border crossings, health centres, collective centres and host communities, while 693,787 people were supported with Cash and Voucher Assistance (CVA) as part of the Federation-wide response.



Shelter, Housing and Settlements

Objective:

Communities in crisis-affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.

Needs Assessments

Damage to housing is a major concern, which means many could be left without proper heating in the colder months. It is estimated that at least 44.8 million square metres of housing had been damaged as of early June.

Even minor damage, such as a broken window, can have a major impact during the winter season in Ukraine. In areas where fighting is ongoing, many people seek shelter in basements or buildings turned into shelters for displaced people, which are often without water, heating, or electricity. Shelter support is essential for people to be able to rebuild their homes, rent a home or contribute to a household that is hosting them.

Regional

Key Highlights

At the beginning of the response phase, the focus of National Societies, as part of the integrated assistance approach, was the provision of in-kind assistance, such as clothes, blankets, mattresses, bed linen, etc., to cover basic needs related to shelter and to improve the living conditions in the transit/reception centres where people are staying for a limited period before continuing their journey toward their final destination.

While this has been the focus of the first months, planning for medium- and long-term shelter interventions is taking place to support the integration of those who will decide to stay in what they consider a secure destination. In the region, there are ongoing efforts to roll out the national shelter programs, including assistance for rental and host family support, which is ongoing in Poland and Slovakia.

Mapping ongoing and planned shelter activities in both EU and non-EU National Societies and identification of coordination focal points is continuous. Support and guidance have been provided to various IFRC country-based teams to assist them with their engagement with National Societies on the suitability of host family support and rental assistance. For the rental and host family assistance, two pilots, one in Lodz, Poland, and one in Poprad, Slovakia were initiated. In Poland, rental assistance is provided directly to displaced people from Ukraine, while in Slovakia, the assistance is provided to landlords. Selection criteria and targeting approach to people assisted have been developed, tested, and implemented. Registration, enrolment, payments and follow up visits to the accommodation are interlinked. For the registration and enrolment process, EspoCRM and the qualified people assisted are notified by EspoCRM to RedRose for payments. Housing adequacy verification and monitoring visits information collected through Kobo tools. This mechanism has a scalability potential within a short time and can be used in other countries for such assistance. The same system will be used in Ukraine, where discussions are being held and the final step of agreement with URCS and RedRose is pending.

In Ukraine, support is also provided in the form of exploring other type of shelter assistance options, such as construction of transit sites or repair assistance, in order to facilitate the return of people to some of the areas previously affected by the fight. There have been efforts to engage with the rest of the countries of the first ring, such as Hungary and Romania, as well as neighbouring countries to share best practices related to different shelter interventions. This has also allowed an understanding of shelter options and the role of NS in the countries of destination for those intending to relocate more durably.

During the implementation of the shelter program in Slovakia and a few other countries, it was observed that there is a need to provide shelter assistance to the local vulnerable population who are facing the risk of eviction and/or had been chronic vulnerabilities, which have exacerbated due to the economic crisis, rising inflation rates, as well as the growing demand for rentals. An extensive discussion has taken place during the Operations Manager Workshop, held in Budapest between 8 - 10 November 2022, which was followed by discussions with the Slovak Red Cross. Based on these discussions it is recommended to provide support in shelter assistance up to 20% of the local population who are struggling to pay the rent and are at risk of eviction. Inclusion of local families in the shelter assistance will be a key step toward integration and social cohesion.

A regional shelter strategy has been developed and will be disseminated in December to National Societies.

Coordination

Internal RC coordination: Internal coordination is done at the sectoral level to secure the implementation of an integrated approach to maximise the impact of the intervention and with ICRC, Operating National Societies and Partner National Societies to secure alignment and further reach.

External Coordination: Engagement and representation in country-level inter-agency coordination mechanisms and working groups in Moldova (Accommodation and Transportation Working Group), Hungary (Basic Needs WG), Slovakia (Basic Needs WG) as part of the Refugee Coordination Model led by UNHCR and established in neighbouring countries, and with the Shelter Cluster in Ukraine where the Cluster System has been activated, and it is also led by UNHCR, as co-lead of the shelter cluster for conflicts.

Challenges

While the situation is still quite fluid, a stronger focus is needed to better identify the needs of displaced people (outside Ukraine) and IDPs (in Ukraine) staying within host communities, as this requires further assessments in most countries. A substantial effort in understanding the situation and needs of marginalised and most vulnerable groups is also required to develop an appropriate response for the mid-to-long term as they will struggle more to access adequate and affordable accommodation.

The shelter IM architecture for case management (integration of Kobo, EspoCRM and RedRose as the digital solution for the management of people assisted, case management, and payment) in Poland and Slovakia is operationalized and functional. The process has not started in Ukraine yet, which may lead to the delay of the registration, selection, and payment of people assisted within the country.

Setting up humanitarian service points remains challenging, along with the human resources capacity gaps both at IFRC and National Society level region wide.

Lack of IFRC shelter staff in country and NS shelter staff, as well as difficulties recruiting such profiles, remains a challenge, along with the slow pace of registration, due to the long time needed to set up case management platforms.

The displaced families are having difficulty in finding rental accommodations in Slovakia and, in some cases, the time between approval of the people assisted for the rental support and signing the agreement takes more than a month. It was also observed that few owners do not want to rent their property for less than a year and/or for large families or families with children.

Ukraine

During the reporting period, the URCS has moved forward with the provision of shelter assistance. In July, in cooperation with the Lviv local authorities, the URCS opened a model-type shelter for over 100 pregnant women in Lviv. URCS is constructing 100 separate houses in North Kyiv and Zhytomyr region, the areas affected by the conflict, and which have been returned to the government's control. The URCS plans to rebuild a dormitory, which was destroyed by the conflict in Chernihiv, to be able to host people; similar assistance is planned in Sumy. URCS provided relief, bedding and household items assistance in the collective shelters organized by the state and local authorities. Needs assessment was also conducted there. With the support from the RCRC partners light repairs, such as window and roof repairs, in private housing started.

Moreover, based on the URCS and IFRC MoU with the Ministry of Communities and Territories Development, in line with the NS auxiliary role to the government, the URCS supported over 45,000 families hosting IDPs, using the state platform "Prykhystok" or registration with the local authorities, to cover the utility expenses (UAH 450 per IDP hosted or CHF 11.85). For the wintertime, to cover increasing utility costs for heating, the amount of assistance will be increased to UAH 900 (CHF 23.7).

IFRC, together with the RCRC partners, has supported the URCS with the finalization of the **URCS Winterization Strategy** to ensure the proper humanitarian assistance response in light of the forthcoming cold winter season. The overall objective of the URCS winterization response is to ensure that warm, safe, and dignified living conditions are available for all affected population. In particular, providing adequate protection from weather conditions and extremely cold winter temperatures remains a life-saving activity in Ukraine. The main winterization activities within the shelter response may include distribution of cash, essential household items and insulation items, support to collective centres accommodating IDPs, support to public services and infrastructure, as well as light and medium repair of houses damaged by the conflict.

The URCS' close collaboration with various government offices results in direct request to assist, to meet urgent needs in either specific geographic locations or in the forms of lists of persons that they register. Where funding does not permit the needs of all to be met, the prioritization of people assisted will be based on the following criteria.

- internally displaced persons (IDPs)
- persons with disabilities
- elderly (over 65 years old)
- large families (3 or more children under the age of 18)
- single father/mother/single parents
- unemployed persons since 24 February 2022
- relatives of those killed or missing as a result of hostilities
- persons whose houses were destroyed or damaged in the conflict

As part of the URCS winterisation plans, IFRC has committed to support up to 120 URCS staff and support costs, so that URCS can have relevant staff in all regions and to be able to undertake the activities related to winterisation. IFRC supported URCS with the development of the specifications for the NFI/household items assistance, in line with the IFRC standards, and with the development of SOPs and guidance for all activities proposed by URCS and partners. With the IFRC funding, URCS recruited and deployed 69 out of 120 planned staff members for the URCS winterisation response.

Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section.

Belarus

People from Ukraine who need accommodation are hosted at the recuperation centres and dormitories, receive meals, clothing, and hygiene products upon request. Furthermore, communication with relatives is also ensured. Such services covered 1,061 people. From 19 March to 12 April, the Ukrainian border zone residents received assistance near the simplified border crossing point Poddobryanka (Gomel region), where the Belarus Red Cross and the Gomel regional department were providing hot meals, as well as psychological and first aid. A total of 2,601 services were provided. The service provision was stopped due to security reasons; however, Belarus RC is ready to start providing the services again when the situation changes and if there is still a need.

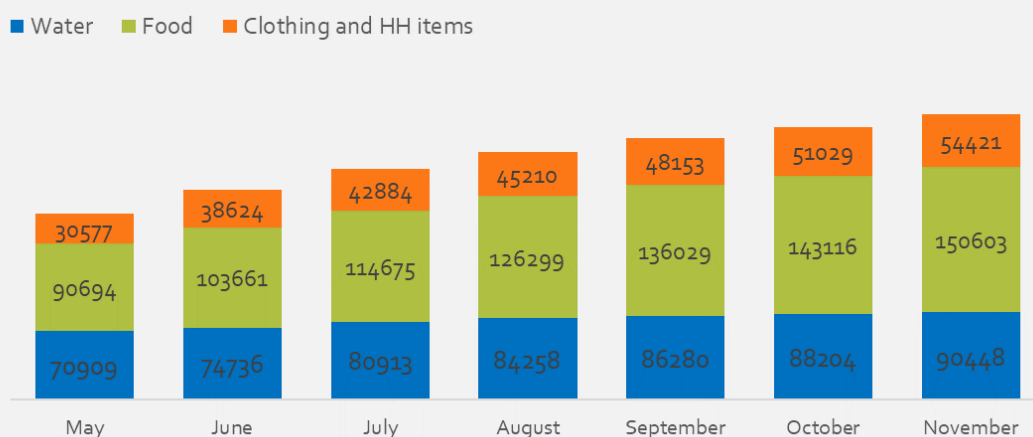
A crisis centre in Brest region was opened on 16 June and immediately accommodated a family from Ukraine. The family was provided with meals, hygiene items and clothes. Medical support for the family is also provided and the branch is assisting the head of the family in finding a job. Similar support to people from Ukraine is provided in the Red Cross crisis centres in Gomel and Grodno. Furthermore, crisis centres are planned to be opened in Mogilev, Vitebsk, and Minsk region as well.

For those in need of accommodation, housing was organized in hostels, crisis centres and crisis rooms of the Belarus Red Cross. Counselling on accommodation and referral to the district social welfare centres for accommodation were carried out. Bedding, blankets, kitchenware (including cutlery, pots, etc.), clothes and shoes were delivered for people in need to address their basic needs.

Hungary

HRC has been scaling up its provision of services to short- and long-term accommodation centres being set up by different local administration units as per the requests of civil defence committees, providing different levels of service, such as child-friendly spaces and the provision of food or site management, depending on the needs and coordination with other humanitarian actors. Engagement with the Refugee Coordination Module established for neighbouring countries is ongoing, where shelter related sectoral WG has recently started, along with coordination with the Shelter cluster.

Distributions of food, clothing, other NFI and essential items were offered to affected populations. In the reporting period, the number of people reached via the Emergency Appeal was:



Distributions of water, food and NFIs. Source: HRC monthly report

In the **HRC accommodation centres (12 shelters with 5,130 people in each)**, HRC provided a comprehensive range of food and non-food item support, including basic needs items, such as clothes, housing items, toys, mattresses, fans, kitchen equipment, and other household items.

HRC Branch/County	Location	Fully managed Accommodation name	Total nr. of people supported (as of 30 November)	
Budapest	Budapest	Vitae Hostel	90	<i>HRC-only</i>
Borsod-Abaúj-Zemplén	Miskolc	Károly Hotel	130	<i>operated by HRC</i>
Csongrád-Csanád	Szeged	Aranylabda guesthouse	32	<i>HRC-only</i>
Csongrád-Csanád	Makó* / Szentés	Makó, Lonovics sgt. /	32	<i>HRC-only</i>
Csongrád-Csanád	Hódmezővásárhely		22	<i>HRC-only</i>
Fejér	Dunaújváros	Hild József Kollégium (youth hostel)	23	<i>HRC-only</i>
Győr-Moson-Sopron	Győr-Likócs**	Menekült Szállás (container)	27	<i>HRC-only</i>
Győr-Moson-Sopron	Győr	Flat	5	
Győr-Moson-Sopron	Győrszentiván	House	8	
Győr-Moson-Sopron	Gönyű	House	10	
Győr-Moson-Sopron	Pannonhalma	House	7	
Győr-Moson-Sopron	Győrszemere	House	15	

Nógrád	Salgótarján	Medves Hotel	31	w/ NDGDM
Komárom-Esztergom	Oroszlány	Worker's hostel	9	HRC only

* closed by 14 November, all inhabitants moved to Szentes.

** closed by 1 November.

HRC provided further support across **21 branches** who responded to this emergency and in **accommodation centres that are not managed by HRC**. In these centres/locations HRC provided basic shelter NFI items as needed.

Budapest's BOK Arena remains **jointly managed with the Disaster Management authorities and other NGOs/organizations**. The Transit Centre is operating continuously since 21 March, HRC delivered food and NFI distributions, as per **agreed rotations/shifts** with other NGOs (2-3 shifts/week). In October, the nighttime occupation was increasing, the daytime numbers continued to be relatively small. HRC has consulted with the Government Office about new information boards to be installed at East and West Railway Stations about the location and services available at BOK Arena.

In November the capacity of **Budapest Vitae Hostel** was increased to 99 beds. The additional capacity is planned to support those who remain at the shelter for a longer time period. The new wing is being furnished with the help of IKEA.

In Csongrád-Csanád county, the Makó shelter was transferred to **Szentes**. All activities continued at the new venue: the Lego room was created, and children's activities were organised with volunteers from the Motivation Workshop. In addition to the programs, the district health visitor visited the residents checking all the children, and discussing forms of help available, further plans and the children's vaccination program.

In Győr-Moson-Sopron county, the **Győr-Likócs** shelter was closed by the beginning of November due to the lack of heating possibilities. All inhabitants were placed in Győr or smaller settlements around, such as Győrszentiván, Gönyű, Pannonhalma, Győrszemere, in flats or smaller houses currently accommodating 5-15 people each, operated by HRC in cooperation with other charity organisations, churches or the local municipalities.

Moldova

IFRC conducted a joint WASH-Health-Shelter assessment to define the strategic lines for the shelter intervention, linking the initial relief response to a more long-term intervention. As part of the immediate response to the needs of affected families from Ukraine, the humanitarian support received from Portuguese Red Cross and Turkish Red Crescent Society in the form of household items, such as blankets, hygiene kits for adults, hygiene kits for babies, have been distributed by the MRCS with support from IFRC.

The first three distributions were as follows.

1. Rishkanovka (40 km from Chisinau, the capital of Moldova): Distribution conducted at the collective centre for 60 displaced families from Ukraine (84 blankets and 60 hygiene kits for adults).
2. Calarasi (100 km from the capital): Distribution of the same type of items for 25 families from Ukraine in host communities.
3. Ungeni (close to the border with Romania) for 15 host families and Basarabaska (76 km from Chisinau) for 51 host families.

Thus, around 151 families or more than 400 people have been supported with this type of assistance so far and distributions will be continued. Engagement with the Refugee Coordination Module established for neighbouring countries is ongoing, where shelter related sectoral WG has recently started, along with the coordination with the Shelter Cluster in Ukraine.

A joint Safeguarding / Shelter scoping mission took place between 11 - 19 June to ensure that considerations will be included to secure minimum adequacy criteria of the accommodation conditions and secure required protection considerations in the potential continuation of the WFP program or potential host family assistance to be developed by MRCS.

With support of the Swiss Red Cross, MRCS was able to procure and provide supplies including bedlinen, towels, and pillows. 960 towels were distributed to both displaced persons and host families.

IFRC supported MRCS to rent a temporary warehouse of 1,600 m² to store items procured for the winterisation plan. For winterisation, MRCS finalized the tender to procure 23,000 units of blankets and 30,000 units of bedlinen and towels, which are yet to be distributed for winterisation. MRCS further procured 10,000 units of food parcels that will be imported until mid-December and received one truck of 263 boxes with 90 blankets each from Poland which is pre-positioned at the warehouse.

The ICRC together with MRCS volunteers from Briceni branch supported host families and via them displaced people from Ukraine with distribution of food and hygiene packages.

Poland

Poland Red Cross, with support from the IFRC, is providing assistance to displaced families with accommodation support in Lodz. Assistance criteria, consisting of vulnerability scores, has been developed and a tested. The rental assistance Agreement between Polish Red Cross and the displaced families and the accommodation owners are signed and implemented. 27 displaced Ukrainian are receiving monthly rental assistance and more families are being enrolled. The initial payments were made manually, now espoCRM has been established and link between Kobo, espoCRM and RedRose has been finalized. New registration, enrolment and payments will be made using combination of these tools.

As mentioned above in the section about Moldova, a joint WASH-Health-Shelter assessment was conducted by IFRC to define the strategic lines of intervention, specifically related to shelter, linking the initial relief response to a more long-term intervention to meet the shelter needs. As of reporting date, the Polish Red Cross has delivered aid to 817,995 people to cover basic needs related to Shelter, WASH, Livelihoods/Food, and other humanitarian services. Distribution has been taking place in the border crossing points, temporary accommodation and reception centres, and transit/registration centres. Relief goods were also delivered to temporary shelters and other facilities ran by the PRC, for example in Mszana Dolna, Łódź, and Stargard.

In a significant accommodation pressure, guesthouses and hotel owners asked displaced people from Ukraine to vacate the places in order for them to prepare for the peak tourist season. The Polish Red Cross branches that spontaneously hosted displaced people from Ukraine were also running out of resources. To mitigate these challenges and to elevate some of the pressure off PRC branches, a rapid market assessment was developed, and a **Rental Assistance and Host Family Support program** was designed in different branches targeting approximately 2,500 households, as well as prioritizing host family support. Phase one of the rental assistance program started with the identification of rental properties for 8 out of 38 families currently in a collective shelter in Lublin.

PRC was working with the Central Roma Council in Poland to define a pilot rental assistance program to support 50 Roma refugee families to move out of collective shelters. The agreement between PCK and Central Roma Council has been agreed upon with all details of the common project. However, delays in the revision from the PCK Legal Department have led to delays in the start of the program as well.

Collaboration efforts with UNCHR/REACH on site monitoring for more than 2,400 collective shelters across Poland is progressing.

The recruitment for an IFRC Shelter Delegate is still in progress; interviews had been completed and are pending finalisation on the decision to hire. Shelter team continues to participate in the weekly Shelter Technical

Working Group in Poland. IFRC/PCK attended the Housing Forum Warsaw organized by Habitat for Humanity Poland between 26 - 27 October 2022. The forum provided a platform for discussions on housing support for people who are vulnerable to housing exclusion due to their difficult housing situation, including people coming from Ukraine. The forum also focuses on two major risks – the energy crisis that will lead to many homes being deprived of access to winter heating options, and the ongoing housing crisis, the limited stock of accessible housing in Poland.

Rental Assistance: As of November 2022, 27 families have been registered for the rental assistance in Lodz, 27 households in Lodz received financial support ranging from 1st to 4th payment (volunteers are being prepared and trained for the monitoring and integrational support for the participants of the program. Poland team has been provided with EspoCRM training; the eligibility criteria have been refined and tested using EspoCRM. **Cash for shelter case management platforms** (EspoCRM and Redrose) are now fully developed.

Winterization plan of actions and contingency plans:

- IFRC is working closely with PCK in local procurement processes for generators, heaters, winter clothes, etc.
- To date, items for winterisation preparedness were received such as blankets, winter kits, food, and hygiene kits.
 - 41,020 out of 50,000 migrant kits have been received, out of which 32,020 are located at the Lublin warehouse and 9,000 in the Podkarpackie warehouse.
 - 11,016 high-thermal blankets have been received, out of which 4,416 located in the Lublin warehouse and 6,600 in the Lodz warehouse.
 - 3,456 mid-thermal blankets have been received, out of which 2,400 were in the Lublin warehouse and 1,056 in the Lodz warehouse.
 - 5,000 sleeping kits have already been purchased and will be delivered to the Lublin warehouse in December.
 - 60,000 disposable bedsheets will be delivered in December to the Lublin Warehouse.
 - Three 60 sqm Pneumatic Medical Tents and three 40 sqm Pneumatic Medical Tents are already purchased for the Red Cross Border Points Equipment with Ukraine. These items will be delivered at end of December.



Migrant kits -blankets are loaded to be sent to PCK Lublin Warehouse. (Photo: IFRC)

IFRC/PCK participated in the conference organized by the Ukrainian Real Estate Club about Housing in Poland and attended a meeting organized by IOM about the long-term strategy for the Shelter Program in Poland.

Humanitarian Aid Centre/Humanitarian Service Point in Przemysl: The "Terms and Conditions", cooperation with partner organisations and organigram of the Humanitarian Aid Centre have been finalized. The registration system for the centre has also been established and it is expected that the centre will provide short-term accommodation and information about resettlement options in Poland and other countries.

Romania

Fresh meals, non-perishable food, household items, hygiene products, clothing, SIM cards and other essential items continue to be provided at several border crossings, branch offices, and Humanity Concept Stores (NFI pickup points for people fleeing Ukraine).

Humanity Concept Stores have been opened in storefronts and branch offices around the country, which provide sustained with food, clothing, and hygiene support to persons who fled Ukraine living in Romania, as well as vulnerable Romanians. These stores are being expanded to reach more people in additional locations, particularly in preparation for winter.

The RRC continues to provide support to government-operated temporary collective accommodation centres in the form of beds and bedding, hygiene kits, heaters, power generators, and other materials.

The RRC and IFRC have developed a Winterization Plan, including support for Shelter expenses in the form of cash assistance.

The RRC increased its stock of shelter-related items that are stored in its warehouses in Bucharest to be distributed in cooperation with the national and local authorities in case of large numbers of new arrivals of people fleeing Ukraine.

More than 7,000 people in accommodation centres, provided by the authorities, other NGOs or through private initiatives, have received aid in essential items: 70,559 kg of food and hygiene products, 500 blankets, 500 mattresses, 1,000 sheets, 4,500 sleeping bags, 500 towels, tableware, pillows, and others. In addition, phones, SIM cards, and external batteries were given to those in need to keep in touch with family. In addition, the RRC has provided hot meals, financial support for the purchase of medicines and plane or train tickets.

In RRC, there has been an increased interest and need to explore potential shelter interventions, which includes host family support.

Russia

Fifty-one regional branches of the Russian Red Cross (RRC) are involved in providing humanitarian support to displaced families through 114 humanitarian aid collection and 109 humanitarian aid distribution points. The RRC coordinates collection of humanitarian aid in Russia and has collected and delivered more than 1.8 thousand tons of humanitarian aid to the displaced people. For this purpose, a temporary warehouse for storage and sorting of humanitarian aid was built by the RRC in the Rostov Region. RRC has also raised over CHF 3 million for the humanitarian assistance to the displaced.

Mobile Humanitarian Service Point of the Russian RC is established in Belgorod region. A total of 3,038 people were assisted in this HSP: applications from more than 1,751 people for cash assistance are received, 682 people received relief items, 193 people received support in RFL, 350 people received PSS, 100 people received local SIM cards.

The following were sent to the regions to assist the displaced people:

- more than 13,000 SIM cards with discounted rates;
- more than 17,500 pharmacy vouchers;
- more than 8,500 vouchers for clothing;
- more than 11,000 vouchers for grocery stores.

Slovakia

During the first three months of the operation, while SRC branches distributed relief items (including cooked food, food parcels, clothing/shoes, hygiene items, school supplies) to approximately 272,696 people to cover basic needs in hotspots, reception centres and transit centres, the Slovak Red Cross headquarters and IFRC Team conducted assessments to identify sustainable medium- to long-term shelter assistance options for both the displaced population and host communities. A **shelter assessment**, including a rapid rental market assessment and key informant interviews (KIIs) with the branch staff, the municipalities, host families and displaced families was conducted in June. Based on the preliminary findings, a cash assistance program for

shelter, including a host family support and a rental assistance component, was presented to the Slovak Red Cross, which agreed to implement it in six of its branches.

In July and August, the focus was on developing the shelter program workplan and budget, technical standard operating procedures (SOPs) and minimum housing standards. On 28 July, the response team held a **National Shelter Program workshop** with SRC branch directors and staff to discuss and validate the targeting strategy; selection criteria and scoring system, analyse problems and risks, discuss options for the exit strategy/handover to local authorities and organizations, and provide guidance on integrating PGI, CEA and MHSPP into shelter programming. Following the workshop, the strategy, approaches, and materials were adjusted to reflect discussions held during the workshop.

The Risk Management Delegate for the Emergency Appeal, based in Budapest, joined the team to review controls and systems in place for the shelter pilot project and look more broadly at the Slovak Red Cross operations to provide support in identifying key challenges and risks facing the SRC to help better understand where IFRC support to the SRC would be most needed.

The Netherlands Red Cross 510 group provided information management (IM) support to the Bratislava office to set up the CVA IM architecture for the **Cash for Shelter pilot**. Two colleagues from 510 joined the operation in Slovakia and worked with the IFRC Surge Shelter Coordinator and the SRC Operations Manager to finalize the digital toolkit to be used for registration, selection, and enrolment of participants in the program and payments.

A pilot for the implementation of shelter rental assistance and host family support was initiated in Poprad. Selection criteria, targeting approach for people assisted was finalized through the use of existing mechanism (EspoCRM and RedRose) for CVA registration, eligibility determination and payments. The eligibility of the family for one, two or three bedrooms depends on the number and ages of the family members, which is automatically calculated by EspoCRM. For the verification of the housing adequacy standard, documentation of follow up visits to the accommodations/houses/apartments, Kobo tools was used due to its ability to work offline and deal with complex entries. The interface of three applications was tested in real time situation and implemented in Poprad.

The learning from the pilot shelter program in Poprad has been incorporated to the programme. The vulnerability scores and minimum threshold for the prioritization were adjusted. The glitches due to the interface between EspoCRM, RedRose and Kobo were identified and resolved with the support of 510, RedRose and IFRC CVA IM colleagues and training was provided to staff involved in the whole process. Currently, the system is running smooth and can be scaled up in a short time if needed. Monitoring visits to confirm the occupancy of the enrolled families, protection concerns and other issues between host and hosted families were conducted, 100% occupancy was found without any concern from either family. In one case, a host family was not able to remain at home for the visits, therefore, a phone call was arranged in order to be able to raise any concerns. The Humanitarian Service Points (HSP) staff has been assisting families to identify the accommodations and making agreements with hosting families. To increase the registration and enrolment of the displaced families, significant steps have been taken, including intensive CEA activities, dissemination of the program to multiple actors and ensuring the proactive involvement of the registered families in the accommodation identification process. Shelter assistance will be also provided to the most vulnerable Slovak families (up to 20%) who are at risk for eviction.

Shelter trainings have been conducted Kosice, Poprad, Banska Bystrica and Zilina branches. Registrations for the shelter program has now also been launched in Kosice, Propard, Zilina, Banská Bystrica; the registration process started both for displaced households and for hosting Slovak people. As of November 2022, 73 households had registered for the program of which 53 were approved as per the eligibility criteria.

To develop and promote the self-sufficiency of displaced people from Ukraine for longer-term shelter needs, including self-sustained rental accommodation, there is a need to prioritize the livelihood component, and to identify and remove barriers which minimize the self-sufficiency in accessing housing or shelter.

The IFRC Operations Manager and Slovak Red Cross Operations Manager met with IOM representatives in Bratislava to discuss closer collaboration and referrals in locations, such as Kosice, where IOM is running two local shelter programs.

Slovak Red Cross and IFRC are continuously adapting the shelter program in response to challenges encountered in the field, for example related to the difficulty to find apartments at suitable locations and the lack of uptake among refugee households to date. Another challenge relates to the lack of motivation of households from Ukraine to identify accommodation options themselves and the dependence on Slovak Red Cross staff. In response, the team is working on better sensitization with local institutions, improved scoring to include all vulnerable families and formalizing the commitment from families to participate proactively in the program.



Cash and Voucher Assistance

Objective:

The most vulnerable displaced communities have their needs addressed through the use of cash.

Regional

Key Highlights

The Red Cross Red Crescent Movement is distributing cash and voucher assistance in what is expected to be one of the largest cash distributions in Red Cross and Red Crescent history. With support from the IFRC and/or ICRC, local Red Cross and Red Crescent Societies have launched cash assistance support in Hungary, Poland, Romania, Russia, Slovakia, and Ukraine, and the team is looking to support other National Societies in the region.

The IFRC is also working with National Societies in the region to integrate cash programming into their own systems. With training and sharing tools, National Societies will be able to institute their own programs for future disasters and emergencies. Part of this process is finalizing data sharing agreements between IFRC and National Societies, training on tools and providing access to systems currently in use. The IFRC Regional CVA team continued to provide capacity support to the country offices through weekly CVA country meetings. Currently, the country level meetings cover Slovakia, Bulgaria, Hungary, Poland, Ukraine, Moldova, Russia, and Romania.

Cash and voucher assistance remains one of the best ways to support those impacted by humanitarian emergencies. With the support of IFRC, Bulgarian RC already started the preparation and the work on the CVA scale up plan and program design for the upcoming CVA operation in the country. It is agreed to launch the program across the country and ideally to assist people in need coming from Ukraine. The Regional CVA Team also aims to expand CVA implementation coverage and work closely with National Societies from Baltic and Balkan countries, including CVA scale up in Bulgaria and Moldova.

Amount of cash distributed (CHF): **68M** (Federation-wide data, as of 20 December 2022)

People reached by conditional and/or unconditional cash and voucher assistance: **693,787** (Federation-wide data, as of 20 December 2022)

A self-registration app is now being used in Romania, Poland, Slovakia, Hungary and Bulgaria with set up for some winter planning in Moldova, and a new program in Romania.

Cash distributions continue through two main payment solutions: the IFRC VISA cards and MoneyGram. MoneyGram is now able to offer, in addition to face-to-face pick up, also digital pick up and IBAN transfers.

In the countries with an ongoing cash intervention, automatized chatbots are available to people assisted through Telegram, WhatsApp, or Viber.

The team reached an important milestone in the automation process in the first week of September and autopayments and messaging systems have now been turned on. This process continues to be heavily monitored and does not replace the human approval system that is currently in place but provides a great deal of relief to teams that have been spending time manually processing the payment and messages.

Support has been provided in the hiring of Ukrainian and Russian speaking caseworkers to help countries offering the self-registration model with "customer" support cases. Countries under the Regional Office are also able to use the EspoCRM case management system from effective case follow up to inform the person affected about the case closure.

Country teams are continuing to assess needs and establish cash working groups to identify gaps in order to propose various winterization plans. The Regional CVA Team continues to provide technical support to the Shelter Team to implement rental assistance using cash transfer.

Technical teams are working on some RedRose (RR) platform functionality with the objective of system improvement and to make the platform more user friendly. The main focus is to change focal point, merge families, assigning multiple geo-hierarchies to users, as well as to streamline the chatbot usage across the operation.

With the support of Netherlands RC 510 team, the dashboarding process for donor dashboard, operational dashboard for IFRC GO, Poland, Slovakia, and Romania under way.

The team also regularly meets with RR leadership to improve the quality of the program implementation, as well as the automation process, which includes regular messaging, communication with people assisted, new program design, standard payment rules, and exploring the new options around the financial service provider, including IBAN transfer option as part of the self-registration package.

Thanks to high level advocacy effort carried out by IFRC leadership, after the successful pilot CVA application in Hungary, the Hungarian Government has approved the CVA program and Hungarian RC, with support from IFRC will be the main CVA program implementer in the country. The preparation of the program has been complemented and the team is ready to launch the program nationwide.

Deduplication

UNHCR is now able to receive and share information according to the data sharing agreement. While the process is ongoing as UNHCR continues the analysis, the de-duplication process has resulted in preliminary data which indicates that IFRC will exclude a small percentage of HHs currently receiving payments from any future planned payments. This will vary between countries but is expected to be between 1% and no more than 6% in Slovakia, Romania, and Poland. Due to the prolonged timeline, the number of payments to be stopped will be minimal. Now that a system has been established, it will prevent further duplications from occurring, particularly in Poland, where registrations are currently ongoing, as well as in relation to the incoming CVA Winterization operation, both for new registration and old IFRC-UNHCR caseload.

Monitoring and Evaluation of the CVA operation

Thanks to effective cooperation between the CVA and PMER teams, the first draft of the Post Distribution Monitoring (PDM) questionnaire has been finalized. The IFRC Regional CVA team aims to have a regional core questionnaire for the PDM study with the objective of collecting the data across the operation and monitor the CVA program from the region, as well as maintain the accountability of the program to the target group. The countries will still have the space to add additional questions to the core PDM form and align it with the minimum donor reporting requirements, including the needs of the other program sectors, such as Shelter, Health, Education.

CVA Capacity Building Activities

The IFRC Regional CVA Team has conducted RedRose training for Poland country staff. In addition to the CVA training, a CVA finance training was also provided to all country level Finance staff, with specific focus on CVA programming, RR (advance), reconciliation processes, and invoice payment. Besides this training, IFRC plans to hold another training next month on the new developments.

The IFRC Regional CVA Team has coordinated the selection process of the Cash Level 2 (Turkey) and PECT (South Korea) training selection process on behalf of the Ukraine and impacted countries operation.

Volunteers and Hungarian RC staff were provided with CVA and EspoCRM training as part of the national CVA launch.

CVA Finance

November reconciliation process has been finalized; the amount corresponds to ~ CHF 4.3M. CVA Finance coordinator has worked on revamping the reconciliation to include more detailed data.

Human Resources

The IFRC Regional CVA Team has redesigned its HR structure for the Ukraine and impacted countries operation. The new structure was shared with the management and HR focal point to speed up the requirements for the key CVA positions.

Thanks to support received by different IFRC HR departments, the CVA team is growing and stabilising. In the month of October, one CVA Roving Delegate, two CVA IM Delegates, one Cash Assistance Delivery Platform Senior Officer, one CVA Delegate (self-registration and automation), and two Payment Monitoring and Approval Delegates has joined the team.

Coordination

Internal RC coordination: Discussions continue with PNS concerning CVA activities and access to Framework Agreements with Financial Service Providers and RedRose. Data sharing agreements between the IFRC, ICRC and National Societies are developed and ready to be used by each IFRC country team.

External Coordination: Continued engagement at country and regional Cash Working Groups.

Challenges

Coordination with other NGOs in the cash space remains challenging as the space is limited and although data is now able to be received by the UNHCR for the process of de-duplication, it is far later than hoped. Therefore, there will be some review and revision of households registered in more than one agency.

Lack of CVA focal points in the country offices cause delays in the processes in terms of rapid scale up of the CVA operation. The IFRC Regional CVA Team is stepping up and covering some of the gaps until long-term CVA staff are hired for the operation.

Ukraine

Cash is the central response modality of the IFRC response to the crisis in Ukraine, which is in line with the findings of the regular IOM surveys in Ukraine, which show that over 70% of IDPs and non-displaced people are in need of financial assistance as a primary need. In Ukraine, the IFRC works directly with (and through) the ministries to support the URCS in its auxiliary role to the government and the national-level response. These include agreements with the Ministry of Social Policy to assist IDPs with disabilities in need of assistance and with the Ministry of Veterans Affairs to assist conflict-wounded veterans with disabilities. URCS supported the Ministry of Social Policy in developing the platform eDopomoga, where IDPs register for assistance, developing necessary IT tools and other support required to be able to collect the needs in the country and further provide cash support to the people in need.

IFRC continued to lead the RCRC Movement Coordination on cash assistance in Ukraine. This includes regular engagement with operational PNS and ICRC. IFRC will continue to provide technical support to partners and ensure that interventions are developed, delivered, monitored, and harmonized, adopting similar tools and approaches to the extent that it is possible and ensuring that learning and good practice are shared and replicated. IFRC and URCS co-chair the Cash Working Group with a renewed focus on how the group promotes the consistent use of harmonized and contextualized CVA guidance, approaches and tools among Movement partners and enabling effective collaboration and partnerships. IFRC also supported the URCS and other partners in the development of the Unified Plan (One Movement / URCS Plan) for 2023-2025 on cash assistance.

With support of IFRC Emergency Appeal funding:

During the month of September, the IFRC CVA team was working on the preparation of the forthcoming **cash assistance program for the conflict-wounded veterans** under the MoU with the Ministry of Veterans Affairs (MoVA). Three documents were developed and shared with the URCS Legal Department to review and feedback, which will be later reviewed and commented by the Ministry:

- 1) Information interaction agreement 1: interaction between the MoVA and the Ministry of Digital Transformation;
- 2) Information interaction agreement 2: interaction between the MoVA and IFRC/URCS/RedRose;
- 3) Monitoring and verification framework.

The full-scale launch of the assistance, targeting around 94,000+ conflict-wounded veterans, was planned for 14 October 2022 (Defenders' Day). However, because of the increased heavy mass attacks on the critical electricity infrastructure throughout Ukraine in October, the program had to be postponed to December as the verification process of the potential recipients was impossible due to disruptions in accessing the databases. Technical preparations and tests have been accomplished.

IFRC and URCS Finance teams are working together to agree on financial flows, reconciliation process and reporting regarding the cash assistance for the conflict-wounded veterans with disabilities (under the MoU with the Ministry of Veterans Affairs) and for the IDP host families (under the MoU with the Ministry of Communities and Territories Development).

Thanks to the collaboration between IFRC CEA, IM, CVA teams, and the URCS Information Centre and Communications team, it was possible to reach out to IDPs with disabilities who have not managed to receive the cash assistance under the pilot project via RedRose under the MoU with the Ministry of Social Policy. IFRC supported the URCS in sending additional communication on the money transfers via a new SMS and made [a post in the URCS website related to this assistance](#). After 15 days of sending the message to the recipients,

around 50% of the remaining people have either picked up the assistance from MoneyGram or received the transfer to their bank account.

In October, IFRC has supported the URCS in finalising the URCS CVA Strategy.

For the **CVA project for the families hosting IDPs**, which is implemented jointly with the Ministry of Communities and Territories Development (MCTD), IFRC has supported the URCS in preparing for the technical works with RedRose (RR) as a financial provider. RR will verify data of the recipients with the URCS and prepare a report on discrepancies. It is envisaged that 150,000 IDP hosting families will be supported under this project.

At the end of September, based on the request from the Government, the URCS, in cooperation with ICRC, supported the vulnerable people with cash assistance in Kharkiv region (via the services of UkrPoshta, the National Post Office that has access to all, even the most remote territories), as an immediate response to satisfy the needs. The amount of the assistance is UAH 1,200 per person, and it is planned to provide cash assistance to 80,000 people in total in the region. The same assistance is planned in Kherson and Donetsk regions.

Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section.

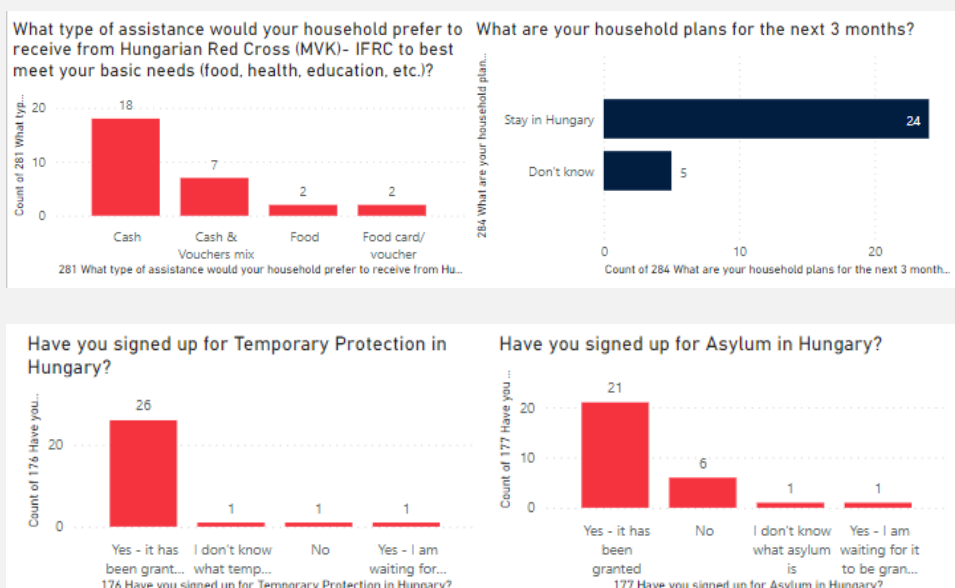
Hungary

The Hungarian Red Cross (HRC) led or provided support in **needs assessments**, market assessments, **information** on financial service providers coverage, available funding support by government and other information as per the cooperation with the IFRC CASH Delegate.

HRC and IFRC conducted a **small pilot program**, involving up to 250 people in three counties of Hungary, in order to collect evidence on core elements of the CVA program, such as the correct eligibility criteria of supported families, as well as the amount and frequency of payments per family.

In the initial stages of the emergency, the IFRC CVA Coordinator for Hungary also worked with external partners to start a cash sub-working group under the established Basic Needs Working Group to discuss CVA planning amongst multiple actors.

Results from the needs assessment that took place in Csongrád-Csanád county in preparation for the pilot program to be implemented:



Hungary Needs Analysis

Ukraine and Impacted Countries Crisis



Date of Survey Location of Survey
 Friday, June 10, 2022 Csongrád Megyei Szervezet
 Sunday, June 12, 2022
 Monday, June 13, 2022

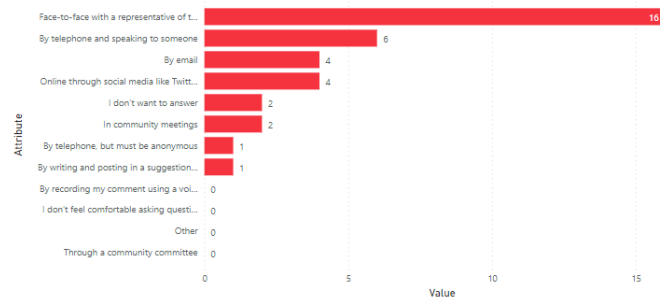
Are there any members of the community who might not be able to access information?

Count	
No	29
Total	29

If yes, who are they?

—

If you wanted to ask questions or raise complaints to an organisation (like the Red Cross) how would you feel most comfortable doing this? (Choose a maximum of 3)



People prefer a face-to-face service when they have questions or a complaint

In September, the **CVA self-registration system** worked well as no support was required by IFRC/HRC. All payments have been distributed and encashment was successful. **Two capacity-building trainings on CVA & CEA** were conducted in Győr and Borsod for staff and volunteers.

The **CVA pilot study** has been completed. The study finds that the financial support was spent mostly on food, medical, and hygiene products. Smaller payments were linked to education, utilities, telephone, or other personal expenses. No participant mentioned that they used their funds to pay for rent or debt. The results were presented to representatives of the Ministry of Foreign Affairs and Trade, Ministry of Innovation, and Aliens Policing in Hungary.

Following high-level advocacy carried out by IFRC leadership, after the successful pilot CVA application in Hungary, the Hungarian Government has approved the CVA program. The Hungarian RC, with support from IFRC, will be the main CVA program implementer in the country.

As such, in October, the team prepared for the expected launch of the nationwide CVA program. The preparation activities included:

1. The recruitment and induction of HRC CVA Coordinator and IFRC CVA Delegate.
2. Systems were updated to be ready for the launch in November. The systems included the self-registration app, website, RedRose, funds available for the planned number of recipients.
3. Advocacy at ministry level (MoI, MoFAT) as well as other stakeholders (Defence Committee, Aliens Policing, Charity Council) on the launch and its specific details (eligibility criteria, date of launch).
4. CVA interventions were rolled out nationwide in November, targeting 3,000 individuals with each person receiving HUF 30,000 for 2 months. As of 30 November 1,607, individuals were approved for cash assistance support, this is a total of 636 families. Of these 405 families have already been sent payment for their first instalment
5. Findings of the CVA pilot phase were completed and a CVA report was disseminated which informed rolling out of the nationwide CVA program. Some of key findings included strong relevance of CVA interventions to the needs of extremely vulnerable families and the importance of supporting this group of families nationwide. HRC, with support of IFRC technical lead to intensify on CVA capacity building, strengthening systems and funding availability to deliver assistance nationwide.
6. Set up of fully managed helpline supporting more holistically families who have applied for cash assistance, providing feedback on challenges faced in self-registration and follow up on issues. Netherlands RC 510 team supported the setup of the helpline.
7. Initiated communication plan to help outreach physically the HRC branches in preparations for cash assistance program but also strengthen CVA capacity building support.

8. Developed a CVA scale up plan to target 10,000 additional households for possible fund-raising initiatives
9. Systems continued being updated this month. The systems included self-registration app, website, Red Rose, funds available for the planned number of recipients.

Moldova

CVA-related approach continued to be explored to be realized in the best way on a country level, considering current involvement and interest in different levels, both government and non-government, like UNHCR/WFP. With a desire to facilitate the issue, a conversation with IFRC ROE based in Budapest was established in order to support a pilot implementation until the end of 2022. IFRC is ready and going to deal with all technical issues, as well as facilitate a self-registration system and be the main entity responsible for the data collection. One required element is a data-sharing agreement signed between MRCS and IFRC. Accordingly, the conversation started with MRCS and the necessary information has been provided. As such, the transfer value for the winterization unrestricted unconditional cash support is EUR 60 (approximately MDL 1,190) per individual in line with the government's winter support called APRA. The government of Moldova provides winter support assistance to vulnerable Moldovan families during November and March. The IFRC and MRCS will transfer the total amount of 5 months in a one-off payment. In order to avoid social tensions in the target groups of the provision of assistance, the most vulnerable displaced people, as well as the local families in Moldova will be included in the program. The level of assistance will be provided in line with the recommendation of the Government of Moldova

A cooperation agreement was signed with WFP.

A contingency CVA seasonal program for an in-transit wave due to the upcoming winter is under preparation. IFRC and Moldovan RC aim to reach up to 33,000 individuals, including host community members in the country, with winterisation program

There is a planned visit of the Moldova RC and IFRC team to the Romanian RC and IFRC mission in Romania. One of the areas of discussion and sharing experience is CVA, using the Information Centre and finalizing modifications of the IFRC mobile app for the Moldovan context.

Ongoing discussion about drafting a technical MoU with the external partners regarding participation in improved Host Family support cash assistance program as of September 2022, and participation in broader [Emergency Social Safety Net \(ESSN\)](#) type social protection program for vulnerable Moldovan and integrated displaced people from Ukraine.

With the support of IFRC Emergency Appeal funding:

- CVA Delegate recruitment process finalized. Following winterization plan CVA-related initiatives might include covering:
 - 80% - Displaced people from Ukraine (rest is covered by UNHCR + other INGOs)
 - 20% - Vulnerable Moldovans affected by the Ukraine crisis (Gap)

Prior implementation of the multi-purpose cash program, a set of criteria has been established for the branches:

1. Joint commission identifies recipients from vulnerable Moldovans by following criteria:

- Households with people with disabilities

- Single-parent households
- Households with more than three children
- Pensioners

Host families:

- Must have identity documents for every member of the family.
- Must be located in a host community.
- Must have hosted displaced people from Ukraine for at least three months.

Displaced people from Ukraine: people who fled Ukraine after 24 February 2022.

2. Lists of recipients (who met the criteria above) should be uploaded at the central level within the “Crisis Module” system.

Moving forward, the National Society (with support from the IFRC) will take these action points:

- Verifying lists (selective calls and visits),
- Organizing points of distribution (NFI, FI, and “cash desks”) close to post offices/banks,
- Helping recipients to use Money Gram,
- Post Distribution Monitoring.

The IFRC Country Office did an assessment at banks and post offices asking what kind of documents are required from displaced people from Ukraine to withdraw cash through MoneyGram. Most of them accepts only passport and only the Central Post Office confirmed that all types of documents should be accepted.

The IFRC Country Office has started a discussion with Polish RC about the possibility to support MRCS via their call centre.

Poland

IFRC is continuing to support PRC on the CVA program. Cumulatively, up to 30 November 2022, 45,529 people were reached with more than CHF 19.6 million disbursed (between one to four instalments). 3,605 households have now received all four of their instalments under the operation. Note that after deduplication with UNHCR, the total number of families dropped to 17,555 HHs.

The IFRC is reinforcing the capacity of the Polish Red Cross so that cash transfer becomes a preferred modality in PRC response system at national level. IFRC is currently providing support to Polish RC through the recruitment of CVA experts, Enumerators for Cash Registration and Application activities, as well as improving the NS data collection techniques and training volunteers in data management relative to the CVA.

Data-sharing agreement between the IFRC and Polish Red Cross has been signed. The agreement will allow IFRC to support the Polish Red Cross to provide sustainable and resourced humanitarian services, especially in terms of information and data collection for cash assistance activities

Multi-Purpose Cash program was completed in Lodz, and Bydgoszcz, reaching a total of 18,863 families. Kielce branch was identified as potential new branch for implementing the CVA program. Staff and volunteers have been trained in combined CVA, PGI and CEA training. Activities have been put on stand-by for further assessments and available funds.

Following challenges in accessing money transferred via MoneyGram as part of cash assistance due to the rejection of old Ukrainian passports using the Cyrillic alphabets, a **digital cash pick-up approach** has been successfully introduced. Now, recipients have the option to use their MoneyGram code to send the money to their Ukrainian banks. Routine monitoring was conducted at the Bydgoszcz branch and overall good progress was observed by staff and volunteers in assisting the registration of recipients. CVA distribution finished in Bydgoszcz by 30 September. This was the third Polish RC where this activity is taking place.



Bydgoszcz's recipients are being assisted to apply for the Multipurpose Cash Programme. The majority of persons use the self-registration app, but they still have the opportunity to receive in-person assistance at the Polish RC branch. A focus group discussion with recipients and the DEC consultant was held during the visit. Photo: IFRC



Monitoring visit at Polish RC branch in Bydgoszcz. Local authorities, Polish RC and IFRC staff were interviewed by DEC independent consultant on the Multipurpose Cash Assistance program. Photo: IFRC

CVA interventions have been included in the Disasters Emergency Committee (DEC) Phase 2 proposal for potential scaling-up and contingency plan of actions to respond to the winterization period.

IFRC/PCK hosted an external evaluator contracted by DEC to conduct a monitoring mission on DEC allocations. The two-week visit allowed DEC to interact with Movement partners, as well as other stakeholders assisted through DEC funds and visit IFRC/PCK locations of interventions. The evaluation report will be shared in the month of November.

British Red Cross and American Red Cross visited Poland respectively to monitor the allocation of funds made through the Disaster Emergency Committee (DEC) for Multi-Purpose Cash assistance and to meet IFRC, PCK and recipients to know more about challenges and opportunities of the MPC Program in Poland for further potential support.

Coordination with the Cash Working Group at National level is ongoing to plan for winterization and next month's assistance to refugee population.

A **Post Distribution Monitoring (PDM)** activity at the Bydgoszcz is planned to be conducted to monitor and assess CVA activities implemented at the district. PDM questionnaires were improved to better capture adequacy and usage of the cash distributed to the participants.

A PDM has been conducted interviewing 204 HHs who received MPC in Bydgoszcz from July to September 2020. It includes people who received either cash or digital pick-up modalities via MoneyGram.

A winterization cash support package has been agreed upon within the Cash Working Group. Each organisation will use different criteria to complement each other, but the transfer amount will be the same for all.

- HHs with 1 member= PLN 1,000.
- HHs with 2 members= PLN 2,000.

- HHs with 3 or more members= PLN 3,000.

Each organisation will add their fees/Financial Service Provider (FSP) commission to each of these tranches. The amount has been calculated based on the clothing and heating cost of an average family for 6 months (winter period). For the upcoming winter support, IFRC and PCK will be targeting families with elderly persons (either 50+ or 60+ years old) as this is an especially vulnerable group and no specific support is being provided to them. 3,057 families, with one or more members of the family 60+, will be supported through this type of assistance.

Difficulties in the MPC reconciliation process have led to a delay in the allocations of instalments to recipients approved for the MPC program. This has resulted in increased number of incoming calls received by the Call Centre during the month of October. While commitments have been assured, the uncertainty on the exact dates of transfers caused challenges for refugee families. Measures are being taken to mitigate additional delays.

Russia

In coordination with all Movement components, the initial response of the RRC to the emergency included distribution of **multi-purpose (food and essentials) and pharmacy vouchers**.

Feedback collected from the recipients showed that most of the displaced people prefer to receive financial support in the form of cash vouchers, which would provide them with greater flexibility of choice. However, as receiving assistance is only available in the form of bank transfers for people registered in Russia (as displaced or other), bank transfers would not be available to the undocumented displaced people.

The RRCS has, therefore, started to provide assistance via multi-purpose cash to the families registered in Russia and meeting the vulnerability criteria agreed between the Movement partners (including older people 60; pregnant and nursing women with children under 3 years; households with individuals with disabilities; single-headed households with children under 18 years; large households with 3 or more children under 18 years). The volume of cash assistance will be linked to the size of a household (1-2 members: RUB 5,000, 3-4 members: RUB 10,000, 5 and more members: RUB 15,000).

Distribution of vouchers covered people in 18 regions. A total of 17,805 households received pharmacy vouchers, 4,138 households received vouchers for clothes and 11,478 households received vouchers for grocery stores (37,979 vouchers distributed in total).

Distribution of multi-purpose cash is ongoing in 10 regions and around 54,000 people were covered, including 7,428 households with the Emergency Appeal funding and 11,853 households with the ICRC funding.

At the same time, RRC will continue the provision of multi-purpose and pharmacy vouchers to the families who meet above criteria, but for various reasons remain undocumented in Russia.

The distribution of CVA will continue following a one Movement approach, to ensure consistency in implementation (i.e., same selection criteria, reporting etc.), and to avoid duplication and other inefficiencies. Discussions are ongoing whether the modality will be changed to a gift cards approach to reduce some complexity of the bank transfer system (also jointly with the ICRC).

Romania

Since the beginning of the CVA program in Romania, between 26 April and 30 November 2022, 61,445 people who fled Ukraine living in Romania have been registered using the CVA self-registration app and received a total of EUR 18 million in cash assistance. Romanian Red Cross Call Centre and service points are available to target group during the registration to solve the barriers and issues encountered for the CVA program.

The CVA program surpassed its goal of 55,000 approved registrations through the mobile self-registration app and new registrations for multi-purpose cash have ended. After a deduplication process between the RRC's and

UNHCR's CVA program, people who were registered in both systems are now being assigned to either UNHCR or RRC, depending on who they registered with first, and will be removed from the other's system. Registered households have been notified about this change through messages sent directly to their mobile devices. Registration processes, eligibility criteria, and selection criteria for participants in the two Winter Cash Assistance programs (one being a one-off cash distribution for winter clothes and thermal needs, and another being recurring cash assistance to cover heating costs) have been finalized.

The market assessment tool and workplan with the Cash Working Group has been finalized.

The Romanian Red Cross and the IFRC continue to run the program through community outreach, humanitarian service points, and community engagement work. A website landing page explains program criteria and drives visitors to download the enrolment app.

Slovakia

Cash and voucher assistance (CVA) remains one of the priority interventions for the vulnerable population who have fled Ukraine. A total of 3,099 households (5,393 individuals) have been registered in the period from early May to September, receiving monthly assistance through either Visa Cards or MoneyGram. Each family is entitled to five payments, after which they will be transitioned to the social safety net assistance provided by the Government. The average transfer amount is EUR 146, depending on the family composition. Single women comprise the most common household structure. The transfer value aligns with Slovakia's Social Protection system and is uniform across all Cash Working Group partners. The Red Cross recipient selection criteria have been defined with the support of Migration and PGI experts.

Registration for the Red Cross multi-purpose cash program was closed in September 2022. Thus, the latest enrolled cases will receive the first payment in September and the last one in January 2023.

To ensure better communication of CVA programs and reach the target population, a communication plan was developed in collaboration with the CEA Delegate responsible for communicating with the identified Facebook/Telegram groups. These messages were regularly monitored, and information was provided based on requests shared by the members of the groups in collaboration with the agents of the CEA and the CVA.

Staff and volunteers from nine branches were trained in CVA registrations for visa card distributions and to provide "assisted self-registration," or working together in-person with a recipient to complete enrolment using a Red Cross mobile phone. The first cohort of recipients was enrolled using this method in mid-June. With the nationwide launch of the self-registration app, in-person registrations were available by appointment to families that face challenges to use the self-registration app and/or digital payments.

In addition to a direct contact with branches, people assisted can reach out to a full-time helpline, staffed Monday to Friday 9am to 5pm by a native Ukrainian speaker, supported by a part-time second operator. The call centre currently logs up to 25 calls per day, primarily dealing with displaced people interested in financial assistance. A case worker profile has been added to the CVA team, with access to the recipient data management platform, to ensure that the cases and requests coming to the helpline are resolved quicker, often during the call or on the day of the request.

Slovakia's CVA program is actively participating in broader regional efforts around full automation of payment notifications and the reimbursement cycle. In addition, it is part of the first wave of rollout launched on 2 September. The team has been closely reviewing test automation results, including manual review of the rejected applications to ensure the selection criteria are correctly applied.

The Red Cross has successfully partnered with UNICEF and IOM to create a referral path for families whose members include a person with a disability, or a family with special needs, to provide additional assistance through a "caregiver's allowance" which can provide the household with an additional EUR 508 per month.

A meeting was held with the Ministry of Labor, Social Affairs and Family (MoLSAF) at the end of August to discuss the government's transition plan toward running its financial aid program to support households that will be referred to the government after the IFRC/SRC program ends. As of September 2022, the Ministry has been gradually taking over the provision of monthly cash assistance to displaced people from Ukraine who were previously assisted by either UNHCR or the Red Cross. The process of deduplicating recipient databases and handing over data to the Slovak Government via UNHCR has proven to be time-intensive and complex. Individual case management is often required to ensure that families get access to the financial assistance that they are entitled to. In addition, UNHCR informed the Red Cross that they plan to provide a one-off winterization grant for displaced people from Ukraine who are registered with them in November 2022. To ensure that Red Cross cash recipients get equal assistance, IFRC and Slovak Red Cross have quickly started preparations for a fully aligned winterization grant.

The communication plan for the termination of the program and transition to the government has been developed in coordination with CEA colleagues. This includes a Q&A document for Slovak Red Cross branches and helpline operators in order to answer questions from households whose Red Cross assistance will be ending.

1,141 families from Ukraine (1,593 children) have received a **Cash for Education grant** from the Red Cross, with a value of EUR 120 per child (ages 3 - 17). This one-off grant aims to support parents from Ukraine to pay for schooling costs in Slovakia, on top of monthly MPC payments. The program was fully aligned with UNHCR, UNICEF, and the Slovak Government. Slovak Red Cross (SRC) and IFRC provided a one-off winterization grant to 2,835 households to support them to pay for utilities and essential items during winter. A Post-Distribution Monitoring (PDM) for the multipurpose cash program was conducted in November 2022.

A total of **504 households have graduated** from the program after receiving the fifth and last payment in September. Furthermore, a list of households that have graduated was prepared in November and will be forwarded to the government through the UNHCR. IFRC has sent a link to those who did not consent to share their details with the Government (389 households) informing them how they can still provide consent in order to improve their access to government services. The first group of graduated households that did provide consent has been transferred to the Government through the UNHCR server.

The deduplication exercise led by the IFRC Regional CVA team in Budapest and UNHCR data teams highlighted a relatively low number of households that have received multi-purpose cash assistance from both IFRC and UNHCR in Slovakia. The deduplication list has been verified by the Regional CVA team in Budapest and UNHCR data teams in October. Out of the total of 2,835 households, **449 households were marked as duplicate cases** and receiving assistance from UNHCR. Out of the 449 duplicated cases, IFRC has to retain 239 households while UNHCR has to retain only 210 households. As a result, 210 households have been removed by IFRC and the message has been sent out. Helpline operators are trained to support with individual case work for households that report that they have been removed even though they do not get assistance from UNHCR. During the second round of the deduplication exercise done in November, 176 HH have been identified as duplicated cases and archived.

With its domestic funds, Slovak Red Cross has purchased **3,500 supermarket gift cards** (Kaufland), with a value of EUR 30 per card. Staff and volunteers at Humanitarian Service Points distribute these cards to vulnerable displaced people from Ukraine to support them in buying the food and essential items that they prefer.

Belarus

Preparatory work for CVA and vouchers distribution started in August 2022. By the end of November, 1,262 vouchers were distributed to around 955 households. A second round of distribution started, covering already 296 households. The distribution of vouchers is done as a "joint pot" with the ICRC (around 55% IFRC coverage and 45% ICRC coverage) At the same time, consultations with the banks and the post office are conducted to analyse possibilities for cash transfer to bank accounts.

Joint approaches of CVA are developed between IFRC, ICRC and UNHCR. Through Belarus RC, with UNHCR funding, around 300 families received CVA in June - August 2022. UNICEF will distribute cash for the families with children during winter season. The joint approach was re-confirmed by the IFRC, ICRC, UNHCR, and UNICEF in November 2022.

Categories of eligible people assisted for CVA are defined as older people, large families, incomplete families (including unaccompanied minors), people with disabilities, pregnant and lactating women. In case of doubt or in case of clear vulnerability, which is not within any of the above-mentioned groups, a commission in Belarus RC will decide whether the person can receive CVA. A household of 1-2 persons will be entitled to one voucher/cash portion per distribution, 3-4 persons – two vouchers/cash portions, 5 persons and more – three vouchers/cash portions. One voucher or cash portion will equal BYN 270 (approx. CHF 75).

Supermarket gift cards are continuously being distributed to people from Ukraine as a one-off support. Feasibility checks on banks and the Post Office started to potentially switch to Multi-Purpose Cash Grants in the future.

With support of UNICEF, 525 certificates were issued to prepare children for kindergarten and school.



Livelihoods

Objective:

Communities in crisis-affected areas and the displaced can recover their livelihoods, while refugees' access to employment opportunities is improved

Needs Assessments

IFRC is currently scoping potential support for food security and livelihoods in Ukraine and surrounding countries, identifying interventions that address needs and align with the National Societies capacity, experience, and strategic priorities.

Regional

Key Highlights

Discussions are ongoing with the URCS Livelihoods Unit on livelihoods support options which could aid livelihoods recovery, building on their previous experience. Livelihoods support in surrounding countries will focus on assisting migrants and displaced people in accessing labour markets and successfully gaining employment. Some National Societies have already initiated this support. A Federation partner with extensive experience in supporting refugee employability in Europe is offering to provide specialized support.

Coordination

Internal RC coordination:

Consultation with Federation partners and ICRC is ongoing to ensure livelihoods assistance is well-coordinated and complementary, utilising partner expertise and experience in supporting livelihoods within each country and similar programs elsewhere working with displaced people and post-conflict recovery. The IFRC Livelihoods Centre has established a help desk specifically for this response and can provide training for National Society staff and volunteers where requested.

Spanish Red Cross to deploy a Delegate to the Region, to start preparing the Employability programme in interested countries. Besides Ukraine, Poland and Slovakia have shown interest.

External Coordination:

IFRC engages with key agencies supporting Food Security and Livelihoods (FSL) in Ukraine and attends the FSL Cluster to understand current FSL support being provided, identify gaps, and identify where the Federation-wide approach can add value.

Challenges

While the Ukrainian RC is prioritizing its emergency response, its Livelihoods Unit is developing possible future interventions for the National Society to consider. The most urgent issue currently discussed is the preparations for actions regarding winterization.

Neighbouring National Societies supporting refugee access to employment would welcome support from Federation partners experienced in employability.

Ukraine

Since the start of the conflict escalation, the URCS has provided to around 70,000 of the most vulnerable people affected by the conflict with retail store vouchers (Silpo and Aurora), contributing to improved family food security and covering their basic needs, with the support from the World Food Program, Save the Children, Estonian Refugee Council, German RC, AutRC, and Swiss RC.

In total, 3.35 million people were assisted with hot food and food parcels, including food for children.

Jointly with the Spanish RC, the URCS has conducted livelihoods assessment for Ukraine, which will serve as a basis of One Movement / URCS plan on Livelihood for 2023-2025. URCS will continue delivering livelihood assistance, including as part of the winterization plan.

Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section.

Belarus

Belarus RC is supporting displaced people from Ukraine in finding jobs in Belarus. The support is provided case by case. In some workplaces, accommodation is available, significantly improving the family's situation. After assessing needs, Belarus RC will analyse whether the provision of vocational courses is required.

At least 19 people have been assisted in finding jobs.

According to the Ministry of Interior, around 500 people who left Ukraine, were able to find employment in Belarus.

Poland

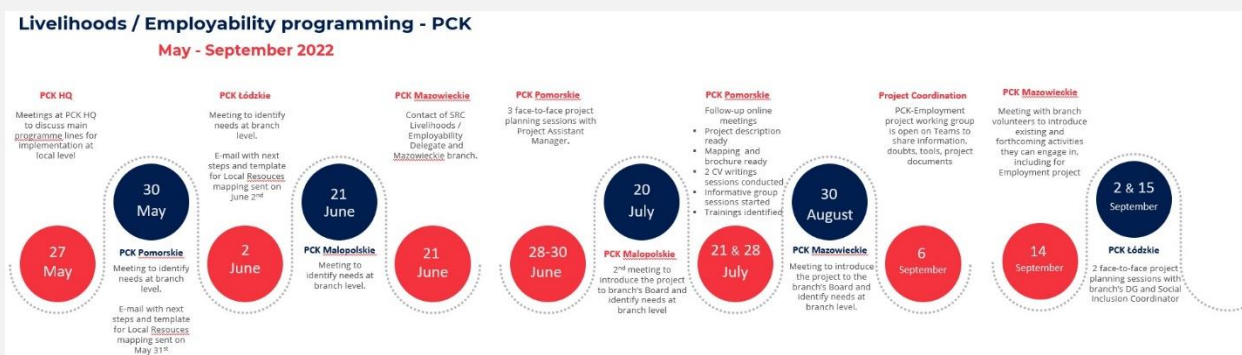
Spanish Red Cross continues providing support to strengthen the capacity of the Polish Red Cross to develop and implement Livelihood employability programmes to improve the access of people from Ukraine to the labour market in Poland. The Employment project was launched on 1 November 2022 in four districts: Pomorskie, Łódzkie, Małopolskie and Mazowieckie. The programme aims to reach a total of 1,512 participants who will receive information on the local labour market, support on CV writing and translation, labour counselling and skills and professional training. In addition, Polish language classes, psychosocial support and legal counselling are also offered.

A PCK Employment Project Coordination Team is created and is already coordinating and supporting the project progress at the national level, with the backup support of the Spanish Red Cross. A first coordination meeting with the four implementing districts took place on 3 November 2022. Volunteers from Mazowieckie district attended an informative session where the project was introduced, together with other programmes they can engage with, and training sessions for incorporating volunteers into the project are planned in early January. Reporting tools are already developed and were explained to local Project coordinators to help them monitor the project's progress and impact.

A meeting with IFRC CEA focal point was held to discuss the necessary steps to take for operators at the Polish RC Information Centre to provide information about the Employment project and other existing local resources for Ukrainian jobseekers.

Short description of key resources, mapping of existing local resources for referral and providing technical support to launch and start up the livelihoods program has been ongoing.

Collaboration with UNHCR and other organisations to identify winterization priority preparedness actions, to build on an inter-agency contingency plan.



Romania

The Romanian RC is facilitating Romanian language and Latin alphabet courses and assisting in accessing online courses with their teachers in Ukraine. This aims to encourage those who have sought asylum or protected status to enter the Romanian workforce and schools.

Over 8,000 people have been reached through food assistance at branch offices, border points, and Humanity Concept Stores (NFI pickup points), 64 children were supported with day-care and language classes and 15 people were provided with employment consultations/advice.

In July, the Romanian Government launched its National Action Plan in response to the Ukraine crisis, announcing a range of state-funded activities, mainly focused on housing, employment, and social welfare-related programs, which IFRC and RRC will aim to complement in coordination with national authorities.

In August, multisectoral needs assessment was carried out using a digital platform. The results of needs assessment are being used to define the future humanitarian services in Romania.

A winterization plan has been developed together with Romanian Red Cross. The plan has been endorsed by Ministry of Emergencies of Romania.

Slovakia

In its response to the crisis to date, the Slovak Red Cross has focused on emergency measures such as the distribution of hot meals (124,555 times) and food parcels (67,158 times), securing shelters, supporting administrative procedures (26,301 people) and delivering multi-purpose cash assistance. However, Slovak Red

Cross (SRC) has also gotten involved in livelihoods activities, for example support program for labour market integration and vocational training, as part of the social counselling and referrals provided at the Humanitarian Service Points.

During the month of November, the livelihoods program has been under discussion and broader activities have been agreed and finalized with the Slovak Red Cross. It has been decided to procure the services of a national consultant to assess the employability and labour market integration opportunities and challenges to develop employability program.

Unavailability of child-care services has been reported as a significant barrier for women to start work. Publicly available childcare services are very limited and cannot meet the needs of the Slovak population. To open a childcare service centre privately, the legal process and approvals, admin and procedural process are lengthy. Considering these two factors, SRC/IFRC is planning to support children with after school-activities to partly meet the need.

With support of IFRC Emergency Appeal funding:

- Two Slovak Red Cross branches (in Dolný Kubín and Senica) are running vocational training courses for displaced people from Ukraine. The branch in Prievidza is starting a language course for people from Ukraine.
- The Humanitarian Service Points are providing all social advisory services, including advice on employability, job-matching support, and accreditation of diplomas.

With support of other funding sources:

- A weekly language course has started by the Kosice regional branch. Almost all participants are women from Ukraine.
- Displaced persons from Ukraine can approach Slovak Red Cross branches and Humanitarian Service Points to request essential items.

In September 2022, this included:

- **621** women, **64** men and **587** children who received **food items**
- **22** women, **3** men and **91** children who received **hot meals**
- **470** women, **28** men and **384** children who received **hot meals**

Russia

The Russian Red Cross assists in ensuring that people developed good coping strategies. For instance, in Voronezh, the local branch organizes visiting nurses' courses (144 hours in total, of which 66 hours are practical activities). Certificates, accepted by the state organizations, are issued upon completion. In November, 17 displaced people from Ukraine were trained in such courses and three of those trained have managed to secure employment.

PROTECTION AND PREVENTION

(PROTECTION, GENDER, AND INCLUSION (PGI), SAFAGUARDING, COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA), MIGRATION AND DISPLACEMENT,

LONGER-TERM: DISASTER RISK REDUCTION, ENVIRONMENTAL SUSTAINABILITY)

National Societies since the beginning of the crisis have supported over 538,009 people at Humanitarian Service Points, temporary accommodation, and temporary collective centres as part of the Federation-wide response.



Protection, Gender and Inclusion

Objective: *The different people impacted, displaced by or fleeing the crisis are safe from harm including violence, abuse and exploitation, discrimination and exclusion, and their needs and rights are met.*

Needs Assessments

The demographics profile of those who have been impacted and the nature of the conflict has exacerbated pre-existing risks, including trafficking, exploitative labour, family separation and sexual exploitation and abuse, particularly for children. The conflict is strongly affecting children's access to education: in Ukraine, schools either are operating in distance modalities or have suspended learning activities; for children that have left the country, the main barriers are language and transportation. 18 percent of displaced people are children between 5 and 17 years old and around half of those who have fled the country are children. Discrimination and practical barriers to accessing services is also a risk, particularly for identified groups of displaced people such as stateless people, third country nationals and groups such as Roma, persons with disabilities and LGBTIQIA+, as a result of less protective legal frameworks and discriminatory practices. There have been reports of conflict crimes perpetrated against civilians, including the use of **sexual violence as a weapon of conflict**, and targeted violence against civilians and civilian infrastructure (including hospitals, schools, public buildings, and private homes) in many cities.

Recent Inter-Agency reports and Protection Working Group findings highlighted that many women in particular lacked knowledge of when and how humanitarian distributions are carried out as well as on information about safety and security. Vulnerable populations, such as Roma, older people, and female heads of households often lack access to internet or smartphones and, therefore, information on ongoing events. Many people noted that they did not know whether they were allowed to stay in neighbouring countries beyond or how to get protection visas, as well as how to obtain long-term work, and therefore travelled back to Ukraine assuming it was safe. Women and children, often unaccompanied, face increased risk of sexual exploitation and abuse when crossing borders.

Key gaps that have been identified for these specific targeted population include safe Referral pathways for Sexual and Gender-Based Violence (SGBV) survivors, prevention and response mechanisms on human trafficking at borders, access to health services, including access to sexual and reproductive health (SRH), with various groups needing access to specialized medication and treatment (hormone replacement therapy, for example), lack of safe and accessible accommodation for women and the LGBTIQIA+ community.

Regional

Key highlights

The Emergency Appeal has completed the **PGI and Safeguarding Operational Strategy** based on the 17 National Societies' response plans for the operation. The strategy aims to structure and be a guiding document for the Federation-wide network.

PGI and Safeguarding Operational Strategy
Strategic pillars

Strategic pillar I: Institutional capacity, composition, and commitment to address violence, discrimination, and exclusion (Safeguarding focus).

On an institutional level, a gap exists in the **establishment of systematic Safeguarding measures**, particularly in the IFRC Operational Strategy and National Society awareness and mechanisms to effectively adopt a successful Safeguarding approach. All affected National Societies require significant steps in **capacity building, reporting mechanisms, policies or codes of conduct** that guarantee a safe environment for all.

While Safeguarding is a *responsibility across all departments, programs, and for all personnel*, the PGI team has a role in coordinating Safeguarding functions and supporting National Societies to build their capacity in **PSEA** and **Child Safeguarding** agendas, as well as ensuring a Federation-wide **survivor-centred approach**.

Strategic pillar II: National Societies and the IFRC adopt a comprehensive Protection, Gender, and Inclusion approach across all operations, programs and services.

National Societies in this operation, though strong in many areas, still require formal institutional and thematic strengthening in PGI and Safeguarding, including **trained staff and volunteers, policies and frameworks**, and organizational history of implementing PGI which lead to successful **PGI mainstreaming and programming in emergencies**.

This objective will be achieved by ensuring **all Red Cross Red Crescent Staff and Volunteers demonstrate PGI Core Competencies; mainstreaming PGI across all sectoral strategies in the operation**; providing information and facilitating access to essential services; **protecting and restoring family links** (RFL); supporting **Child Protection services**; establishing and disseminating **referral pathways**; raising **awareness** among affected people on feedback and complaints mechanisms, among others.

Strategic pillar III: Develop and improve advocacy, partnerships, and learning within the Red Cross Red Crescent Movement and externally to support better protection, gender, and inclusion actions.

The IFRC seeks to continue to raise awareness about the complexity of protection risks in Ukraine both internally and externally to Movement partners and partner organizations. We continue to **advocate** for equitable and non-discriminatory provision of services to those most at risk of violence, discrimination and exclusion. The PGI team, together with our Migration and Displacement and Humanitarian Diplomacy colleagues, plays a key role in achieving these objectives. We also seek to foster **partnerships** with internal Movement actors and external partners to coordinate and strengthen our PGI work, and to continue **monitoring, evaluating, and sharing lessons learned** related to PGI as it pertains to the Ukraine and Impacted Countries response.

Challenges

Due to the volatile conflict context, the challenges are constantly changing. We face a lack of Sex, Age, and Disability Disaggregated (SADD) information in our response which creates gaps for qualitative and quantitative PGI and Safeguarding analysis and response. To tackle this issue, we are constantly updating secondary data, and working with field teams to include specific PGI and Safeguarding questions in multisectoral assessments.

Another common challenge we face is the misunderstanding of PGI and Safeguarding as a concept and practical tool. On the other hand, the capacity of the National Societies and IFRC teams that have a limited interaction with this area of work. This challenge becomes an opportunity when spaces for training and awareness sessions are available as people have the opportunity to deconstruct and construct new knowledge.

Finally, and linked to the previous challenge, we continuously face the lack of leadership engagement toward PGI and Safeguarding. IFRC field teams and PGI focal points have been key players in advocating to strengthen the file.

Ukraine

The URCS participated in multi-sectoral assessments (WASH, Shelter, Health, Migration/PGI) of selected shelter sites for internally displaced people (IDPs) living in Zakarpattia region. The assessment team visited approximately 14 sites to understand the needs of IDPs and identify recommendations for adjustments and

improvements that can be made. The PGI team supported the National Society to conduct a short ToT on PGI and develop a short list of items for Child-Friendly Spaces. The IFRC continues to participate in external coordination with the Protection WG.

In June, based on the request of the URCS Feedback Manager, the Safeguarding Coordinator co-facilitated a five-day training in Lviv on *"How to receive and respond to sensitive complaints"* for the Feedback Manager and staff at the URCS Information Centre in Lviv.

IFRC has supported the creation of the CEA/Accountability of Affected Populations (AAP) TWG's sub-group with the focus of PGI/Safeguarding to support the work of the Feedback Manager responsible for handling complaints. IFRC Regional PGI Coordinator, Swedish and Canadian Red Cross are supporting the development of Complaint Mechanism, including Referral Pathways and SOPs, to be integrated into the URCS Feedback System. This will enhance the URCS' accountability to the affected populations. The work is done in coordination with the Ukraine Protection Cluster and UN Inter-Agency AAP WG.

Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section.

Belarus

The IFRC developed a concept note on PGI development. It is planned that a series of sessions, with the translation into Russian, will be organized in cooperation with the Russian Red Cross.

Children regularly received games, books, and colouring books. A meeting with the volunteers in Zhlobin (Gomel region) was organized to provide information about RCRC principles, code of conduct, emergency response and violence prevention.

More than 4,000 people received printed materials on prevention of violence, non-discrimination, inclusion and RFL.

With UNHCR support, an event to support and provide PSS for children was organized, in which eight people, including five children participated.

With the support of UNFPA in Brest and Gomel regions, "Orange spaces" are available where women can receive PSS, consultations, and referral. With UNICEF support, four child-friendly spaces were organized in Gomel region and one in Brest region.

The annual charity campaign of Belarus RC to prepare children to school was launched and includes children of families from Ukraine as a target group.

During September, with support from the IFRC Emergency Appeal funding and other funding sources, more than 3,586 leaflets and booklets were distributed to migrants (with the support of UNICEF and IOM). More than 45 toys were delivered to children.

In October, more than 4,807 leaflets and booklets were distributed to migrants (with the support of UNICEF and IOM). More than 68 toys were delivered to children.

Telephone helpline 201 provided information and PSS answering 400 calls from the displaced people from Ukraine.

Hungary

In collaboration with the MHPSS team, a session on PGI was delivered as part of a ToT for the Hungarian Red Cross. The session was attended by 9 people (six women and three men). The session included core concepts, case study examples, and RCRC frameworks on PGI. This exercise is considered as a best practice that could be replicated in other neighbouring countries, not only with MHPSS, but also mainstreamed into other sectors.

In addition, a joint field monitoring visit to the health ERU operated by the Spanish Red Cross in Záhony was conducted, where immediate PSEA recommendations were provided by the PGI team. Along with immediate recommendations, long-term technical PGI and Safeguarding suggestions have been provided and will be part of a future action plan.

Initial internal discussions to pilot a profiling exercise have taken place in order to more accurately define with more needs-based support to different target groups.

HRC reached the following **major vulnerable groups** with all, or a combination of, its major services, such as Health and Care and Relief:

- Mothers with young children from 0-12 years old.
- Pregnant women, travelling with other women including with children.
- A very large percentage of children travelling, approximately 50% of the travelling population.
- Roma community, coming from Ukraine from the Transcarpathian region, who do not seem to stay separate/not integrate with other groups of Ukraine due to different habits.
- HRC met with people with physical disabilities. When these people were identified, they were referred to more specialist support, such as to a hospital. Since it was challenging to quickly identify suitable accommodation or social care for this group, the individuals were often referred to hospitals until the correct social care facility was identified.

From the beginning of the border crossings, HRC set up **mother and child-friendly spaces** near the health teams, who have also checked for issues related to protection and violence.

In August and September, the shelters were working with the district education offices **to help children enrol to schools** (administrative help, access to obligatory vaccines, etc.). For secondary school students in Szeged shelter, HRC is arranging the possibility to attend online courses of Ukrainian school.

All the shelters have been involved in assisting the children at the refugee centers to be enrolled in schools and enhance their study programs with distributing school supplies. Besides existing child friendly spaces, new study rooms were established where it was possible to help online education and/or after-school activities.

In several counties, the distribution of **school supplies** continued in the first days of October as well.

In Makó, HRC has been working with the district education offices **to help children to be accepted in the local kindergarten** (administrative help, access to obligatory vaccines, etc.).

Several locations provided **daily/regular children activities**, which were developed on a flexible/mobile/as needed basis with the help of Spanish ERU. Children activities included singing contests, drawing, LEGO sessions, and other individual and group games. Specifically, by location:

- In **Záhony's train station**, HRC volunteers and staff provided daily activities for children and continue to offer activities for up to 20 children daily (larger daily number in the beginning of the emergency).
- In **Győr**, regular activity is conducted by a teacher preparing children to join Hungarian schools in September. The number of children benefiting from this activity was **46**.
- In **Dunaújváros**, a kindergarten teacher/nanny from the Ukrainian community, conducts daily activities for children of kindergarten age.
- In **Szeged**, in the same building where the health centre is, the HRC conducts similar activities with children.
- In the fully managed centres, HRC created safe spaces for similar children's activities from the opening of the centres. On average, 30 children have been occupied with this activity in each HRC centre.

For the **adults (mothers)** the mother and child-safe spaces were used more as a space to interact with other mothers.

Helping the integration of **adults**, several activities are conducted with the inclusion of HRC volunteers, other charity organizations and the local communities:

- Hungarian language courses are organized for adults in several counties (e.g., Veszprém, Csongrád-Csanád)
- With the help of the Baptist community of **Hódmezővásárhely**, HRC organized a craft workshop where women from Ukraine and Hungary made autumn home decorations together.
- In November, displaced people in **Hódmezővásárhely** took part in the traditional St. Martin's Day festivities organised by the municipality and the local museum, and learned about Hungarian culture and traditional food in the country house.

For the future, with the new PSS project, funded by EU4Health, HRC would like to train staff and volunteers to be able to better support groups and do additional referrals, including mental health.

With support of other funding sources:

- Children activities support was conducted as requested, including in the BOK Budapest Arena.

Moldova

Technical guidance on protection risks mitigation for the cash and voucher program has been provided to the local team:

- Safeguarding & PGI training to the IFRC team in Moldova (six participants).
- Attending the inter-agency network meeting to discuss referral pathways for PGI and Safeguarding concerns.
- Technical guidance to the IFRC team to ensure they take a safer recruitment approach for new staff

Most of the displaced people from Ukraine are women, more than 40,000 refugees in Moldova are underage, and the rest are pensioners from Ukraine who have a permit to leave Ukraine.

No cases of violence, discrimination, and exclusion have been reported.

Poland

IFRC Poland team is increasing the number of trainings targeting the volunteers of PRC and humanitarian groups responding to the needs of the affected population. The first training was carried out on 31 March in Hrubieszow branch with a PGI briefing on Safeguarding with seven participants (three women and four men) jointly with a CEA briefing. An additional PGI Briefing on 5 April was carried out on Safeguarding, under the Cash training for six volunteers (three women and three men). The Polish Red Cross has supported 626 families with the main PGI activities, including child-friendly spaces. IFRC, PRC and ICRC are working closely to establish a Call Center for the operation, providing services for protection activities and referrals and information provision.

The PRC recruited a dedicated PGI Officer and a large-scale scale-up of the Polish Red Cross staffing is planned. The PGI team is working with the human resources team to ensure safeguarding measures are integrated into recruitment and screening practices. A new PGI Coordinator is still being recruited and is expected to be deployed in January 2023, who will continue to provide support to the team in integrating the PGI approach in all aspects of the Poland operation and developing an implementation plan for the PGI activities.

A joint PGI-MHPSS training was conducted to newly hired NS Cash team members who will be in charge of the reception and queries desk at the cash distribution and continue working closely with CVA team to ensure continuous mainstreaming of PGI components into the CVA program, including inputs into communications plan, and as well as training of newly hired enumerators (12 – 11 women and one man) in PGI.

PGI also is in partnership with Volunteer Management team to develop safeguarding screening mechanisms for new volunteers, including development of tools, translations of materials (Statutory declaration, Child Protection Policy) and support to develop presentation for Volunteer Managers in the branch.

Partnership with identified vulnerable members of Roma community direct referral for cash and NFI assistance has been put in place through the PGI and Cash team in Warsaw (estimated 10-12 households).

PGI, PSEA and Child-Friendly Spaces (CFS) training for staff and volunteers in the Polish Red Cross HQ. An estimate of 13 participants have been identified. A misconduct reporting structure setup at the Polish Red Cross is being discussed. PGI-Safeguarding training for 23 staff and volunteers for Polish Red Cross (17 women and six men)

Partnership with local organizations (LGBTQIA+, Roma, persons with disabilities and survivors of SGBV) for direct referral for cash and NFI assistance has been put in place through the PGI and Cash team in Warsaw.

The volunteer Management system has been rolled out and will include screening measures to increase safe delivery of services by volunteers.

Expansion of the Contact Centre in Poland: Joint cross sector proposal developed between CEA, MHPSS, CVA, Shelter, PGI, and Operations to address identified gaps in the contact centre. The result will be an expanded contact centre team including new helpline operators, a contact centre coordinator, and a more appropriate space to accommodate the growing team. This will ensure capacity to respond to feedback, including sensitive complaints from the community.

Realization of PGI training including:

- **Introduction to PGI to PRC:** two-hour introduction to PGI for 4 x PRC head office staff, including MHPSS and RFL focal points, and new PRC cash management team (four people: two women, two men).
- **PRC CVA Enumerators on PGI for Cash Programming:** three-hour training on PGI considerations in Cash Distributions for Enumerators (12 people, 11 women, one men), including Dignity, Access, Participation, and Safety (DAPS) in Cash programming, basic referrals, basic Safeguarding, and integrity line. PGI approaches integrated into regular data collection for Monitoring and Evaluation (M&E) surveys for CVA.
- **Volunteer training on Child-Friendly Spaces:** Basic CFS training for five volunteers (three women and two men) enabling them to now manage this space at the cash distribution.
- **Referrals Training CVA team (IFRC):** Rapid referral trainings for IFRC cash team to increase capacity to refer prior to face-to-face recipient distributions (five people, three women and two men).
- Training modules to deliver a training in Ukraine, in partnership with Lviv CEA and Safeguarding Coordinator, including on "Receiving and Managing Sensitive Complaints for Call Centre Staff" and Understanding feedback systems, risk assessment, governance, and accountability aspects that can be integrated into work across sectors. Trainings and feedback forms translated to national language and Ukrainian.
- PRC safeguarding self-assessment completed and subsequent coordination with OIAI around support to PCK to establish a safeguarding system, including securing one year funding for PRC to trial integrity line.
- Assessment conducted in Zielona Gora, Nowa Sol and Opole to strengthen the PGI response for affected population, as well as to identify and link other sectors to the branch for more effective cross-sector approaches.
- Coordination with ICRC on protection approach in Poland, particularly with regards to newly identified NS roles.
- Referral pathways process and database have been created and are ongoing. The online database system is created in partnership with IM, MHPSS, ICRC, Call Centre, and RFL.

- Ongoing discussions across all sectors are taking place to ensure PGI components are incorporated in all activities.
- PGI training for the Rescue Group (volunteers above 18 years old) from the Warmińsko-Mazurskie branch was conducted for 12 participants ((six women and six men (without visible physical disability)), topics of the sessions covered definitions of PGI, CoC, PSEA, referral pathways and reporting mechanism.
- PGI basic training was conducted for 4 newly recruited HQ staff (3 women and 1 man (no physical visible disabilities)).
- IFRC/PCK participated in the inter-sectors working group meetings (PSEA, Protection, Child Protection) and the European Parliamentary Group Committee on Women's Rights meeting' where IFRC presented RCRC roles and works regarding the Ukraine crisis response.

Russia

With support provided from ICRC, RRC has been working on restoring family links of people displaced by the crisis.

- Number of applications: 1,192, of which in progress: 418, and found: 96.

Number of cases closed: 678.

Slovakia

During the first three-month period, an assessment on protection, gender, and inclusion (PGI) and migration was undertaken and completed in Slovakia. Internal policies, procedures, and content related to volunteering have been updated to include protection mainstreaming, specifically related to children, women, older people, and people with disabilities. In July, the Red Cross Volunteer Code of Conduct and Basic Induction handout were updated mainly with respect to the rights and duties of volunteers.

In late 2022, the country plan, the contingency plan, the programs, and tools developed for this operation for shelter, cash and vouchers assistance, and the establishment of Humanitarian Service Points (HSP) have all been carefully reviewed to ensure mainstreaming of PGI. Orientation, supervision, and coaching were provided to the helpline officers on an ongoing basis. An internal referral system and pathway (from HSPs to NSHQ/PGI Delegate) in EspoCRM case management system has also been implemented, integrating PGI. In addition, statements of commitment have been drafted with the Slovak Red Cross on child protection, prevention of sexual abuse, PGI and environmental management. These have been ratified by the General Assembly of the Slovak Red Cross to be held on 24 September and will form the basis of policy development in these areas, aiming for the Slovak Red Cross to have policies in place for end of the year.

During the first three months of the emergency, the Slovak Red Cross supported the operation of child-friendly spaces, including private and comfortable areas for breastfeeding, at all border crossing points.

Transportation for people with chronic illnesses or mobility issues who cannot access regular transportation to access registration services, accommodation, or other services, including medical, was first put in place at the border as part of a two-week pilot project. The pilot for this service has shown continued demand. Thus, since 28 February, 2,117 people have been reached with transportation services, including 314 with transport to medical services and 1,803 with other type of transport services. The most common routes were to and from border points, reception centers, temporary accommodation sites and medical service providers.

The IFRC and the Slovak Red Cross continue to participate in external coordination mechanisms, such as the Protection and Inclusion Working Group and the PSEA Task Force, co-chaired by UNHCR and the Slovak government.

Several trainings have taken place: a leadership training for the Slovak Red Cross (five women, eight men), a PGI-Safeguarding training for staff and volunteers (ten women, three men), two PGI and Prevention of Sexual

Exploitation and Abuse (PSEA) trainings for staff and volunteers in the Slovak Red Cross Bratislava headquarters (HQ) and the Branch in Dunajska Streda. For these two trainings, a total of ten women and three men were trained in PGI basic concepts, the “Do no harm” principle, Dignity, Access, Participation and Safety (DAPS) framework and PSEA responsibilities, and IFRC reporting mechanism. A multi-sectoral training was held at Hummene with 21 volunteers where PGI was integrated for the first time (integrated framework of CEA, PFA, Cash, and PGI). This was a repeat training carried out given the high demand from volunteers.

The PGI surge, with the MHPSS, CEA and RFL surge, has set up a combined induction training, including role-plays simulating complex cases. The training is adapted according to the needs. The induction was given at the Bratislava branch on 29 July and at the Poprad branch on 8 August to a total of nine women and three men, with both branches ready to start their Humanitarian Service Points activities.

In August, an ICRC RFL delegate joined the operation team in Bratislava to support with RFL capacity building at headquarters and branch level, with the reinforcement of the referral system and with the provision of RFL services.

With support of IFRC Emergency Appeal funding:

- Creation and revision of the joint CEA/PGI/MHPSS/RFL training package for staff and volunteers at Humanitarian Service Points, delivered in October and November 2022. A more detailed PGI training for all involved branches will be required to raise the awareness of HSP focal points about minimum PGI standards, safe referrals, child safeguarding and PSEA.
- PGI inputs were integrated into the Slovak Red Cross contingency plan for winterization.
- A total of **80 children** from Ukraine have made use of the child-friendly spaces provided at local Slovak Red Cross branches in August 2022. This number is expected to increase considering recent investments in establishing new child friendly spaces.

With support of other funding sources:

- During its General Assembly, new Statements of Commitment on PGI, Child Protection, PSEA and Environmental Management were ratified by Slovak Red Cross branches. This is an important step from the National Society to institutionalize PGI standards and procedures.
- ICRC is supporting Slovak Red Cross to raise awareness among local branches and Humanitarian Service Points, as well as external partners about the availability of **Restoring Family Links (RFL) services** for displaced people.

Romania

PGI/PSEA/Safer access trainings were conducted during the last week of September for directors from over 30 RRC branches.



Community Engagement and Accountability

Objective:

The diverse needs, priorities and preferences of the affected communities guide the response ensuring a people-centered approach through meaningful community participation.

Needs Assessments

CEA has worked internally and inter-agency across assessment processes to ensure consistent questions are included in any assessment that relate to critical information needs, gaps, and preferred information channels.

Rapid, informal assessments and data gathering by CEA surge delegates at border, registration and other assistance sites, and review of secondary data have found recurrent requests for information on shelter, jobs, RFL and education. Information requests on temporary protection and cash and other assistance grew from

March. CVA registration processes include consultation on preferred communication channels, which provide additional data in countries where CVA is operational already and confirm the comfort of many affected people with digital media. Distinct needs of some specific groups in terms of language and accessibility to information, for instance of Roma communities, are being identified. As feedback mechanisms develop and improved needs data will continue to be collected, analysed, and shared with operational teams to ensure programmes are needs based.

Regional

Key Highlights

A CEA meeting with CEA surge delegates took place across the region in May 2022 where key achievements, lessons, and experiences to date have been identified, which has informed the development of a CEA strategy for the next 12 months. The key longer-term objectives of the strategy are: Strengthening sector specific CEA approaches, strengthening community connections, and ensuring voices and perspectives of affected people inform humanitarian diplomacy. Flexibility is built into the strategy given the unpredictability of the context, and there will still be a focus of the short-term objectives that focus on information sharing and improvement of feedback mechanisms. A CEA coordination meeting with Partner National Societies has moved forward the process to develop a shared community of practice and support the CEA approach in the response. The strategy will be reviewed regularly throughout this 12-month period with relevant NS and PNS to ensure it is relevant to the broader response.

In alignment with both the CEA and overall response strategy, a customized approach is being developed for each country, according to needs, priorities, and National Society capacity. Core activities for information provision, community consultation and feedback systems, National Society capacity strengthening, and inter-agency coordination continue to be the immediate CEA focus, with plans for the longer term to strengthen community connections and build community voices in humanitarian diplomacy products.

A sector-specific approach has been developed for the CVA programme. This is customized to the CVA programme of each country in Poland, Slovakia, Romania, Hungary, and now Ukraine, with training of staff and volunteers, the establishment of helplines in each country, communication materials and process. A particular focus has been on ensuring all digital elements of the CVA programme are accessible, inclusive and “community friendly”, as well as that in-person provision is created for those who might not be reached through digital processes, such as helplines.

Another successful sector-specific approach to CEA was the collaborative work between the CEA and Migration teams. Together, both teams ensured National Society Humanitarian Service Points met the information and feedback standards of this standard IFRC migration tool. This includes working to increase awareness of procedures for temporary protection for displaced people from Ukraine.

The CEA team continues to work closely with PGI and Safeguarding regional staff. Most recently, as more sensitive complaints are received through feedback mechanisms, there have been improvements made to the referral pathway process, through better defined information flows and coordination with UN agencies leading on referral pathways. The '*PGI and CEA Considerations for Winterization*' document has also been produced to support country teams to mainstream minimum CEA and PGI activities during winterization planning and implementation

Sector-specific approaches are a part of the longer-term CEA strategy goals, and are currently in development with other sectors, specifically those that will be a focus of winterization.

A partnership has been established with Netherlands RCS 510 Digital specialist team to support the development of digital solutions as a component of the CEA approach. This complements the NRCS and 510 support to CVA. Areas for CEA support include potential digital options that can help automation of:

1. Monitoring social media, e.g., to identify key topics of concern, feedback on the Red Cross and programmes, as well as to identify misinformation and/or sentiment analysis ('rumour tracking')
2. Risk communication
3. Assessments among people affected
4. Two-way communication with people affected
5. Information as aid/sharing helpful information
6. Feedback and complaints – data visualization and analysis

Whilst the initial months of the response created feedback mechanisms to support Red Cross' main CVA programmes, there has been a shift in the use of the call/information centres. Individuals have learned to trust these feedback channels and are now seeking extra support through them, including what other services the Red Cross offers, registering sensitive feedback, and sharing current needs. CEA delegates across the region are now working with NS to improve proactive community-level feedback channels, which support the more vulnerable community groups and allow for face-to-face feedback to be systematically collected and analysed, with feedback received from the information centres.

This holistic approach to feedback and complaints has allowed IFRC to develop a coding framework, which allows NS to identify a theme for each feedback received through a feedback mechanism. The coding framework has been adapted for this response and the aim is now to get all National Societies to use it, so the operation can look at the data in an organised way. A regional community feedback dashboard has been implemented, which, at the moment, includes only four countries. However, the plan for the coming months is to integrate the other countries that have implemented feedback mechanisms. This dashboard helps Movement actors to digest and better understand feedback trends to improve programming. In this regard, two meetings have been organised with the country operation managers to review the feedback collected and define actions based on these comments. Current feedback trends include insights into winter needs of the displaced population, questions about how to access other Red Cross and other organization support and a large number of questions continue to be requests for information about Cash and Voucher Assistance, including its scope and ways to access it. However, there has been an increase in comments and questions regarding health and psychosocial support services as well.

CEA delegates and NS staff have discussed National Society CEA HR capacity and needs. This has fed into plans for NS capacity strengthening through training and NS HR support for the response. Previous capacity strengthening processes, such as CEA and Kobo training in Ukraine and Romania have demonstrated their value in developing CEA activities and services, such as call centres. However, most countries involved in the response had limited dedicated CEA capacity before the crisis.

The partnership with the Netherlands Red Cross 510 Digital team has broadened to include data visualization support whilst the IM team have limited capacity. This work is supporting the regional dashboard for the response in order to share feedback trends with Operation Managers to inform programming.

As the response evolves, a CEA working group will be established to support new CEA Focal Points/Officer from NS across the region. The aim of this is to build on CEA knowledge, encourage peer learning and share examples of best practice across the region.

The American Red Cross have provided support to review the response approaches to 'Information as aid'. This piece of work looked at how HSPs identify information gaps and how NS provide information and guidance on best approaches. There was a specific focus on how information is shared with both older and child populations, and alternatives to digital information sharing. The report was shared and presented to the Operations Managers and the operation's CEA team to serve as a basis for planning and adapting some of the activities on the ground.

Coordination

External Coordination: CEA is actively participating in inter-agency coordination mechanisms in each country where they are active (Poland, Slovakia, Hungary, Romania, Ukraine) to ensure harmonisation of information needs assessment processes, identify potential areas for collaboration, such as training resources and information mechanisms and to avoid duplication. Structures include working groups on Accountability to Affected Populations (AAP) (part of protection WG) and Risk Communication and Community Engagement (RCCE) structures. In Ukraine, CEA is taking part in an AAP task force set up by OCHA to build a coordination structure around AAP, including an AAP WG under the Cash WG. CEA is also active in an RCCE WG that WHO has set up. This group will focus on health RCCE. Links have also been made to potential partner agencies, such as Internews and Translators without Borders/Clear Voices.

Internal RC coordination: Ongoing contact with PNS with a focus on CEA. This includes liaison with American, British, Canadian, Netherlands, Danish, German, and Swedish RCS, all providing inputs to the CEA components of the response. A quarterly meeting has been established for sustained cooperation along country, regional and thematic lines. There are regular, bi-weekly coordination between IFRC CEA and ICRC Information as Aid and AAP at the regional level. A Movement-wide CEA technical working group has been established in Ukraine. The purpose of the TWG is to support URCS in mainstreaming CEA/AAP tools into programming to ensure the response in Ukraine is guided by specific needs, priorities and concerns of the diverse communities impacted by the crisis. Similar groups will be established in other impacted countries as longer-term plans become clearer to build on the current informal cooperation and good relations. Coordination with ICRC has been strengthened, allowing joint CEA/AAP approaches to training for URCS and where necessary other impacted countries.

Challenges

The multiple demands on National Societies challenge the pace of scale of some activities, particularly as some CEA-related activities, such as feedback mechanisms and participatory program design, are new to them. The rapidly evolving information eco-system as agencies set up information provision mechanisms and materials, including chatbots, helplines and hard-copy materials, challenge efforts to ensure affected people's experience to find needed information and give feedback easily despite the collective will for that.

The unpredictable context and population movements within and across countries make targeting information services and capacity-strengthening measures difficult. The multiple directions of population movement in and out of Ukraine compound this.

The multiple languages involved in the response due to its multi-country nature, together with the limited availability of multi-lingual interpreters and translators, also pose challenges for consistent information provision in finding, on the one hand, operators for call centres who are able to engage with displaced people from Ukraine, and, on the other, National Society and IFRC staff who need to resolve feedback or queries, but who collectively operate in at least three different languages.

The operation has already moved from surge delegates to longer-term roles, however, the team is still settling down and some of the team members, for different reasons, have not been able to arrive to the countries of post, which have meant a decrease in the support provided to the respective countries.

As not all NS have been able to recruit their own CEA personnel, the new Regional CEA Coordinator, in coordination with the new CEA delegates in the countries/cluster, will be supporting the National Societies to finalise the recruitment process.

Ukraine

A CEA Coordinator was deployed to Ukraine to support the URCS CEA approach, including the development of feedback systems, URCS capacity strengthening and support to PNS CEA approach. URCS also plans to increase its CEA capacity.

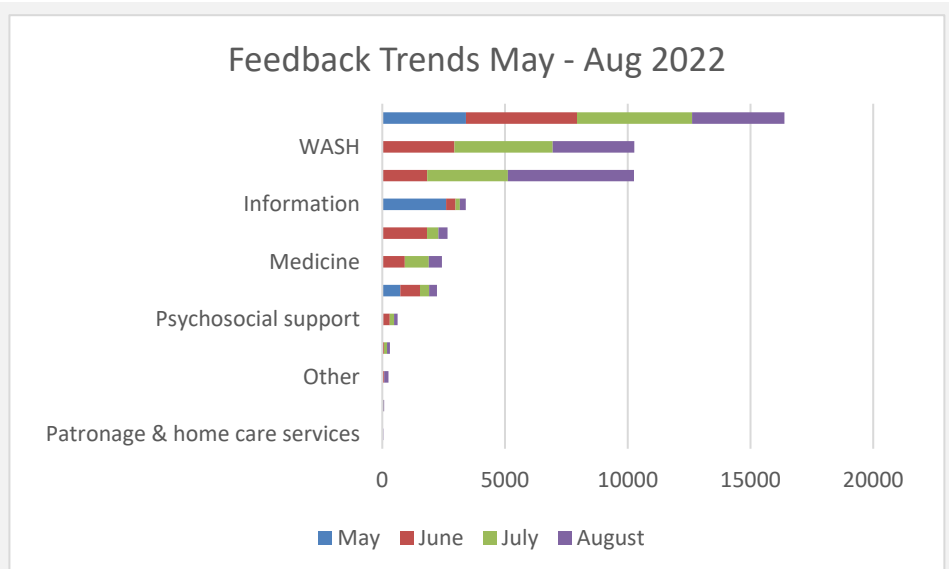
For information as aid, the main communication channels used by URCS headquarters are Facebook, Twitter, and LinkedIn, as well as a recently launched Telegram channel for sharing information on first aid. A dedicated person in URCS is responsible for answering any comments and questions on social media. URCS re-established its Information Centre in Lviv at the beginning of May. IFRC supported the URCS Information Centre with EspoCRM and Coding Framework integration. URCS has appointed two people from URCS Information Centre and one person from the URCS Communications Department to attend BBC Media Action training on Humanitarian Broadcasting, i.e., Lifeline Communication Training, to support collaboration of media and humanitarians to co-create helpful information for affected populations. The URCS Information Centre's Head and his Deputy and URCS Public Relations officer have completed the training.

In its first month, the call centre received more than 72,000 calls from across Ukraine, since then, the number of calls has increased every month. In total, the information centre has received 443,53 calls from the beginning of the response in Ukraine. The feedback trend from incoming calls have changed as the response evolves. Initially, in May, most calls were for information requests on Red Cross services, WASH, food, and non-food items. Whilst requests for food and WASH remained in August, there has been an increase in support for financial assistance in line with the start of CVA programming in Ukraine, in addition to more requests for shelter support and evacuation. In October, an increase in requests related to the winterization have been received. There is a predominance of older women calling indicating their needs. Ongoing development of the Information Centre includes work to establish systems to better highlight the qualitative aspects of the data received and establish an information flow on how the branches and the Information Centre can regularly share information regarding community feedback. The IFRC CEA team is continuously providing support in capacity strengthening to the URCS Information Centre, including the IM assistance in establishing the CRM, coding framework, chatbots, feedback collection and report analysis, as well as trainings for the operators on handling sensitive calls, such as PGI, CEA, PSEA, and trainings for the URCS management from HQ and Zakarpattia branch, including PNS managers on the importance of the CEA and PGI mainstreaming, governance, risk of SEA and Child Protection breaches and accountability.

A Movement CEA Technical working group for Ukraine, (co)-led by IFRC, has been established with URCS, ICRC, and Swedish Red Cross and in-country PNS are attending to support the establishment of a coherent and consistent approach to CEA across the response, including in information provision, feedback mechanisms, and CEA support to sectors. The group shares resources, considers the collective response to incoming feedback, shares training plans and is evolving the shared approach to CEA in the various sectors and across branch and National Society cooperation programs.

A volunteer perception survey was launched in May to all URCS volunteers, in total 143 responses were received. This data was presented to the URCS and together with the URCS CEA focal point, NSD Coordinator and Communications team recommendations were developed to address the learning points identified.

URCS requested IFRC support for a number of CEA capacity building activities, including the delivery of CEA training to the heads of branches in Zakarpattia region, the translation and adaption of the IFRC three-day training package for CEA in Emergencies, conducting Community Feedback Research in Uzhhorod, and preparing and sharing the report, Action Plan and recommendations in English and Ukrainian with the Head of the URCS Zakarpattia regional branch, co-chairing thematic CEA/AAP technical working groups and mainstreaming CEA across other sectors' plans.



The two IFRC long-term CEA Delegates were deployed in September to assist the URCS in mainstreaming CEA. The CEA Regional Coordinator has assisted the recruitment process of the CEA-CVA Delegate to support the CVA activities in Ukraine. The chosen candidate, who was deployed in October, is embedded within the CVA Team and coordinate work with the CEA Team.

The Deputy Head of Information Centre and CEA Officer for Zakarpattia Branch were accepted to the IFRC Regional CEA Training of Trainers that was organised for European National Societies in Georgia between 31 October – 4 November 2022. Unfortunately, they were not able to participate due to current restricted border crossing regulations for men from Ukraine. IFRC supported the CEA Geneva Team and Swedish RC to coordinate planning and participation of URCS and Ukraine IFRC teams in the upcoming Regional CEA Training of Trainers on 12 - 16 December 2022 in Budapest. URCS nominated Communications and PMER focal points for CEA to participate in the training alongside the three IFRC CEA Delegates. This team of participants will support cascading to the CEA training in Ukraine within the first quarter of 2023. URCS, with the support of the CEA/AAP TWG, will organize a Movement-wide Training on CEA in Ukraine between 23 – 27 January 2023, which will be accessible to the Movement staff in Ukraine.

With IFRC facilitation, the CEA/AAP TWG is meeting on a regular, bi-weekly basis, with a good participation from the Movement members. In September, the ToR for the CEA/AAP TWG was finalized and accepted by the co-chairs of the group (IFRC on behalf of URCS, ICRC, and Swedish RC on behalf of URCS).

A CEA/AAP TWG's sub-group with the focus of PGI/Safeguarding was created to support the work of Feedback Manager responsible for complaints. The IFRC Regional PGI Coordinator, Swedish and Canadian Red Cross are supporting the development of Complaint Mechanism, such as Referral Pathways and SOPs, related to PGI and Safeguarding aspects, to be integrated into the URCS Feedback System. This will enhance the URCS' accountability to the affected populations. The work is done in coordination with the Ukraine Protection Cluster and UN Inter-Agency AAP WG. IFRC engaged Swedish RC and Canadian RC to review CEA and PGI coordination and immediate PGI support needs. The Canadian RC committed to provide remote support to the URCS Feedback Manager in developing SOPs for management of sensitive feedback and a cartography of services for referral pathway. Swedish RC will coordinate with URCS to recruit a PGI Specialist to support PGI mainstreaming.

The IFRC CEA Delegate/Surge CEA Coordinator became a member of the Ground Through Solutions (GTS) advisory group and participates in meetings on the GTS' "Perception Tracking Project in Ukraine", research on perceptions of affected people on the aid received from different humanitarian organisations. The CEA

Delegate is supporting on the development of research tools for conducting quantitative and qualitative perception surveys in Ukraine.

The CEA Coordinator and IM Surge, together with the URCS Information Centre and Communications Department, supported the CVA Team on the cash assistance to the 600 cash assistance recipients who did not access the allocated cash support in time. CEA supported with the formulation of an SMS to be shared with the people assisted and the texts to be published on URCS and RedRose pages.

The IFRC CEA Coordinator facilitated cross-border collaboration between the URCS Information Centre and Romanian Red Cross in handling calls from Ukraine to Romanian Red Cross regarding financial assistance for large families and disability equipment.

Due to the absence of the counterpart within the URCS HQ, the IFRC CEA team took a lead, and, jointly with the RCRC partners in Ukraine (including Canadian RC and Swedish RC), supported the URCS in the development and finalisation of the One Movement/URCS Plan for 2023-2025 in CEA Sector. The CEA joint plan for URCS was reviewed and endorsed by the CEA/AAP TWG

IFRC has resumed participation at the Inter-Agency AAP Working Group. Membership of the WG includes: UNOCHA (Chair), UNICEF, UNHCR, UNFPA, UNDP, UNOPS, WFP, IOM, DRC, NRC, CDAC Network, BBC Media Action, REACH, ACTED, Cristian-Aid, Mercy Corps, Clear Global, ICRC, CRS, FAOUA, REUT, STUDDS, R2R Org, and Non-Violent Peace Force. IFRC initiated a conversation with the WFP ETC Chatbot team on triangulating feedback trends and supporting harmonized messaging with the URCS Information Centre and facilitated the meeting with URCS Information Centre and WFP ETC Chatbot team. The URCS Communications team will provide clearance to formalize this collaboration, as well as loop the ICRC Call Centre team into the initiative to ensure harmonized messaging from the Movement.

IFRC's regular coordination with the RCRC partners operating in Ukraine has continued, including co-chairing the CEA-AAP TWG meetings, during which a special session was undertaken for members to participate in the remote PGI assessment carried out by Canadian and Swedish Red Cross. Also, IFRC participated in the monthly Inter-Agency CEA/AAP Working Group and contributed to the updating of the mapping of the information ecosystem for the AAP and/or Communicating with Communities (CwC) activities in Ukraine, alongside cascading the results of the [CDAC Network 2nd snapshot of the state of Communications and Community Engagement \(CCE\) in the response](#) in Ukraine to the CEA/AAP TWG.

IFRC supported the URCS Information Centre to complete the first draft of the URCS - Katikati Proposal on integration of an interactive SMS channel into the URCS Information Centre activities. IFRC also supported the URCS Information Centre to initiate integration of the IFRC Regional Coding Framework into EspoCRM to support harmonization of feedback categorization and analysis. The process will be completed by the end of the year.

IFRC supported the URCS Information Centre team in preparation for the Global Launch of the IFRC Feedback Kit. The URCS Information Centre shared its experience in setting up an effective feedback mechanism in a complex environment, including its process in handling sensitive feedback. The new IFRC feedback kit will be utilized in supporting URCS in setting up/reinforcing branch level feedback mechanisms within the response and to complement the URCS Information Centre.

IFRC CEA team supported the IFRC Health team and Canadian RC in developing a pilot feedback/satisfaction survey for MHUs activities in Cherkasy. Recommendations for inclusion of CEA elements into the survey were made by the IFRC CEA Taskforce. The pilot has started in the beginning of November. Additionally, IFRC facilitated consultations between the URCS Information Centre, German RC, and Italian RC on the linkage of the URCS feedback mechanism to the MHU services to enhance systematic collection of and response to the feedback from the recipients. Integration of the CEA element into the MHU activities across the response is

coordinated through the MHU TWG, where the CEA Delegate also presented how community engagement activities can improve implementation of health programmes to better meet needs of affected populations.

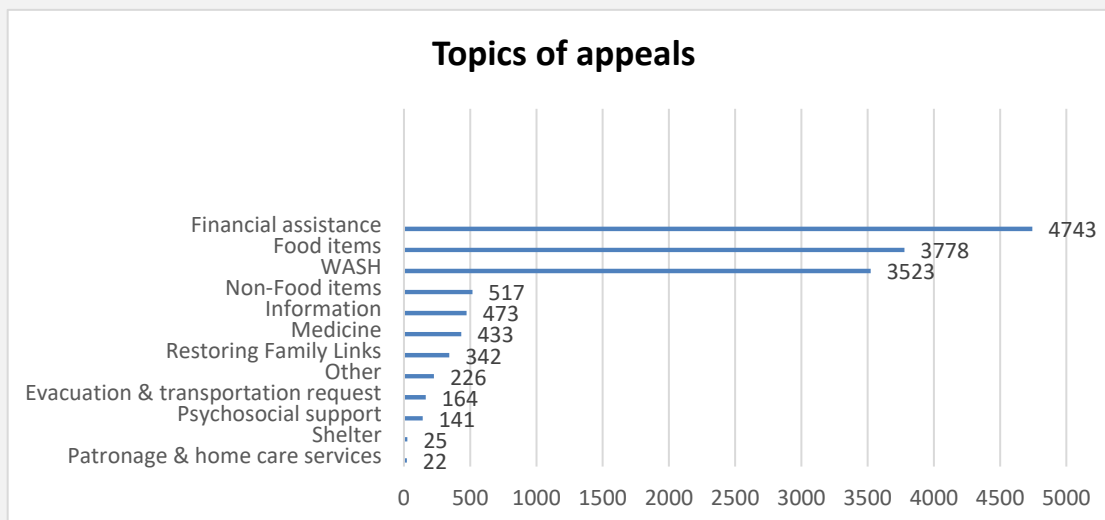
CEA-IM Officer for the URCS Information Centre has started working in the end of August and is supporting integration of the Coding Framework into the EspoCRM system of the centre. The Coding Framework will provide a more elaborated and informative analysis of the feedback received through the Information Centre's communication channels and it will be further linked to the branch-level feedback channels.

URCS' Information Centre has trained and put in line three new operators. The Centre is working with 16 operators: 10 operators of the general information line, two PSS, two RFL, two WComm.

During September, the Information Centre has received 14,010 requests from 24 regions, as well as Kyiv city. 9,071 requests were recorded on the *incoming line 0800 332 656*. 4939 came from the *form on the site: redcross.org.ua /e-mail: national@redcross.org.ua / Telegram chatbot: @redcrossukraine_bot*. The response rate in September was 53%.

	<i>Received</i>	<i>Unique contacts</i>	<i>Answered calls/emails</i>	<i>Called back</i>	<i>Lost unique</i>	<i>Response rate</i>
Phone line	46,340	17,622	11,428	1,218	8,353	53%
WComm	4,939	-	2,671	-	-	54%

In September, most of the requests were registered from Kharkiv region (1,874). Most appeals came from women (7,972). Among those whose age was registered in EspoCRM, the majority is above 60 years old (1,825). Most people need financial assistance (4,743), especially in Kharkiv region (478). (Previously in Kyiv city region). Often, people call to ask for help because they cannot get financial assistance, as there is a mistake in transliteration and request for advice or help on the site. People continue to worry about warm clothes, blankets, firewood. The range of incoming calls per month decreased from 70k+ to less than 50k. The number of positive feedbacks on the work of the URCS Information Centre was 25.



URCS Information Centre has decided to proceed with the collaboration with the Katikati team which will develop a software integrating SMS and existing channels of communication (helpline, general information, and SOS e-mail, chatbot, and online form providing two-way communication with recipients regardless their access to internet and/or smartphones. This will bring URCS closer to affected people, enable better social listening providing more insightful information on the humanitarian needs and perceptions about the humanitarian aid on the ground, as well as enhance the response rate of the Information Centre. The story about the work of URCS Information Centre with the title "*Operating a helpline on the frontline*" was published on the [Community Engagement Hub](#) and the IFRC's [Exposure.co site](#).

In November, IFRC finalized the 9-month CEA report, in collaboration with CEA/AAP TWG co-chairs. The report highlights the efforts and achievements in mainstreaming CEA in the humanitarian crisis response in Ukraine, drawing from past CEA experiences at URCS, prevailing needs and key priorities for advancing CEA within the response. The report also profiles the milestones achieved through the movement coordination CEA-AAP TWG and strategic focus detailed in the CEA Unified Plan for 2023-2025.

IFRC supported the URCS Information Centre in the process of submission of the second draft of the Katikati software proposal to the Lark Social Impact Ltd (LSI), aimed at establishing a two-way interactive SMS channel embedded within the URCS Information Centre, to enhance access to vulnerable community members with limited access to digital platforms and boost the response rate of the Information Centre. Scoping of viable SMS aggregators will be undertaken to inform project costs and technical considerations required to finalize the proposal.

In November, IFRC supported the URCS Zakarpattia regional branch through a three-hour peer-to-peer CEA foundational training for CEA Officer and orientation on key CEA tools for branch adaptation (CEA Guide, Toolkit, Movement Commitments, checklists to support CEA integration into strategies, plans, policies and across sectors programs). Additional support was provided in the development of Zakarpattia CEA Branch Action Plan, alongside presentation of the results and recommendations of Uzhhorod Branch community feedback research, carried out in June 2022, to the Head of Zakarpattia regional branch. Review of complaints management processes will be undertaken in December to improve engagement of staff and volunteers with communities.

IFRC CEA and CVA teams discussed plans to develop a CEA/CVA Strategy to provide a structured approach to harmonized messaging on the RCRC cash interventions, adaptation of the CEA-CVA checklist and effective feedback management in collaboration with the URCS Information Centre. The process will be led by the CEA-CVA Delegate.

IFRC supported the CEA Manager in the development of talking points for the inclusion of community voices and insights (main issues currently faced by affected communities, the needed support from the international humanitarian system, communities' perceptions of the overall humanitarian response).

Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section.

Belarus

According to a needs assessments conducted by the Belarus Red Cross on the people arriving to Belarus from Ukraine, 75% of people require shelter support and 61% need food support (water, vegetables, groceries). Support in the form of hygiene items (58%), clothes (43%), shoes (42%), medicaments (33%), as well as medical support (9%) are further required. Needs for psychosocial support and special food for children are also high. Meetings with UN agencies are conducted to discuss which information would improve the needs assessment and further provision of services, as well as to discuss supporting the staff and equipment (tablets to use for Kobo) needs of Belarus RC. The telephone helpline "201", operated by volunteers, continues to provide informational and psychosocial support to people who call. Local communities are involved in providing support to people from Ukraine and donate clothes, footwear, household items, food, etc. on a local level. Leaflets about the telephone helpline "201" have been developed to be distributed at the railway and bus stations. A meeting of the local communities' members with people who left Ukraine was organized in Molodechno (Minsk region).

The Belarus Red Cross continues to work on community engagement when addressing the needs of migrants. Humanitarian aid in the form of clothes, footwear, household items, food products are distributed on a regular basis.

Working meetings with volunteers were held to discuss how to provide assistance more effectively by addressing the challenges as well as identifying the needs. In September, four meetings were held for 15 volunteers, and in October, three meetings were held for 12 volunteers.

Hungary

CEA Surge Delegates for Hungary supported the provision of information to people displaced from Ukraine and the design of a multi-sector needs assessment in June 2022 to include qualitative processes, including the input of minorities, such as the Roma and children's perspectives. Hungarian RC reached more than 17,000 people with information in the first two months of the operation sharing with the top three branches in this activity:

1. MVK Győr-Moson-Sopron Megyei Szervezete
2. MVK Budapest Fővárosi Szervezet
3. MVK Szabolcs-Szatmár-Bereg Megyei Szervezete.

A joint rapid assessment of needs and opportunities was conducted in Szeged (with WASH and Health) and guided the development of information materials and processes, including posters and credit card size information cards with QR codes linking to other information. In addition, the team, together with NSDiE and PGI, developed basic induction and training materials for new Hungarian RC volunteers to ensure the understanding of the Fundamental Principles, adherence to confidentiality, security guidelines, child protection, and social media rules and obligations. The team introduced CEA principles and critical activities into the MHPSS/PGI ToT training held with volunteers.

The CEA Coordinator has supported CVA programming by attending pilot CVA activities and implementing recommendations based on learning points identified within the CEA response in CVA stock take. Training for HRC branch members was adapted to ensure CEA considerations are implemented specifically during the registration phase of the CVA programme.

CEA Surge Delegates have also supported the HRC to formalize their existing feedback mechanisms, which were mostly managed at individual branch levels. In November, with the support of Borsod Red Cross Branch Director, IFRC and HRC agreed to build on the call centre for CVA activities nationwide, including to enable community members to share information, express concerns and needs or suggest changes of importance to them. The call centre team has been prepared to receive, register, and respond to the incoming queries related to CVA intervention. It conducts outbound calls in order to establish effective two ways case follow up and Community Engagement Strategy. In order to undertake these tasks, the call centre, including Borsod Branch staff, has already been provided with relevant technical trainings by IFRC CVA and CEA staff.

In addition to the helpline, developing feedback systems is a key priority for the CVA programme in Hungary, since it helps to be more accountable to communities and ultimately contributes to a better quality of programming. There will be use of the Twilio Flex app linked to the EspoCRM to ensure timely issue/case tracking to respond to the communities.

To communicate with communities, information materials, such as flyers and a website were produced for the cash project sensitization. These information materials, which include FAQs and recipient criteria, were shared with HRC branch directors, public authorities, other organizations, as well as through social media groups created by and including affected population.

Within the scope of external coordination, the CEA Surge Officer has been participating in the UNHCR interagency working group, where it was stipulated that UNHCR at a regional level will be updating relevant documents to capture the changing needs of communities and will include winterization plans to be initiated soon, which will be utilized and shared with HRC where relevant.

Moldova

A Surge CEA Officer undertook a scoping of needs and potential CEA interventions. A CEA introduction was done for the Moldovan Red Cross within the PGI/CEA joint meeting with the National Society. A system of Kobo-based needs assessment of the affected population from Ukraine, hosting families, and RAC assessment is set up. CEA-related questions are integrated into this regarding information needs and communication channel preferences. Initial liaison with WHO risk communication team has taken place at the Europe level following their assessment visit to Moldova for potential cooperation. Plans are being developed to strengthen and integrate information and feedback processes into upcoming operations, including relief, CVA and health interventions. CEA plans are now an integrated part of the longer-term capacity development of the National Society to include skills and processes development in branches and HQ.

Moldova CVA winter programme will be implemented in December with support from the CEA team of the Country Cluster Delegation (CCD) in Poland. The longer-term CEA capacity development of the National Society to include skills and processes development in branches and HQ requires revision of the previous plans to ensure that CEA is integrated as a transversal component of the current operations. Moldova CVA programme will be deployed in December with support from CEA CCD Cluster Centre plus CEA team in Poland (the contact centre will collaborate with information as aid and will ensure the program has an operating feedback system) for an estimated period of 3-4 weeks.

Poland

The CEA team is upgrading the Community Engagement and Accountability system to support all programmes being developed (e.g., CVA, shelter) and to increase the double-way communication with the participants of the programmes and, in general, with the community. An information as aid script was created for the Contact Centre enumerators, which improves the quality, coherence and reliability of the information being provided. Feedback will now be received from diverse sources (e.g., brief feedback questionnaire, social media, calls, chatbot) which will be analysed and triangulated for a deeper understanding of the needs of recipients, concerns, recommendations, and complaints which will inform operations. Adding to the information collected through the Contact Centre, the CEA team integrates the reports from the Analysis of 510 Media Monitoring. The findings are iteratively being taken into consideration in the provision of information and are informing operations.

The referrals pathway was updated and restructured to increase its adjustment to the key needs of those that call the Contact Centre. For this process, the CEA team revised the previous document considering the following criteria:

1. Organizing the database in key folders by key services provision (e.g., Legal support services, Shelter, support) instead of a single list of names of organizations + naming each key folder according to Contact Centre reporting system database – ensuring easy use of referrals pathway document.
2. Cleaning the database: Elimination of repetitions, organizations that do not exist, organizations that do not provide the service anymore.
3. Adding key organizations to the database: identification of inexistent relevant information (e.g., MHPSS support) and searching for organizations that do provide support in those areas.
4. Ensuring recurrent updating and upgrading of referrals document (for general organizations + MHPSS + PGI) in articulation with PGI and MHPSS teams.
5. Reaching out to key organizations to ensure the referrals pathway is operative and is effective.
6. Developing and implementing a feedback system of referrals – creation of feedback system document + training Contact Centre staff + putting the system into action.

In addition, MHPSS and PGI are now revising their specific contributions to referrals, ensuring that sensitive cases have specialized referral pathway and support.

The Contact Centre team now consists of nine people (eight enumerators and the team leader). This team provides quality services for the community, both through the phone line and chatbot. The purpose is to ensure continuous two-way communication about the operation, to share information, and to actively collect and respond to feedback.

Also, a transition process from the system established at the beginning of the operation with the support of "AmCross" system to a different one managed directly by IFRC is being developed, to ensure higher efficacy (namely to change, revise or add key components to the system whenever needed) and sustainability.

By now, the Polish Red Cross Contact Centre responded to 26,760 calls and 674 chatbot messages. Most inquiries were received by women (21,500) and concerned the CVA programme (26,424), information on other services (external referrals: 264, internal referrals: 17) and to provide feedback (47). The top three locations where the community contacted are:

- o Łódzkie (41.6 percent),
- o Mazowieckie (22,4 percent), and
- o Kujawsko-Pomorskie (19.7 percent).

CEA works closely with the CVA team on the preparation of information materials, FAQs, announcements for opening and closing of programmes, branch training, coordination with the Call Centre team on programmatic subjects and monitoring activities and review of feedback received. Materials have been created in English, Polish, and Ukrainian to [promote the Information Line](#), which have been published on the [national social media](#) and [branch websites](#). Support is further provided through [microsite for the Ukraine response](#) containing information about the Financial Aid program.

CEA has been coordinating with MHPSS, PGI and volunteer's manager on conducting joint training with volunteers at PCK branches. The joint plan is being prepared.

Romania

There were ongoing developments of the CEA approach in the CVA programme. This included supporting the development of a chatbot, establishment of a call centre and production of various information materials for use in in-person and digital communication. Assistance desks and a mobile unit were established to reach those unable to access digital tools.

A social media monitoring system has been piloted in Romania. It reviews the two key social media groups and auto-reviewed more than 145,000 messages from the groups which have a collective membership of 18,000 people. Area of focus were for feedback on the CVA programme, topics of discussion about the Red Cross and key issues of concern among the displaced people from Ukraine currently in Romania.

Work is beginning and the feedback system will be expanding it beyond responding only to technical queries but also to broader feedback to track trends and any adaptations needed to program.

New CEA messages have been developed and disseminated through social media channels, the CVA website and CVA programme app, incorporating contributions from IFRC Safeguarding and PGI delegates.

A two-hour training on feedback was conducted by CEA delegate with 16 volunteers from Ukraine and RRC staff members working in the RRC HQ Call Centre and Service Centre.

A needs assessment was carried out with support from PMER and CVA delegates to help define the future of the operation. On average, around 40% report still having existing needs and a further 10% report they have urgent unmet needs. Top needs are access to medical, employment and education. A small percentage still require shelter, clothing, NFI, food, and transport. PGI needs are RFL, TPV status, disability, xenophobia, loss of career, violence, exploitation, captivity, and PSEA concerns (8 participants). A PGI and CEA strategy is currently under development in response to these findings.

Steps have been taken towards improving feedback documentation and consolidation by preparing for the launch of a new issue and feedback form and a digital Customer Relationship Management (CRM) system for the RRC HQ Call Centre and Service Centre in Bucharest. The RRC also set up a new email address for receiving support requests for the cash assistance. The CRM system has been established to handle issue tracking for the CVA programme and all Romanian Red Cross Call Centre/Service Point volunteers are being trained on how to use this new system.

Opportunities for in-person community engagement: Romania RC launched new Multicultural and Services centres which are a potential opportunity to expand community engagement activities beyond digital channels of communication.

Quick-response complaints and de-escalation process, Key Messages (with the support of the Communications team), and delivered two mini-trainings in above, to support Call/Service Centre volunteers regarding social media backlash to ICRC in Ukraine have been developed.

The CEA Surge Delegate has been integral in formalizing and strengthening the referral pathway process which handles protection concerns that are registered through the contact centre. This has improved the time in which sensitive complaints are handled and investigated by relevant external organisations and services.

A team of CVA caseworkers is managing and troubleshooting issues with the applications and ongoing cases for participants of the multi-purpose cash program in Romania. The issues are brought forward through the IFRC/RRC CRM system, Call Centre, and Service Points.

Weekly CVA stakeholder meetings are taking place to capture key messages and feedback requirements for coming week with NS, PMER, Communications, CVA, and CEA.

The Netherlands Red Cross 510 team continues to conduct social media monitoring for Romania.

A CEA Team Leader for the Call Centre has been appointed and is in processes of receiving further training in CEA/PGI, including action on the social media monitoring.

A national CEA Senior Officer role is soon to be advertised.

The Romanian Red Cross opened a new "Humanity Concept Store" in Calarasi, operated by the local RRC branch, which will provide sustained support to persons who have fled Ukraine living in Romania through food, basic household items, and hygiene products.

Russia

Identification of needs for basic training in CEA for new volunteers and potential to integrate CEA into the CVA approach are being developed. A briefing and introduction for the regional branches of the Russian RCS was provided online. The CEA guide has been translated into Russian and specific tools and guidance to support the rolling out of the CVA programme in Russia provided.

Slovakia

At the start of the Slovak Red Cross (SRC) response to the Ukrainian crisis, a tailor-made CEA approach for the CVA multi-purpose cash programme was established, which included branch-based activities, digital communication: setting up a helpline and other outreach channels to ensure the community is informed. This includes the ability to handle sensitive complaints through a referral pathway. The SRC helpline provides in-person telephone support every day of the week. There are now two operators, one of them part-time. An updated FAQs and referral information has been prepared to assist helpline operators. The Ukrainian-speaking operators received training on the Fundamental Principles, the Code of Conduct, CEA, feedback mechanisms, and PSEA.

More recently, the CEA team has expanded its activities to support the implementation of the Humanitarian Service Points (HSPs), the shelter programme and the cash for education programme, ensuring mainstreaming of the CEA approach. Cooperation with the shelter team began with facilitating community consultations as part of the process of designing a shelter solution, enhancing the Slovak Red Cross approach to participatory programme planning. This was done through key informant interviews (KIIs), focus group discussions and surveys. Initial consultations mainly indicated fatigue among host communities as economic conditions are difficult and the duration of the crisis is unclear.

With the establishment of Humanitarian Service Points (HSP) across the country offering an integrated package of services, including MHPSS and health services, and, for six of the HSPs, the Shelter programme, the referral system had to be reviewed, expanded, and integrated into a CRM software system to enable secure referrals and service delivery to people in need based on their location. Helpline tools and operator trainings have been updated accordingly for the new services to be offered. Moreover, HSP guidance was prepared and shared with NS with general information on what an HSP is, what services it provides, how it should be equipped, and HSP structure. The HSP checklist has been shared with the NS, and the Slovak Red Cross Field Coordinator is running monitoring visits based on this checklist. A satisfaction survey was created in Kobo form, translated to Russian, Ukrainian and Slovak languages. A QR code for the survey was designed and shared with the HSP branches so that each HSP visitor can provide feedback about the services received. Helpline operators received additional training on referral pathways, humanitarian service mapping, the coding system, and a set of common Q&A for newly introduced programmes. More in-depth trainings for SRC staff and volunteers on PGI, PSS, referral system, feedback mechanisms, and community engagement approaches were provided. Guidance documents outlining the referral pathway have been drafted and shared with SRC and IFRC for their inputs. These guidelines will improve the accountability of individuals using feedback mechanisms and the confidence of call centre operators when referring people with needs that cannot be met by the Red Cross.

Other capacity building activities included joint training for staff and volunteers at HQ and branches in core CEA, including elements of PGI and PSS topics. A joint workshop was co-facilitated by IFRC and UNHCR on accountability to affected people. Recruitment of Ukrainian-speaking community liaison officers to staff the call centre and be trained for community activities, for example in needs assessments, is ongoing. Two volunteers and staff CEA trainings (linked with PSS and PGI) took place Bratislava and Dunajska Streda.

On 8 July, a three-hour joint training on PFA, CEA was organized in Klin for Dolný Kubín branch for ten people (nine volunteers and one branch director). Post-training comments from participants indicated that there is a need for more trainings on referrals, feedback mechanisms and serious occurrence reporting.

Following this joint training, a combined induction training on PGI, CEA, MHPSS, and RFL was set up, including roleplays simulating complex cases. The CEA sessions covered the definition of CEA, how to engage with communities and CEA in practice. The training is adapted according to the needs. The induction was given at

the Bratislava branch on 29 July to volunteers and staff and at the Poprad branch on 8 August, with both branches ready to start their Humanitarian Service Points activities.

With support of IFRC Emergency Appeal funding:

- The helpline operators continue to receive many calls per day related to the CVA programme and wider Slovak Red Cross services. A cash payment delay for a specific proportion of the households was discovered through an increased number of helpline calls, after which this could be quickly resolved in coordination with RedRose. This highlights the importance of having timely feedback channels.
- The CEA delegate and Slovak Red Cross Operations Manager provide weekly supervision sessions for helpline operators, as well as daily ad hoc support.
- The position of CEA officer for Slovak Red Cross has been advertised but unfortunately no adequate candidate was identified. This position will thus need to be readvertised.
- The Slovak Red Cross website and social media channels are regularly updated to provide accurate and timely information about all available services, also in Ukrainian and English.

With support of other funding sources:

- Slovak Red Cross branches continue to engage face-to-face with displaced people from Ukraine who approach their staff and volunteers at the local level. They provide relevant information, referrals, transportation voucher for food and non-food items which called as “Kaufland card” and psychological first aid, as required.



Migration and displacement

Objective:

Specific vulnerabilities of displaced populations and people on the move are analysed and their needs and rights are met with dedicated humanitarian assistance, protection and humanitarian diplomacy interventions, in coordination with relevant stakeholders.

Needs Assessments

National Societies, supported by IFRC are conducting in-country assessments to establish the needs and support required for displaced populations in each context.

Ongoing analysis of migration flows, Temporary protection application and associated rights in EU countries and protection gaps and needs were conducted by regional and country teams.

Regional

Key Highlights

The first months of the response have shown a rapid, efficient and scaled-up response by National Societies in Ukraine and impacted countries. However, beyond responding to the immediate needs, National Societies need to anticipate the early and long-term recovery of displaced people. Through the ongoing Ukraine and Impacted Countries response, IFRC seeks to anchor medium long-term Migration and Displacement capacity among National Societies and across IFRC offices and sectoral teams in the Europe region.

The Ukraine and impacted countries **Migration and Displacement Strategy** has been developed. The strategy aims to be a guide on how to better focus the operation incorporating the Migration and Displacement approach, principles, and frameworks throughout the activities. The strategy focuses on: 1) ensuring affected people have access to relevant timely and effective assistance and protection, 2) supporting National Society

capacity strengthening on Migration and Displacement and 3) influencing migration policy and practice through a strategic advocacy approach.

Humanitarian Service Points are one of the key global tools of Red Cross Red Crescent National Societies to respond to the diverse needs of migrants and displaced people. Since the beginning of the response, many National Societies have set-up Humanitarian Service Points to respond to the needs of displaced people from Ukraine and other migrants, asylum seekers and refugees' groups, adapted to the different needs, contexts and capacity. HSPs were key in allowing National Societies to provide tailored services with a holistic and integrated approach.

In order to support National Societies setting up new or strengthening existing HSPs, two regional tools were designed and shared: a Humanitarian Service Points handy 2-pager and an operational checklist. These tools are also allowing to operationalize and harmonize the concept and approach of HSPs, by defining it as: 1) operated by a Red Cross Red Crescent National Society; 2) a neutral, safe and welcoming physical space, which can be accessed without fear of interference by authorities; 3) accessible to migrants and displaced people, irrespective of their status, category, nationality or any other characteristic; 4) actively providing information and other humanitarian services that meets the needs of migrants and displaced people and may also provide safe referrals to other services and 5) run by Red Cross/Red Crescent staff and volunteers, trained and working in line with our approach to Migration and Displacement, as well as Safeguarding and PSEA.

Since the beginning of the response, a total of **506 Humanitarian Services Points** were established by National Societies and provided services to displaced people in 26 countries. As of December 2022, 450 HSPs remain active within 25 countries.

A **Migration Virtual Hub** has been established. This initiative is led by IFRC, and a steering committee comprised of British Red Cross, Danish Red Cross, German Red Cross, Hellenic Red Cross, Swedish Red Cross and Turkish Red Crescent. In moving from the acute humanitarian phase to programmatic activities, many NS will start to transition from HSPs to medium- and longer-term programming through initiatives such as Multi-Functional Centres or Community Centres with a view of providing more in-depth support to people in need, including displaced people, as well as host communities. In doing so, it is imperative to draw on existing knowledge and experiences in the wider Federation as well as the challenges and opportunities of transitioning diverse HSP structures and set-ups focused on emergency needs to approaches that are more consistent and aligned in focus on longer-term support, integrating as much as possible the overall programmatic activities on the National Society. **The Virtual Hub will be a space for the coordination of technical support around service and programmatic concepts in migration**, focusing on peer-to-peer support and cross-border coordination. Various meetings of the steering committee were held, and a concept note, theory of change and a workplan have been developed and a web compendium will be available within the next weeks. The ToR of the Migration Hub web compendium has been developed, the project was submitted to IFRC HQ Digital Transformation Department, and the design of the website is ongoing. A pilot peer-to-peer exchange visit has been conducted with the Hellenic Red Cross to support the Cyprus Red Cross.

Migration and Displacement human resources capacity increased in the recent months, with a full team working at the regional level, and an upcoming role at country cluster level (working on long-term programming).

Coordination

Internal RC coordination: Regular coordination has been set-up with the IFRC Humanitarian Diplomacy teams, the RC EU Office and ICRC Brussels to identify issues around implementing the EU temporary protection directive and specific areas to engage in collective humanitarian diplomacy efforts with the EU Stakeholders, as well as way to better support the needs of information and Humanitarian Diplomacy in NS and Country Delegation/Country-Cluster Delegation. At the regional level, coordination with IFRC IM colleagues has been established to monitor the flows of people both entering countries and returning to Ukraine as the situation remains highly fluid. Engagement and participation have been ensured in the Platform for European Red Cross Cooperation on Refugees, Asylum-seekers and Migrants (PERCO) meetings, including around discussions on Ukraine response and challenges, vulnerabilities, Movement Migration Strategy.

External Coordination: Both at regional and country levels, teams attend UNHCR coordination meetings on the refugee response and are helping to triangulate information. IFRC operation team continues to liaise with sectoral actors, including UNHCR and IOM, at the regional and country-level to analyse further migration flows and the needs of displaced populations, including gaps in the response for future planning.

Challenges

Migration flows in this crisis continue to be very complex, and it is difficult to track exact numbers given the nature of border crossings. Those who have crossed a border into a neighbouring country have now travelled back to Ukraine. Still, these movements are pendular. Many people are crossing the borders back and forth for reasons including checking on their houses and family members or accessing specific assistance in neighbouring countries. This means the number of people at any given location continues to change quickly.

Moreover, most of the National Societies part of this appeal are concerned by other Population Movement situations that have suffered by a lack of visibility and attention since the beginning of the Ukraine and impacted countries response.

Ukraine

As an immediate response to the crisis, the URCS was supporting people on the move (IDPs and those willing to go abroad) with hot food and beverages through the Humanitarian Service Points established at the railway stations and close to the borders.

Since the start of the conflict escalation, the URCS continues to provide evacuation services to civilians in the areas affected by the conflict, including support to the mandatory evacuation from Donetsk region announced by the government in late July, due to inability to provide heating due to destroyed infrastructure. In total, around 248,000 people were assisted with evacuation and transportation, primarily those with limited mobility.

Partner National Societies' response activities are reflected under the "National Societies' response activities in Ukraine" section.

Belarus

Various organizations began collecting and delivering humanitarian aid as the situation developed, including state and public associations and the population. The Belarus Red Cross acted as coordinator of all the humanitarian assistance on the territory of the Republic of Belarus. It launched a collection of donations to people leaving Ukraine who applied to the Belarus Red Cross for support. All offices of the Belarus Red Cross are mobilized. Volunteers are involved in receiving, sorting, forming kits and shipping aid.

Needs assessment is being conducted together with IOM and UNHCR. 1,547 people were interviewed. The needs assessment continues in order to map and target the needs. Since the beginning of the response, BRC:

- Supported 639 people with transportation/evacuation
- Supported more than 5,300 people with official procedures
- Is running 15 HSPs providing services to displaced people

The Belarus Red Cross supported an older migrant woman to get from Minsk to the border crossing point at Mokransy-Domanovo. The Belarus Red Cross has also been assisting a family accommodated in the Volozhin Social Services Centre in reuniting with other family members based in Poland.

In the beginning of the response, BRC established 5 Humanitarian Service Point, including in Poddobryanka and 4 at the border with Ukraine. As of November 2022, 15 Humanitarian Service Points are established at key locations, including at regional branches and crisis centres.

In September, 516 and in October, 556 tracing and restoring family links request have been processed.

As of 30 November 2022, 5,316 displaced people from Ukraine received assistance from the Belarus Red Cross, including 1,420 children, 2,370 women, and 1,484 men.

Hungary

Since the beginning of the response, the HRC supported 3,708 people with transportation/evacuation.

Information sharing, referrals and translation services in all locations mentioned above.

Migration kits are planned of being distributed in the future months

Moldova

Adaptation of safeguarding materials to be introduced to the NS and disseminated amongst staff and volunteers. Development of critical messages for relief distribution based on PGI standards. Creation of a ToR document to identify a roadmap for interventions and provide assistance with planning NSD immediate actions. Moldova Red Cross Society procured and distributed 3,000 food parcels requested by the host families and vulnerable people in Moldova, in order to ensure a people-centred approach and meaningful participation. Displaced population in Moldova is supported through the host families which offered them shelter.

Questionnaires with the main needs and preferences are made among the host families, displaced people and vulnerable populations in order to address their most imminent necessity.

Strong coordination is maintained with the ICRC, supporting the displaced people from Ukraine in the Transnistria region, through the Moldova Red Cross branch in Bender. They offer the displaced people assistance in term of cash, food parcels, hygiene parcels, fresh fruits and vegetables, vouchers for clothes and other hygienic needs. Since the beginning of the response, the Moldova Red Cross Society established 45 HSPs providing support to displaced people.

MRCS, with the support of IFRC, is planning to obtain 10,000 sets of migrant kits from existing stocks. However, further clarification on the status of obtaining these kits is ongoing. In addition, with support from IFRC, the National Society has begun the preparation of the stocks with humanitarian aid for the winter period and the possible increase in the number of displaced people from Ukraine during the wintertime. Among the most imminent needs, in case of a new wave of displaced people, could be blankets, towels, food parcels, and other basic relief items.

In November, MRCS Chisinau and Balt branches organized events at the Placement Centre for Ukrainian Refugees as a part of the initiative of integrating them into local society: volunteers give them information about traditional musical instruments, sing songs with them, dance, and make handicrafts. Also, refugees were provided with hygiene kits. Volunteers from MRCS Chisinau branch helped the International Committee of the Red Cross (ICRC) in organizing the distribution of humanitarian aid. In their regular daily visit volunteer contacted the beneficiaries and informed them about the distribution.

Poland

IFRC is supporting the analysis of migration data, including numbers of people in the country, informing the distribution of migrant kits.

Romania

The Romanian Red Cross continues to support displaced people from Ukraine transiting Romania with transport costs not covered by the government or other agencies. The Romanian Red Cross has opened eight social shops (Botoșani, Cluj, Constanța, Iași, Maramureș, Sibiu, Teleorman, Tulcea), and two are in the process of opening (Sălaj and Satu Mare), where people fleeing from Ukraine can, free of charge, pick up necessities.

Since the beginning of the response, the Romanian Red Cross established 14 HSPs that provided services to displaced people. 6 are remaining active as of today.

The Romanian Red Cross inaugurated the first multicultural centre to support displaced people from Ukraine. The centre is providing integrated humanitarian assistance, including hot meals, health services, psychosocial support as well as children's activities and Romanian and English language courses.

Humanitarian assistance and information continue to be provided at HSPs and branch offices around the country.

Russia

With support from the German Red Cross, IFRC, ICRC and Spanish Red Cross, RRC is working on development of mobile Humanitarian Service Points to be placed on the most frequented border crossings. These mobile points will provide immediate relief, First Aid, First Psychosocial Aid, information and referral services and include a child-friendly space. Support / accompaniment in official procedures (migration, temporary protection, asylum) is included in the range of services provided to the affected families in the RRC regional branches.

Since the beginning of the response, the Russian Red Cross established 103 Humanitarian Service Points to collect and provide humanitarian assistance support to displaced people.

The RRC established a mobile Humanitarian Service Point in Belgorod region to provide support to people displaced from Ukraine. This HSP continues to operate, providing at least 100 people weekly with MHPSS services, humanitarian assistance and RFL services. Specific spaces for children have been established.

A total of 3,038 people were assisted in this HSP:

- applications from more than 1,751 people (603 families) for cash assistance were accepted;
- More than 682 people (235 families) received humanitarian aid;
- the RRC provided tracing and family links support for 193 people;
- psychosocial support was provided for 350 people;
- 100 SIM cards were issued for the displaced people

Also, stationary HSPs are set-up at regional branches where displaced people from Ukraine can receive necessary support. The branches vary in their approach to provision of the support depending on the number of people incoming, capacities of the branch and financial possibilities.

Slovakia

During the first months of the response, the Slovak Red Cross (SRC) undertook assessments at several Humanitarian Service Points, registration centres, and temporary shelter sites in Humenne, Michalovce and Kosice, looking at issues related to migration and protection to make recommendations. A total of eight sites were visited to identify humanitarian diplomacy issues faced by displaced persons to be raised within the network of European Union (EU) National Societies. The Slovak Red Cross also coordinated with the Hungarian Red Cross and the German Red Cross to support the transfer of a blind displaced person to Germany.

The Slovak Red Cross will be funding the opening of Humanitarian Service Points (HSPs) providing an integrated package of services to the displaced in 10 branches in addition to the five Appeal-funded HSPs. The financial aid to the SRC-funded HSPs of approximately EUR 20,000 currently extends over five months. The SRC has provided financial support to open the first HSP on 1 August at the Poprad Branch pending the amendment to the first IFRC/SRC agreement and availability of funds to IFRC operation team. The Shelter program will complement the HSPs regular service package in the six IFRC-funded Humanitarian Service Centers.

A one-day induction workshop, developed for the branches by the IFRC/SRC response team, was held at the Bratislava branch on 29 July. On 8 August, a one-day induction training, was conducted at the Poprad branch. The training included inductions on PSS, CEA, PGI and MHPSS and how to use the IM platform. The IFRC/SRC team also prepared and coordinated with the Poprad branch to start the shelter program pilot on 7 September with 15 cases.

In August, an ICRC Restoring Family Link (RFL) delegate joined the operation team in Bratislava to support with RFL capacity building at headquarters and branch level, with the reinforcement of the referral system and with the provision of RFL services.

Since the beginning of the response, the SRC:

- has supported 26,950 people with official procedures.
- has supported 2,248 people with transportation and evacuation services.

With support of IFRC Emergency Appeal funding:

- A total of 15 Humanitarian Service Points are operational, with dedicated funding from IFRC for the HSP in Poprad. Starting from November, 5 out of the total 15 HSPs will be completely funded through the Emergency Appeal (Poprad, Kosice, Banska Bystrica, Zilina and Topolcany). Bratislava will be added as the sixth branch in December 2022. These are the HSPs that are implementing the Shelter program.
- During the month of October, new staff from 12 Humanitarian Service Points (HSPs) received the induction training on Red Cross and Red Crescent Movement Principles, CEA, PGI, RFL and PSS. They also got a practical session on how to code cases in the EspoCRM system.
- Seven HSPs are already using the EspoCRM system for tracking the cases they receive. Since the introduction of EspoCRM on 18 October, the HSPs have registered 684 cases. The needs identified so far are mostly related to requests for material needs, access to education for children, requests for additional financial support, access to health services and counselling on the labour market.
- The headquarters is organizing a weekly call with staff from all 15HSPs to monitor their progress, to answer questions and to help standardize their services. The priority for the coming month will be to set minimum standards for all HSPs, to improve local referral pathways, to increase visibility of HSP services, and to introduce direct feedback channels in all HSPs.

With support of other funding sources:

- Nine HSPs will remain funded through internal funds from Slovak Red Cross, namely those in Bratislava, Dunajska Streda, Nove Zamky, Rimavska Sobota, Humenne, Liptovsky Mikulas, Cadca, Dolny Kubin, Michalovce, Nitra.

Enabling approaches



National Society Strengthening

Objective:

National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in disaster risk management is well defined and recognised.

Regional

Key highlights

Programs and interventions in the frame of the operation are tailored following a much better understanding of each National Society, their structure, capacities, strengths, and weaknesses. Individual solutions are implemented to enable the scale-up of the operation with a particular focus on volunteer management systems and structural improvements.

To strengthen the capacities of National Societies to respond, IFRC prioritizes reinforcing their financial systems at HQ and branch level, HR systems, supply chain capacity, monitoring and reporting capacities, risk management culture and volunteering management and continue regular analysis of the contexts and

contingency plans to adapt and help NS prepare to changing contexts. The IFRC supports dialogues around local branch enhancement and connections with headquarters structures, development of policies, reinforcing the National Society statutes and Red Cross laws and supports leadership development at all levels of the NSs to reinforce the NS auxiliary role and increase NS capacity to sustain humanitarian services through domestic income generation.

The IFRC is hiring NSD coordinators for the entire region and separately for Ukraine, Poland, Romania, Moldova, Belarus, and Russia to support National Societies and ensure sustainable development of NSs during the operation and beyond. The Regional Branch and Volunteering Development Coordinator is also in the process of being recruited.

The IFRC is focusing on the coordinated approach to NSD following the strategy of one integrated, holistic National Society development plan for each country. For that purpose, efficient cooperation, coordination, and timely inputs are needed from all movement components. In the current phase, HR support is provided continuously to the National Societies for the preparation and efficient hiring process of new staff and volunteers.

In an attempt to extend quick support to scale up NS response capacities, in-country Operational Managers and IFRC Crisis Preparedness regional focal points are working on the NS readiness checklist to collect observations about the National Societies' response capacity in a consolidated way. This has been updated for Romania, Moldova, Russia, and Hungary now, and the process is ongoing for Slovakia, Poland and Belarus in the following weeks. Dialogues are continuing with National Societies to identify better and rapidly adjust the readiness and response capacities needed to deliver humanitarian services.

The URCS has been implementing the identified priorities to strengthen its Preparedness and Response capacities (PER) since 2019. As a result, support was extended to NS to build up EOC and draft a Contingency plan and essential SOPs. Following the changes in the humanitarian landscape, additional support will be provided to the NS response capacity.

On 20 September, a kick-off meeting of the Implementation Support Group (ISG) was held to follow up the Tbilisi Commitments of the 11th European Regional Conference. The ISG is chaired by the Austrian Red Cross and its members include the Red Cross Society of Georgia, the Red Crescent Society of Kyrgyzstan, the Swedish Red Cross, Romanian Red Cross, Ukrainian Red Cross, and Netherlands Red Cross. The IFRC Regional Director for Europe took part in the meeting to ensure that the follow up and support of the implementation of the Tbilisi Commitments are priorities of the Regional Office for Europe, as well as Country and Country Cluster Delegations in the region. The ISG defined the modality of work for the next 4 years (until the next European Regional Conference), developing the ISG ToR and Action Plan. The IFRC technical team, including members from Membership Services, Humanitarian Diplomacy, Communication, and PMER, was also established to ensure the sufficient support for the ISG in their activities.

National Society Development HR presence in the region has increased. The recruitment process in the Membership Services Unit has been finalized. The Regional Branch and Volunteering Development Coordinator started work on 1 September 2022. The IFRC NSD Delegate based in Kyiv, Ukraine, IFRC NSD Coordinator for Balkan countries based in Sarajevo, Bosnia and Herzegovina, IFRC NSD Officer based in Minsk to support the Country Cluster Delegation for Russia and Belarus, and IFRC Branch and Volunteering Development Coordinator based in Armenia to support the South Caucasus Country Cluster has all taken post in the reporting period. Positions for IFRC NSD Officers are opened for both Central Asia Country Cluster as well as the IFRC Country Delegation in Greece.

Challenges

The ISG follow up of the Tbilisi Commitments budget is ensured by the Regional Office for Europe until the end of 2022. The Fundraising Plan, based on the ISG Action Plan, is to be developed in November 2022.

Ukraine

The IFRC has provided the URCS with extensive assistance in the area of National Society Development (NSD), which included the coverage of the motivation for the volunteers since the start of the operation and salaries of the URCS HQ staff, as well as the First Aid staff and emergency response teams (ERT) staff.

The IFRC has supported the URCS in **IM capacity building** by establishing a CRM system and chatbot in the URCS Information Centre in Lviv. Continuous improvement of this CRM system (including linking to email channels and webform, adding support requests for the CVA program, adding integration with Binotel, and creating the dedicated dashboard to the URCS Information Centre on their activities, security: by implementing two-factor authentication for EspoCRM users at the URCS Information Centre, and ii) by renewing the SSL certificate of the <https://espo.redcross.org.ua/> website, etc.).

The IFRC supported the URCS in setting up data management system for the ERU Health Service Centres and MHUs in Zakarpattia region and will support in the URCS in setting up the uniform system of data management for the MHU patients across Ukraine. IM supported the URCS in the creation of the dashboard on the assistance provided by the URCS across Ukraine, data collected via the indicator tracking table.

The IFRC supported the URCS setting up RCRC IM WG in Ukraine and developing the IM Action Plan for the next year, as well as improving the data collection and visualization of Movement Partners' support to the URCS, and setting up a data pipeline for collecting, visualizing, and reporting data on the relief distribution process.

The IFRC supported the URCS with the development of the Kobo form for the data collection across the regions and sectors with proper gender and vulnerability disaggregation. IFRC in Ukraine and in the Regional Office Europe has supported the URCS in the improvement of the data collection management system for the IFRC-funded Healthcare activities in Zakarpattia region.

IFRC supported the URCS in **PMER capacity building**, including setting up and chairing the PMER Coordination WG, with the participation of the URCS and PNSs willing to contribute to this domain, the IFRC supported the URCS in setting up the monitoring system for Ukraine, namely the nation-wide monthly data collection (from the regional branches and sectorial departments) on the assistance provided in the country, based on the indicator tracking tool developed in the PMER Coordination WG.

The IFRC has also supported the URCS in the development of the One Movement/URCS Plan for PMER for 2023-2025. The IFRC will also deploy PMER capacity building Delegate for the URCS in autumn, to help set up required PMER structure, provide training and develop the PMER guidelines and tools. IFRC has supported the URCS with the recruitment process of the PMER Officer. However, the application was withdrawn due to evacuation from Kyiv because of massive missile attacks on 10 October.

During the reporting period, the IFRC has also provided assistance in the developing of the **Unified Planning** in Ukraine, which, once ready, will be One Movement/URCS plan for 2023-2025. Based on the planning discussions of thematic WGs, consisting of the URCS and the RCRC Partners, multiple thematic plans were developed based on the template developed and shared by the IFRC/URCS. The first draft of the compiled plan was created and shared with the RCRC partners for their review and approval in mid-August. Some thematic plans are yet to be developed, with the second deadline set on 15 September. This Plan aims to be a comprehensive document which includes all URCS domestic and RCRC Movement partners' strategic plans for the next three years in the operations, NSD, and international relations (HD, IHL).

The IFRC continued assisting the URCS with their PMER capacity building, including with the Unified Planning (One Movement / URCS Plan for 2023-2025), monthly data collection on the assistance delivered and developing the templates for the monthly reporting. Also, the IFRC supported the URCS in developing the CVA PDM Strategy for the URCS and developing the PDM questionnaires for the multi-purpose cash and voucher assistance. IFRC has supported the URCS in the compilation and finalization of the One Movement/URCS Plan for 2023-2025, including the analysis of the humanitarian situation in Ukraine as of October, based on the secondary data. As

part of the Unified Planning process, assistance was provided with the development of the indicators for future monitoring of the implementation and with mapping of the Plan's funding needs for the implementation, the commitments from the partners and identifying the gaps.

The IFRC has deployed the Communication Officer to support the operation to **build the capacity of the URCS in communications** and deal with the emerged reputational risks. On 23 August, a joint URCS/IFRC/ICRC online press conference took place with the participation of over 120 people (including 14 journalists and over 20 missions to the UN and PNSs). More than 20 PNS engaged in the six-month activation (covering media and social media in their own markets, using/mentioning IFRC). IFRC has also supported with the global media campaign marking the 6-month response of the URCS since the start of the conflict on 24 February. As an outcome, there were 1,600 media and social media hits, including prominent headlines in top mentions in AFP, Al Jazeera, Le Monde, Guardian, El Pais, Euronews, Washington Post, RFI and media coverage on Twitter). The footage was distributed by the European Broadcast Union to all their members (national broadcasting services, for example BBC in UK, M1 in Hungary, DR in Denmark, etc.). Media and social media coverage was carried out in 12 languages, while 518 journalists opened our news release in our newsroom and downloaded 213 videos and images.

The IFRC has deployed a Humanitarian Diplomacy (HD) Officer to support the URCS in **HD and advocacy (HD&A)** related to the crisis, based on their interest to engage more systematically in HD and Advocacy both in country and in support of the RCRC Movement's larger HD efforts related to the humanitarian impacts of the conflict in Ukraine. Initially, the IFRC Regional Office for Europe (ROE) focused on establishing an HD coordination function for the IFRC, while PNSs and ICRC focused on supporting the development of coherent messages and resources, exchanging information, facilitating IFRC's global engagement and dialogue with multiple stakeholders and donors, and supporting the political and humanitarian dialogue conducted by PNSs in their respective countries. The URCS has asked Movement partners to assist in developing an Action Plan focused on strengthening the URCS auxiliary role to the Ukrainian government, crystallising its HD&A role within the Movement in line with Seville agreement 2.0 and establishing a NS capacity-building strategy for HD&A.

The IFRC continued providing extensive **logistics support** to the URCS in logistics, procurement and fleet. IFRC logistics coordinator, warehouse and transport delegate and procurement delegate were hired during the reporting period to ensure on the job capacity strengthening support for the URCS. IFRC extended its inventory management support for the URCS by renting additional warehouse capacity in country and by strengthening URCS inventory management system by implementing IFRC inventory management software Logic in two warehouses. To strengthen URCS fleet capacity, 20 light vehicles were donated to URCS.

The IFRC fleet specialist visited URCS and discussed with URCS their fleet development needs and potential action points for near future to strengthen URCS fleet management. Additionally, during August, IFRC was processing Logistics Requisitions (LR) for procurement of 12 vehicles for URCS Zakarpattia regional branch and three vehicles for Lviv regional branch. Also, the URCS was supported with the development of the specification for the required items and in tendering process for food parcels. The IFRC is processing LRs for the items and kits from the mobilisation table with a total cost of approx. CHF 4.4 million. IFRC continued supporting the URCS in developing the specification of the items for the Winterisation mobilisation table. Also, IFRC supported the URCS with the purchase and delivery of 500 jerry cans to URCS warehouse in Kyiv.

In October, IFRC continued assisting the URCS with building their logistics capacities, including in fleet development (donation of vehicles and car rental), local and regional (large-scale) procurement of goods for people in need, transportation of humanitarian cargo into Ukraine and providing warehouses for temporary storage of goods prior to their distribution to people (in Debrecen, Hungary, and in Lviv and Chop, Ukraine) and mobilisation of humanitarian assistance among the RCRC partners. In October, IFRC has supported the URCS with transporting into Ukraine 50,094 blankets, 10,210 tarpaulins, 4,980 hygiene parcels for the family of 5 persons for 1 month, 2,711 kitchen sets for the family of 5 persons, and 1,080 baby kits. Since the start of the response to the conflict escalation in February, the IFRC has assisted URCS in delivering the cargo into Ukraine worth around CHF 10 million, including over 66,000 blankets, ~ 41,000 hygiene parcels, 33,000 tarpaulins, 26,000 kitchen sets for the family of 5 persons, ~8,500 migrant kits, ~6,500 mattresses, ~3,300 foldable beds,

~1,000 baby kits, ~1,000 first aiders' kits, 333 family tents and 29 diesel generators. Also, in October, IFRC continued supporting the URCS with the procurement (and further donation) of 15 vehicles to Zakarpattia and Lviv branches to increase their fleet capacities, and 10 ambulances for the URC HQ. Since the beginning of the response to the conflict escalation, IFRC has supported the URCS with 37 vehicles. During the month, the IFRC supported the URCS in the procurement and transportation of goods into Ukraine as part of the envisaged winterisation assistance for people in need, including 150,000 food parcels (expected to be received in early November), 27,300 food parcels for children, 26,220 hygiene kits (for males and females), 9,400 hygiene kits for babies, 8,940 sleeping kits, and 8,940 kitchen sets and other items.

The IFRC supported the **translation of the Stay Safe course** into the Ukrainian language for the URCS staff and volunteers as part of the URCS branch development activities. IFRC has supported the URCS in the **preparation on the induction course** to provide basic training to the newly recruited URCS staff to guide them through the basics of organizing distribution, ensuring the adherence to CEA in humanitarian assistance, ensuring minimum reporting requirements. This course is meant to be a basic "onboarding" to ensure the alignment and standardized practices throughout the branches.

In September, the **IFRC has deployed the NSD Delegate**, who assisted the URCS in adapting the IFRC NSD Policy to their needs. After the finalization of the document by the URCS, the URCS NSD Policy will be formally approved and will be used as a framework document:

1. to plan the URCS NSD objectives in the next Strategy (after 2025),
2. to share with RCRC Partners for NSD support planning in addition to the URCS National Strategy and NSD plan,
3. 3) to make interim revisions of the URCS NSD Plan of Action for 2021-2025,
4. to explain the URCS approach to NSD as such to all stakeholders. The practical next steps with URCS NSD Policy implementation will be defined.

The IFRC also supported the URCS with drafting the monitoring framework for the implementation of the URCS NSD Policy.

The recruitment process for hiring the IFRC NSD Delegates for branch and volunteer development has started and the candidates that will be invited to the interviews are selected.

On 5 September, a **coordination meeting between IFRC, ICRC, URCS, and some PNS** took place for the preparation for the Humanitarian Diplomacy (HD) IFRC continued supporting the URCS in preparing the forthcoming HD workshop in Ukraine that was postponed to 28-29 November and aims to support the URCS's humanitarian advocacy ambitions, focusing on strengthening the auxiliary role of the URCS and its advocacy function within the Movement, as well as the development of a comprehensive stakeholder mapping and advocacy action plan. HD WG meetings were resumed on a regular basis with the aim of finalizing ToR, agenda, and generally all preparatory work before the HD Workshop.

The IFRC has given a briefing to the URCS on the European Social Fund (ESF) and the possibility for the URCS to apply for funding up to CHF 30,000 for the development and capacity building initiatives.

The IFRC assisted the URCS in co-leading and co-facilitating the **technical WG with all PNS** supporting BRaVO project (aimed at Branch and Volunteer Development at the URCS) already and those who want to support in order to plan PNS support and resources for 2023. Also, during October IFRC has organized and chaired two PMER Coordination WG meetings with the participation of the URCS and representatives of PNS on the ground, including Canadian, Danish RC, and German RC.

In October, the IFRC deployed an **HR Development Delegate** to be embedded in the URCS HR Unit to strengthen their capacity in this area. Also, IFRC has conducted interviews for the recruitment of Branch and Volunteer Development Delegate and received an approval from the URCS for the selected candidate.

A new **CVA support cell** has been created in collaboration with IFRC, URCS and Red Rose. This will support the development of the National URCS CVA system and SOPs and is the first step toward building a strong CVA capacity for URCS to be able to manage its own beneficiary database. This is part of the Cash Preparedness objective of the CVA strategy for Ukraine.

The IFRC Regional Office for Europe has deployed a **Regional HD Coordinator**, who oversees conducting global discussions with movement partners around the globe regarding geopolitical dimensions and their impact on the RCRC humanitarian agenda and activities in Ukraine (IFRC & RCRC network HD calls). These meetings are a basis for starting to explore different possibilities for the presence of the URCS international humanitarian diplomacy, which is also related to URCS's advocacy goal, such as strengthening the synergy of the URCS's external positioning engagement with Movement partners.

The **assessment document of URCS' auxiliary role** on its final stage and will be shared with all members of the advocacy working group in the upcoming weeks. The document provides analyses and suggestions of the URCS advocacy goals on empowering the auxiliary role of the National Society to the government in advocating for the humanitarian needs of the affected population and strengthening the URCS IHL positioning, role and dissemination efforts at the country level.

With support of other funding sources:

- GRC has had the first round of meetings with the URCS Bravo inter-regional managers while continuing supporting the URCS Bravo program in Rivne, Volyn and Odesa regions.
- In October, Austrian RC supported the URCS in delivering a seminar on nuclear safety and tactical medicine for 38 people.
- GRC continues to support URCS' branch and volunteer development program (BRaVO). The first round of mini grants has been implemented, and the second round of selection is ongoing.

Belarus

IFRC plans to support the identified staff positions in Belarus RC (Headquarters and branches) to ensure better operation coordination and reporting. Several pieces of training will be organized, including the involvement of external experts (MHPSS, PGI, CVA, information management, volunteer management, RFL and others).

Support to Belarus RC is being provided for volunteer management, insurance for volunteers, and uniforms.

Belarus RC was supported in conducting study visit to Turkish RC, Italian RC and IFRC ROE to exchange experience in CVA and in support to migrants.

A database for people assisted (based on Bitrix) is now used by all the branches of BRC. The database includes basic information about the household, vulnerabilities, contact details, as well as a brief needs assessment questionnaire. The database will help to trace which donor support was used for i.e., CVA in each concrete case.

A web-based platform is being developed in cooperation with UNDP and other partners which will consolidate all the information on the support available for people who left Ukraine in Belarus. It will also have information available for volunteers and staff of Belarus RC.

Weekly meetings are held for BRC staff involved in the operation.

In Vitebsk region, the fundraising campaign "Marathon of good deeds" continues to raise funds for the repair of the Crisis Center of the Vitebsk BRC regional branch.

The Crisis Center of the Gomel regional and Brest BRC branches is in operation.

Hungary

With support of IFRC Emergency Appeal funding:

- HRC continued to develop its healthcare capacities with an aim to meet IFRC Basic Health ERU/WHO EMT Type 1 standards

- Mobility and logistics needs of HRC were strengthened through funding provided by IFRC with vehicle procurement and rental of additional vehicles
- Logistics and warehousing developed through renting of warehouses.
- Delegates of IFRC country team continuously support HRC in the development of relevant procedures.

With support of other funding sources:

- Local and international in-kind and financial donations supported the development of HRC's healthcare capacity.
- Mobility and logistics needs were strengthened through in-kind donations and purchase of cars from additional funding sources. Use of pro-bono warehouses, renting of storage facilities and procurement of logistics equipment also supports HRC operations and long-term development.

Moldova

NSD is the primary of three key pillars for IFRC's country strategy in Moldova. IFRC NSD related approach was established based on strengthening the effective response role of the MRC (having gradually increased infrastructure, Human Resource base using recruitment staff necessary in current operation and further) and strengthening its partnership. Regular meetings are organized with the leadership of the MRC and partners. NSD related Taskforce ToR discussion was carried out, preliminary mapping table of partners' planned interventions was developed and regularly updated.

The MRCS with the close support and facilitation of the IFRC held OCAC sessions with the active participation of representatives from HQs and 12 local branches. The session was very important in creating an opportunity to do a self-assessment. This will influence the update of NSD plan and prioritizing of focused areas and in fact MRCS with the support of the IFRC, updated its Country Operational Plan with an incorporated NSD plan as part of the midterm and long-term approach. The core priorities of the operational plan are Crisis Preparedness and Winterization, CVA and Cash Preparedness, as well as National Society Strengthening with the focus on core business practices. IFRC is also supporting MRCS on having a joint project management and monitoring process using the Implementation Plan tool.

To strengthen MRCS capacity and potential, IFRC is planning to organize BOCA training. So far discussions are around the training process itself, and technical arrangements.

IFRC organized a training on Disaster Risk Reduction and Crisis Management, CVA introduction, Fundamental Principles, and the Red Cross Red Crescent Emblems topics for volunteers from Chisinau, Criuleni, and Comrat branches.

The MRCS owns two Red Cross cars purchased with the support of the IFRC Emergency Appeal funding. The IFRC also offered 20 laptops and 20 mobile phones to the Moldova Red Cross Society. The IFRC and PNS are supporting the current MRCS professionals and the recruitment of more personnel for strengthening the capacity and potential of the NS. For instance, IFRC assists MRCS in their process of choosing a recruitment company is almost finalized.

The IFRC is planning to support MRCS to do an inventory and technical evaluation at the current warehouse, as well as maintain documents for warehouses, such as bin cards, stock cards, and files. Due to several tendering processes, IFRC is taking advantage of the opportunity to support MRCS in improving and/or activating all necessary logistics and procurement procedures, as well as reporting tools based on IFRC standards, such as shipping instructions, due diligence forms, pipeline reporting, and stock movement reporting.

The IFRC discussed with MRCS webpage and donate page upgrading. There is an opportunity to follow Swiss RC developed page example. Also, discussions are around procurement warehouse, offices for several local branches, thus MRCS will have an opportunity to effectively implement activities, have a place to store items, organize various youth and volunteers related initiatives.

The MRCS expressed willingness to work on the development volunteer management system by means of recruiting a volunteer manager for HQ, establishing a volunteer database, and reworking on website. NS applied to send a job description and, in its turn, shared a volunteer strategy. MRCS focused on strengthening the role of volunteers, their knowledge, and their skills. Various trainings were organized with the support of IFRC, ICRC and PNS.

The IFRC Volunteer Management delegate prepared a tool, which is going to support MRCS in better planning their youth and volunteer-based activities as well as initiate monitoring of the level of volunteers' participation. Based on an invitation sent by the Romanian Red Cross two MRCS volunteers participated at the Disaster Management Summer Camp in Valea Ierii Camp, Cluj County, between 21 – 27 August 2022. Volunteers had an opportunity to meet their peers and share experiences in general due to active participation in the current crisis response. The IFRC also shared with MRCS the idea to organize Youth as Agents of Behavioural Change (YABC) training to teach both young people and adults how to harness their own power, take on ethical leadership roles and inspire positive transformations in mindsets, attitudes, and behaviours. Another 2 training sessions are about Crisis Management and winter preparation and Movement Induction.

The MRCS received the final report and recommendations (in both English and Russian versions) related to the OCAC self-assessment that took place on 15 - 17 July 2022.

The IFRC supported MRCS to do the translation of the revised Statute and presenting it to the Joint IFRC/ICRC commission accompanied by the letter.

The IFRC is preparing for the NSD meeting in Budapest planned to be carried out in December. There are several training sessions under different directions like Logistics/Procurement, CEA, Information Management, and PGI organized by the IFRC and planned to be carried out in a couple of months. MRCS is encouraged to take part in these events.

The IFRC NSD delegate will participate in Europe and Central Asia IFRC NSD Team meeting and CEA-related ToT in Budapest planned to be carried out in December. A separate session planned to be organized with NSD team in Budapest to go via important aspects like NSD One Action Plan, plans for 1st quarter period in 2023, so far achieved results and challenges.

Poland

The Polish Red Cross is continuing working on the Strategy implementation Plan and established teams that will be responsible for implementation of three strategic priorities and detail planning along defined 9 clusters. Sequencing of proposed actions is also priority for the National Society since they are not having sufficient capacity to deal with so many priorities at the same time. Furthermore, some actions cannot be undertaken before completing some of the tasks as a precondition for moving to next step. National Society will establish KPI's along this process that will be monitored regularly.

Polish Red Cross team is developing reporting requirements for the next year with an idea that more consolidated data collection is a key pre-condition for informed decision making and operational planning. Advice was provided to NS in terms of what are key data that shall be included in this process and collected from branches. Further engagement with NS is necessary.

Discussion with the National Society about future structure of the headquarter is continuing and in the light of newly adopted Strategy this will be intensified in coming weeks. Implementation of the Strategy will depend very much on necessary transformations within the NS structure needed to achieve strategic goals. Latest information is that National Society will be ready to presents its new desired Headquarter structure soon.

Three National Society representatives participated in the Fundraising SkillShare event in October 2022 organized by the Regional Office in Europe; the Polish Red Cross covered travel costs and per-diem for three participants and IFRC Poland covered the participation fee for all three participants. Besides IFRC and PCK

operations funded by international appeal, the National Society is still mobilising a lot of resources within the country aiming to support Ukrainian refugees including a lot of integration type of activities in which both the Polish host community and Ukrainian refugees are taking part. New integration centres have been opened in November.

The IFRC is supporting PCK on the tendering and procurement processes together with the appointed project management company (Trebby) for the PCK HQ renovation project. The renovation aims to fulfil the duty of care to strengthen and improve the National Society's working space as well as to preserve the historical status of PCK building and records archives. A Technical Working Group and Steering Committee consisting of IFRC and PCK senior leadership have been appointed to provide technical advice and decision-making for the renovation project.

It is expected that the ICT (Information and Communication Technology) capacity assessment in the Polish Red Cross will happen soon, and a preliminary agreement was reached with the Polish Red Cross and Europe Regional Office for the deployment of the IFRC team to complete the assessment.

Resource mobilization market study is underway, and the first draft of the report will be ready at the end of the year; based on the findings, PCK will work on the Fundraising Strategy and implement recommendations following one of investment scenarios; resources for investment are going to be needed.

The PCK has launched an establishment of humanitarian aid groups in 10 regional branches aiming to create a human resource pool and enough trained volunteers that are going to be able to respond to natural disasters, migration, or refugee crisis in a better way; initial support in terms of resources is provided by the Prime Minister office. Around 800 people applied to become a part of newly established Humanitarian Aid groups and National Society has developed a plan for training of all new potential volunteers. Training will be developed in phases. Some of basic trainings are already taking place. After basic induction training some of new volunteers will be assigned to some tasks.

This initiative has been supported by the Prime Minister Office and it another evidence of better positioning of the Polish Red Cross vis-a-vis Government that creates an opportunity to further strengthen its auxiliary role.

Additionally, PCK has started delivering basic induction training for new staff recruited along the operation.

Regular interaction between headquarters and branches is taking place; Director General has a weekly online meeting with district branches and visits the field more often. Branch forum with a participation of 16 district Branches Presidents, Directors, Governing Board of the Polish Red Cross, and key Headquarter staff will take place on 10 - 11 December. Key topics that will be presented and discusses are NS Strategy implementation plan, key performance indicators for implementation of Strategy, reporting requirements in 2023, National society development plan agreed with partners, volunteering development, etc. All Movement partners are invited to be part of the meeting and present achievements along the operation and plans for next year. This is another milestone in the life of the Polish Red Cross that is aiming to improve internal communication and cohesion within the organisation.

More importantly, Polish Red Cross staff is more present in the field along different thematic areas, and this is also contributing to better understanding of the Headquarter role vis-a-vis its branches.

Since the beginning of the crisis National Society increased the level of engagement with existing partners and actively looking for new partnerships aiming to get more support for different vulnerable groups in Poland including host communities; around 300 corporate partners have supported the Polish Red Cross this year.

The Polish Red Cross is regularly convening Movement Coordination meetings where all the issues around working together practices, cooperation and coordination are discussed. Next meeting will be held on 15 December 2022.

The Polish Red Cross decided on the General Assembly to increase the amount of membership fee aiming at the same time not only to increase income but also to involve more of the members in the life of the National Society and strengthen its legitimacy; the membership fee is PLN 60 (around EUR 12).

Logistics

Warehouse management training has been provided to PRC warehouse staff by the IFRC surge logistics coordinator. In addition, IFRC warehouse procedures and Logic inventory management system was set in place and basic warehouse safety measures were introduced. PRC staff was provided with the basic procurement process orientation which was conducted on 17 August 2022.

The IFRC has contracted two service providers to have an extensive place for relief goods and two warehouses fully functional in Lublin supporting Polish Red Cross efforts, including cross-border operations to Ukraine and Romania. Details procurements and warehousing is outlined under the Shelter sector.

As of reporting period, a total of 598 vehicles transported 5,220.7 metric tons of aid to Ukraine.

Volunteer Management

The IFRC is working with PRC on establishing communication procedures for requesting volunteers in different sectors between headquarters and districts, in all activities necessary for the proper conduct of the emergency operation, especially from now on, when the winter period of operation starts. An updated volunteer development module in four languages (Polish, Ukrainian, Russian, and English) has been established. Further work will be done to extend it to other modules e.g., blood donation module.

Support volunteer management is important at the central level of the PCK to be able to accompany its 16 districts in the management of volunteerism. The most important tasks of management support are:

- The creation of new processes and protocols for volunteer management.
- To establish some kind of criteria for profiles and to assist in the management of profiles and activities according to the needs.
- To support in the creation of a system to organise activities in which volunteers can sign up, send information and be managed.
- To create structure in the 16 branches so that they can coordinate the general activity and manage volunteer profiles.
- To create a volunteering argument and establish a volunteering policy for the long term.
- To adapt the messages to different languages as currently the PCK counts with Polish, Ukrainian and English-speaking volunteers.
- To establish some mechanism to know the immediate availability of people in case of emergencies or specific field trips.
- To accompany the volunteer managers in all the needs derived from the direct management with volunteers.
- This project is scheduled to run until December 2023.

The Spanish Red Cross is supporting PCK on two levels of collaboration:

1. Supporting with volunteer manager.
2. New database for volunteer management in Poland Red Cross.

Bilaterally, the **Spanish Red Cross** is supporting PRC in response to the Ukraine emergency operation, regarding volunteer management with the provision of:

- Recruitment, training, and management of CVA volunteers of PRC in Poland, mainly in the Mazovia branch, Warsaw district.
- Development of a catalogue of volunteer activities according to profiles in the Mazovian branch.
- Supporting the volunteering data management system, similar to the one used by the Spanish RC for domestic activities, to allow PRC to dispose of volunteers' information, including their skills and availabilities, to match them with activities for which support is needed.

- A volunteer training program is under development, including gender, inclusion, psychological support, RCRC values, and principles. Localization of IFRC e-learning platform for volunteers is planned.

Volunteer database

The Spanish Red Cross with Ixiam company supporting Polish RC in the new volunteer database for Poland (CiviCRM + Webform for National Societies involved in the Ukrainian crisis). Ready for implementation 1 June in Polish, English, Ukrainian and Russian.

The number of volunteers which significantly increased since the crisis began, experienced a decrease in terms of application during the last two weeks of June. This might be due to summer holidays and a situation relatively stable in terms of arrivals and services provided. A volunteers recruitment campaign is under discussion to ensure a consistent number of volunteers, especially for supporting long term activities implemented by PRC. District managers have been trained in the management of the application, as well as the properties and advantages of its use. The workshops were held in May and June.

The volunteer management system is being put in place although it still requires some systematic improvements. This also includes some technical instructions to establish single criteria in the management of volunteers in relation to food, lodging, infractions, and insurance issues.

At the branch level, volunteer managers were trained to ensure volunteer recruitment, training, and capacity building.

Transfer of software to the Polish Red Cross to ease the collection and management of volunteer data. To structure the implementation of the software, the work will be organised into three sprints/stages, having every sprint a length of three weeks. The phases that the sprint process will cover are the ones stated below:

- Phase one: assessment and analysis of requirements by PCK with the aim to provide the PCK with all the information pertaining to the software to undertake a mutual assessment and to identify its needs and required functionalities.
- Phase two: deployment of the software in the different layers of the PCK
- Phase three: training key actors of the PCK on the use of the software
- Phase four: tuning, maintenance, and cleaning possible bugs

The software will include a blood donation module. The development of this module will consist of:

- An updated list of current blood donors.
- A link to provide information to potential donors/donor applicants.
- Communication flow between branches and donor applicants, for the initiation of the donor activity.
- Having a list of the dates of new donations for each person.
- Reports on the number of annual donations per person and the total number of donations.
- The creation of events and emailing to call for new donations.

A blood donors database system (for members of the Polish Red Cross) will be established. The initial meetings have been carried out to understand the needs of managers, as well as to facilitate access to members of blood donor clubs. This database will be available only in Polish language. An initiative to analyse the link between the members of the blood donor clubs and the participation as volunteers in any activity organised for Polish Red Cross volunteers is being carried out.

Volunteers' protection elements are prioritised to encourage maximum participation of volunteers in the activities carried out by the PCK.

The interview for the vacancy of volunteer management in headquarters is ongoing to manage, monitoring, follow up and implement the volunteer actions in Polish Red Cross.

A meeting was held with the rescue teams in the annual national exercises, to learn first-hand about the needs and activities of the rescue team volunteers. Individual meetings and face-to-face visits schedule were planned

with 16 PCK districts to monitor the implementation of the volunteer management model as well as to understand the needs, doubts or support required in this process of implementation. The first individual online meetings have already taken place in the last week of September.

Volunteer Manager continues working on the new volunteer application, as well as on the development of the blood donor system.

Contributing to the implementation of the new humanitarian action groups in 10 branches. Currently only the Lublin branch has been implemented. It started the new recruitment of volunteers and the meeting between volunteer managers and the person in charge of humanitarian groups.

Working together with the Shelter sector on new volunteer action profiles and positions for the collaboration with UNCHR in mapping new shelters and updating the already registered ones. A pilot will be started in the Lodz branch.

Supporting branches and sectors in training volunteers for new activities to be developed in the future by the Polish Red Cross. Sectors are mainly PGI, MHPSS, Volunteer Management, CVA and Shelter.

The Spanish Red Cross and PCK continue to work on the winterisation plan with the new volunteer action profiles required.

During the month of October, the Spanish Red Cross and PCK visited several districts to get to know all the branches and analyse their needs in the last quarter of 2022.

Human Resources

HR is supporting PCK on its scaling up of activities with the recruitment of 13 new national staffs. Logistic, PGI, CEA and PMER recruited as shared resources between Poland operation and Poland Country Cluster Delegation Shelter officer position published. MHPSS recruitment is ongoing. Priority roles for recruitment include Shelter Officer, CEA Officer and MHPSS Technical Specialist.

Russia

The revised Country Plan of the RRC includes development of a One NSD Plan, building on the results of OCAC process that the National Society went through recently. As immediate action, RRC is introducing volunteer coordination and DM coordination functions in all branches working on the response to the crisis in Ukraine and affected countries.

- 20 PSS specialists are being supported.
- 16 new staff have been recruited.
- Five vehicles have been procured, office equipment procured, warehouse in Voronezh rented.
- IFRC support is provided to the development of Russian RC Strategy.
- ICRC – 13 new staff are recruited, five vehicles are procured, office equipment is procured, warehouse in Rostov is rented.
- Spanish RC: support of the mobile HSP establishment (external and internal equipment).
- German RC: one vehicle is procured, tent (HSP) is procured.
- Austrian RC: support to PSS implementation is provided.
- UNHCR: 15 new staff are recruited, support to PSS implementation is provided.

With support of IFRC Emergency Appeal funding:

- 16 additional project positions and 20 PSS positions were provided, 5 cars and office equipment were purchased, and a warehouse in Voronezh was rented.
- Development of the RRC Strategy is ongoing.

With the support of other donors

- ICRC: provision of 13 additional positions, procurement of 5 vehicles and office equipment, rent of a warehouse in Rostov.
- Spanish Red Cross: provision of equipment (external and internal) for mobile RCRC station.
- German Red Cross: procurement of one vehicle and airframe module (mobile station).
- Austrian Red Cross: provision of psychosocial support activities.
- UNHCR: provision of 15 additional project positions, 18 PSS positions and office equipment.

Romania

Eight additional branches have been assessed, and the need for training for new staff and volunteers is consistent with other branch assessments. Training in PGI, MHPSS and CEA commenced in the first week of May. The need for additional assets, such as vehicles and warehousing, is also consistent. Discussions are ongoing about using the Spanish Red Cross proposed volunteer management system. IFRC Surge Finance has started visiting branches engaged in the operation to train in IFRC financial procedures.

Displaced people from Ukraine eligible for employment as asylum seekers or with protected status are being hired as translators and phone operators in CVA call centres. RoRC is facilitating the receiving and transport of goods donated by the Kuwaiti RC to Ukraine. RoRC continues to provide bi-weekly convoys of food and essential items to URCS at their request. The French, Korean and Swedish RC have all visited the RoRC to begin preliminary discussions on future bilateral engagement in health, logistics and MHPSS.

The ICRC in Bucharest has increased its capacity to 2 delegates - RFL and Cooperation and the IFRC operational plan have been shared. The ICRC has also increased its capacity in Suceava with a hub used for both logistics and delegate rotation. A visit by the Secretary-General from Canada, France, Danish and the Netherland RCs was facilitated and support provided to travel onwards to Ukraine.

- A multi-year NSD strategy has been developed by the IFRC NSD delegate, along with the NSD, which has been endorsed, in principle, by the RRC Secretary General. In line with the multi-year NSD strategy that was developed by the IFRC NSD delegate, the IFRC and RRC are developing job descriptions and recruiting for multiple national positions to strengthen the organizational and technical capacities of the RRC. In line with the multi-year NSD strategy, the IFRC and RRC are continuing to recruit for multiple national positions to strengthen the organizational and technical capacities of the RRC.
- The IFRC continues to provide financial and technical support to the RRC in order to both scale up the current operation and to set the groundwork for future organizational development of the RRC.

Slovakia

The Ukrainian response, together with the COVID-19 response, is the largest operation in the history of the Slovak Red Cross (SRC). Although a strong organization, the National Society remains understaffed at headquarters and branch level to manage a large response and its decentralized organizational model needs to be adjusted with improved coordination for a more effective response. This operation also highlights the need to systemize volunteer management, and train volunteers and volunteer leaders.

During the third week of May, a workshop was held with regional branches and HQ to identify the next steps in the development of the operation. Within this response, in the past six months,

- The IFRC surge team has provided ongoing advice and support to the NS on the strategic and technical implementation of the response, ways to scaling up operations and improve preparedness.
- With increased interactions, the SRC was able to strengthen its auxiliary role with the Slovak government and strengthen its networks with humanitarian organizations.
- Key NS positions for the response were recruited early with the field coordinator, finance, Operations Manager, helpline operators, linguistic students and more recently the positions of volunteer development manager, communications officer, and coordinator for the EU4Health program. In parallel of the revision of the country plan for scaling up operations, a human resource plan for IFRC and National Society positions has been prepared for the duration of the operation. However, recruitment

remains a challenge as there seems to be a shortage of qualified humanitarian or development workers at national level and a current bottleneck issue to recruit delegates for the operation at the IFRC level.

The Volunteering Development Manager from Slovak Red Cross is steering the development of an integrated volunteer management system for the National Society, with technical support from Spanish Red Cross. She is supported by a working group composed of Branch Directors and Staff from a variety of Slovak RC branches in order to ensure wide ownership and buy-in. A first version of the platform is currently being tested by staff.

- The Slovak Red Cross, with the support of the IFRC, has drawn up a contingency plan in anticipation of a possible influx of displaced people from Ukraine in the coming months, considering winterization and inflation. Relatedly, the procurement of specific non-food items is ongoing as contingency stock. This was also in response to a request from the Slovak Government to indicate our response capacity and stock in case of a new influx of displaced people from Ukraine this winter.
- Slovak RC and IFRC are proceeding with the procurement process for service providers for the translation and localization of RC/RC e-courses (Stay Safe and WORC). These will become mandatory online courses for the onboarding of all Slovak RC volunteers.
- To tackle the lack of Ukrainian-speaking staff and volunteers at Humanitarian Service Points, Slovak RC is investigating how they can inform more Ukrainians about the opportunity to join and introduce appropriate compensation.



Coordination and Partnerships

Objective:

Technical and operational complementarity is enhanced through cooperation among IFRC membership

Membership Coordination

Following the Informal Consultative Group (ICG) meeting in March, the Membership Coordination function has been stepped up for this response. A Membership Coordinator has been in the position since 24 February and has set up weekly operational coordination meetings with Heads of Disaster Management in partner National Societies to discuss key topics and progress, challenges and opportunities across the response. The Membership Coordination function has also been supporting partner National Societies with specific enquiries, meetings, and operational engagement.

Further work has been done to contact National Societies and partners working in Ukraine and neighbouring impacted countries to consolidate more recent mapping information of existing activities and planned engagement of partner National Societies in these countries, and this is being used to update the existing table and transfer the data to a more visual format for inclusion on the GO Platform.

The Membership Coordinator is also working closely with the IFRC team and the Movement Coordination Officer in Ukraine to support Membership engagement in the changing response plans – a new Deputy to the Special Adviser for Ukraine, with responsibility for Membership Coordination, is due to start in early May. The role has also engaged with the team in the Regional Office for Europe (ROE) and the RC EU Office to link to all Europe and Central Asia countries' work and ensure linkages across all countries responding to the crisis.

Humanitarian Diplomacy

Principled action: Humanitarian Diplomacy (HD) in this operation is grounded in the 1949 Geneva Conventions, which explicitly mandate National Societies (alongside ICRC) to respond to the humanitarian needs of victims of armed conflicts. Our ability to protect and assist affected populations in accordance with this mandate depends on strict adherence to the principles of humanity, impartiality, neutrality, and

independence. The humanitarian principles are our main tool to access the most vulnerable people and gain their trust.

HD Coordination across the RCRC network: IFRC continues to play a critical coordination role to help leverage the collective work of National Societies, and to build on IFRC and Movement HD, migration and protection expertise in Budapest, Brussels, Geneva, and New York. The HD network continued to meet regularly to discuss HD priorities among IFRC, ICRC and NS, and to exchange information on emerging issues, resource needs, and high-level events. During the reporting period IFRC Secretariat has been holding a bi-weekly calls during which updates on current HD engagements related to the operation have been shared by colleagues across the HD network.

Through this network, we have been able to provide technical advice and a growing list of resources to help National Societies reinforce their auxiliary role in this response. These include: a revised guide for parliamentarians to the international Red Cross and Red Crescent Movement, operational guidance on the role of NS under IHL during international armed conflict, and a suite of communications assets to safeguard the emblem. In addition, IFRC and the membership continues to track and respond to emerging operational, policy and legal issues, undertaking analysis where needed.

Reinforcing the red pillar: IFRC is engaged in external coordination mechanisms including the Interagency Standing Committee, Humanitarian Country Teams and the NGO Forum, and its Working Group on Ukraine crisis. There are teams in Brussels engaging in EU-level discussions (including the EU civil protection Emergency Response Coordination Centre for information exchange and coordination), and in New York engaging with UN Security Council and UN General Assembly actors and mechanisms. Analysis from these forums, coupled with research and insights generated across the network, help to inform, and amplify our positioning.

Key activities:

- Regular bi-weekly HD Movement calls on the conflict in Ukraine and other impacted countries. The meetings have constituted a platform for exchanges between Movement partners on emerging humanitarian policy trends, changing needs and response gaps. Reoccurring topics have included issues related to International Humanitarian Law (IHL), how to better advocate on behalf of specific population groups that have been displaced and experience situations of increased vulnerability, external coordination in multilateral platforms and the consequences of specific legal provisions for humanitarian needs and humanitarian access in the different countries.
- The HD surge role deployed as part of the rapid response team has contributed to strengthening understanding inside the operation (Secretariat and Federation-wide) of the basis for the respective mandates and roles of the different components of the RCRC Movement in the different countries, the importance of strengthening and consolidating the auxiliary role of the respective National Societies active within the operation as well as ensuring alignment with the language of IHL, RCRC Movement resolutions and other relevant references.
- Regular meetings have been held between IFRC Secretariat HD delegate and ICRC HD counterparts for the Ukraine operation. The meetings have contributed to advance cooperation between the IFRC Secretariat and the ICRC on current humanitarian issues as well as serving as a space to exchange observations on emerging humanitarian issues.
- Although the IFRC observed a slight decrease in external ad hoc requests for briefings or presentations toward the end of the reporting period for this update, global concern for the humanitarian situation in Ukraine, as well as interest in the humanitarian response operation, remains high. IFRC continues to try to accommodate requests to the greatest extent possible.
- The HD network, through its collective reach and reading of the changing situation, informs the contextual reading of needs and gaps throughout the Movement-wide operation e.g., through exchanges between Movement representatives on emerging trends in the different countries.
- The IFRC Secretariat continues to engage with National Societies that reach out bilaterally to discuss emerging legal and policy related humanitarian issues.

- The IFRC continues to meet regularly with government representatives, parliamentarians, embassies, International and local organizations, and other relevant stakeholders to share information about the changing humanitarian needs and bring attention to the RCRC Movement's collective response to these.



IFRC Secretariat Services

Objective:

The IFRC is working as one organization, delivering what it promises to National Societies and volunteers, and leveraging the strength of the communities with which they work as effectively and efficiently as possible.

IFRC Operation Management

An Emergency Operation Center continued to be operational in the IFRC Regional Office for Europe in Budapest and is being integrated into the regional emergency response infrastructure, ensuring coordination and overall management of support to URCS and the IFRC network responding to the emergency.

Logistics

IFRC Logistics Teams are coordinating logistics efforts and ensuring that relief items reach people in need in all impacted countries.

The Global Humanitarian Services & Supply Chain Management (GHS&SCM) department has been established in the IFRC Regional Office for Europe to support ongoing Ukraine crisis operations and other emergency operations in the region. The GHS&SCM Europe is providing technical support to the IFRC offices in Ukraine and impacted countries. The main supply chain to support the operation is being centralized via Debrecen warehouse. Also, direct supplier deliveries are in place when and where applicable.

The Operational logistics structures have been established in Ukraine (Kiev, Uzhhorod and Lviv), Hungary (Budapest and Debrecen), Moldova and Poland. 3PL warehouse in Hungary (Debrecen) was rented by IFRC (legal status available in Hungary) until December 2023.

The Operational Procurement structure has been established in Kiev, Ukraine for local sourcing and in the Regional Office for Europe (ROE) in Budapest to support operational units with local sourcing and conduct international procurement. For international in-kind support, the operating supply chain is managed by ROE logistics team based in Budapest, Hungary.

The revised mobilisation table was launched and shared with partners on 28 October to better meet operational needs. The mobilisation table was split to two: Ukraine mobilization table with a value of CHF 105,367,200 and other countries Mobilization table with a value of CHF 4,305,702. Awareness raising of the meaning, application, and use of the Mobilization Table are underway.

In total, IFRC Logistics team supported the transportation of approximately 3.1 Mil KG of goods from the mobilization table, as well as more than 5 Mil Kg of goods from bilateral donation to Ukraine and the neighbouring countries.

Today the major activities of logistics are linked to procurement/storage and transportation of the items listed in the mobilisation table. Framework agreements have been established increasing the efficiency of the supply chain while reducing operational risks (frauds, low performance from suppliers etc.) as well as costs.

Key logistics facts until today for the Ukraine crisis operation are summarized in the below Dashboard.

This infographic is showing the provided goods since the beginning of the operation. It also shows the most provided items and the biggest donors. Data source: IFRC pipeline report.

Provided Goods per country

Country	Total KG	Total M3	Trucks	Aircraft
Ukraine	1,591,793	6,391	105	
Hungary	815,066	4,161	70	2
Poland	503,635	2,370	40	5
Romania	223,110	705	15	
Moldova	55,648	218	2	1
Total	3,189,252	13,845	232	8

Most provided goods per item

Item	Value in CHF	ItemQty
Other	3,894,450	407,269
Hygienic parcel	1,889,137	113,272
Kitchen set	1,243,001	44,923
Tarpaulins	762,053	50,285
Blanket	678,445	109,319
Mat	229,118	53,700

Biggest donors

Donor	Consignment Cost
French Red Cross	5,306,754
Austrian Red Cross	1,665,595
Finnish Red Cross	973,737
turkishredcrescentlo	755,172
German Red Cross	570,070
Spanish Red Cross	411,589

11,119,448

Total donation value in CHF



50% +

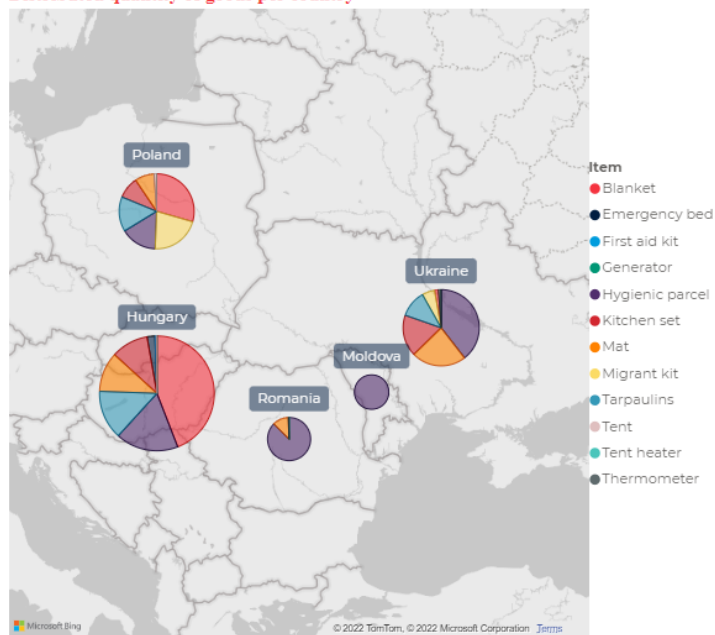
Of aid is allocated to Ukraine up to now

14

Total donors



Distributed quantity of goods per country



Challenges:

- Country-level winterization plans are forming at a slow pace, which has slowed down regional sourcing support.
- Distribution of country-level activities are affecting supply chain for international procurement, which is translated into a backlog and incurring additional costs for supply chain.
- Due to global constraints on supply chain, the delivery of the vehicles from suppliers has been delayed.
- As a result of late submissions of LRs to the regional logistics unit, the implementation is impacted as some items are currently in high demand, pushing price increases, and the lead-time takes longer.
- The long process to consolidate the needs and the lack of standardization of required relief items are hampering supply chain resources.
- The updated mobilization table has received low response from partners.

IFRC Planning, Information Management, and Monitoring (PIMM)

A Planning, Information Management, and Monitoring (PIMMs) cell has been established at the IFRC regional office in Budapest. This cell includes a Humanitarian Information Analysis function that provides regular situational updates and analysis to inform larger scenario planning for the operation. This function is also providing targeted technical support to responding countries for conducting assessments, data collection and analysis. Because the scale and scope of this response are vast, information dissemination and coordination are unique, and the needs are significant. The PIMMs cell has set up several systems to ensure information collected and products developed at the IFRC regional office in Budapest are being shared operation-wide and getting to those who need it most.

Established IFRC information management systems are being fully utilized, such as the GO Platform (go.ifrc.org) and Kobo mobile data collection service (www.ifrc.org/ifrc-kobo), and an activation of the Surge Information Management Support (SIMs) has channelled remote IM support from over a hundred IM experts from across the IFRC network to support tasks such as development of survey forms, data cleaning and analysis, mapping, data visualization and dedicated support for CVA IM needs.

The GO platform (<https://go.ifrc.org/emergencies/5854#reports>) has been maintained as the key reference platform for the IFRC network. This includes developing and publishing key operational and references information and collection and analysis of 62 Field Reports (as of 08/12) from National Societies responding to the crisis across the globe.

Development of regular reporting and monitoring systems, such as the Federation-wide planning, monitoring and reporting Framework of the operation, have been put in place. The Planning, Monitoring, Evaluation and Reporting (PMER) team is working closely with operations teams and country PMER delegates in strategic and operational planning, developing program proposals and implementation frameworks, maintaining monitoring and data collection systems, and ensuring that all internal and external reporting requirements are met in a timely and efficient manner. The team is regularly publishing public monthly highlights reports, with up-to-date information as well as human interest stories from all NS that receive multilateral funding from the IFRC Emergency Appeal. These reports are available via [IFRC GO](#).

The PMER team is providing support to NS in capacity building in program cycle management as well as PMER-related tools and processes, as well as conducting lessons learned exercises. Nine rounds of Federation-wide data collection have been launched to collect: 1) key financial information from all National Societies engaged in the response, either domestically or internationally or both, and 2) standardized indicator data from all NS responding to the crisis, domestically and internationally.

PMER coordination mechanism among the Movement Partners operating in Ukraine was set up, to ensure the uniform mechanism of data collection among the partners and to look for PMER capacity strengthening for the URCS branches. The PMER Membership Coordination WG, organized by the IFRC, continued to gather on a bi-weekly basis. Thanks to the PMER Coordination WG, it was possible to develop and launch the nation-wide data collection on the number of people reach with the humanitarian assistance provided by the URCS with the RCRC partners and start harmonising the CVA PDM approach in Ukraine.

Communications

A key priority in the response has been communications, which continues to evolve in such a complex political environment. The strategic focus has been twofold: 1) raising awareness with audiences on the evolving needs and sharing more about our impact made through donor funds; and 2) educating and managing the risks based on public perception of the humanitarian imperative and our role as impartial, neutral, and independent actors.

Media and social media coverage

Media interest in the conflict in Ukraine as well as Red Cross Red Crescent's response was immense in the first month of the conflict, which saw 300,000 media and social media mentions linked explicitly to Ukraine and Red Cross/Red Crescent/IFRC/ICRC.

IFRC received pro-bono support from Twitter to maximize the visibility of the response efforts and offered an opportunity to raise funds as early as 4 March. The “takeover” activation happened in nine markets, linking to donation pages of the Ukrainian Red Cross and National Societies fundraising for the appeal. The tweets were seen 59 million times, received hundreds of thousands of interactions, and drove hundreds of thousands of clicks to donation pages. Content has been regularly produced and published on social media channels and is available on the [av.ifrc.org site](https://av.ifrc.org/site) for National Societies, donors and journalists to use.

The initial media interest has slowed significantly with a larger focus on moments and milestones were proactive media engagement and social media coverage can peak attention. Media pitching included moments such as scaling up cash programming across the region and growing health needs and deployment of the health ERUs. Through strong coordination with 20+ National Societies and the ICRC, IFRC marked the six-month milestone including the launch of a six month [report](#) on impact and raising the alarm on humanitarian ripple effects in months to come; [Press conference](#) hosted by IFRC with Ukraine Red Cross and ICRC; and 1,600 media mentions in 12+ languages. In addition, this became an opportunity to showcase more local humanitarian voices with a full social media activation including daily Live Twitter spaces. [Full results are found here](#). From the beginning of the international armed conflict,

Since the beginning of the crisis, there has been:

- Over 705k media and social media mentions linked to Ukraine and Red Cross/Red Crescent/IFRC/ICRC in different languages. Most of those mentions are mainly on Twitter.
- Facebook: Over 2.3 million people reached with all the different posts published on Ukraine since 24 February.
- LinkedIn: Over 800,000 impressions on the posts on Ukraine. Since the Ukraine crisis, we continue to maintain a high engagement rate of 5% on our posts. (Engagement rate = (comments, likes, shares, clicks).
- Instagram: Over 500,000 people reached with the posts on Ukraine
- The Ukraine emergency page has had 52,000 views since going live on 24 February with an average read time of 2 minutes.
- On Twitter, a partnership with twitter helped us to communicate at scale the needs of the Ukraine response. Thanks to this partnership, our messages were seen over 60 million times, and generated dozens of thousands of visits to the donation appeals of National Societies.

Coordination

Communication is closely coordinated with National Societies across the world – both those responding directly to the people impacted by Ukraine but also others who have rolled out massive fundraising and awareness campaigns in their own markets. Coordination includes regular RCRC Movement calls with National Societies, IFRC and ICRC.

Movement messaging is updated semi-regularly with ICRC to ensure consistent messaging around topics are managed and covered consistently. The Ukraine Slack platform is a main source to communicate with National Societies on evolving narratives in the media space and how we align and engage consistently.

Shifting to long-term

Communications still remains a critical area in the operation and will be scaled up with resources in the long term. As the final surge rotation wraps up, the regional communications team has also begun resourcing long term positions and activities with the priority countries Red Cross is responding in, including Ukraine and directly neighbouring countries. A focus on localizing communications and its storytelling will be a major priority to ensure the people impacted by this crisis are front in centre in telling the world their own perspectives. In addition, donor communication will remain a high priority to support National Societies globally, including coordination of messaging, Movement figures and regular updates on the impact of donor funds, working closely with the SEP team and fundraising and communication colleagues regionally and globally.

Security

The IFRC security infrastructure is well established with dedicated security personnel integrated at country and regional level to support Operations Managers and to ensure compliance with Minimum Security Requirements. Security coordination with all Movement partners remains strong at country, regional and Geneva level. Security risks to RCRC personnel in Ukraine and impacted countries are regularly re-assessed and security plans updated accordingly to ensure they remain fit for purpose; these now account for an IFRC representational presence in Kyiv. Field movements to and within Ukraine remain subject to strict control procedures. Looking ahead, the IFRC Ukraine security team is positioning itself to support PNS requirements and to undertake URCS capacity development activities on security risk management.

Human Resources

The HR team is now stable, with 5 longer-term delegates/coordinators/officers who have been recruited. However, like many other areas, the HR team faced a challenging month in September in terms of resources and are working hard to manage expectations and put contingencies in place. Hopes of a lower activity level during the summer months of July and August did not materialize, and demand for HR services has almost tripled during this time (The changes in ways of working brought about by COVID-19 (remote working in the

main) have enabled the central support service of HR to be delivered flexibly from anywhere in the world. HR recognizes, however, that the service is not seamless, and the team is addressing these gaps through improved communication and training.

Despite the enormous challenges (primarily associated with competing priorities, sheer volume, and process), significant milestones and achievements have been made. Team morale is high and stakeholder engagement is positive and constructive. The HR team is constantly assessing ways of working to ensure incremental improvements are incorporated into the heavily procedural nature of the HR workflow, leading to better outcomes (faster hires, or 'boots on the ground') for all involved. In mid- June, the team launched a dashboard with the invaluable support of IM, and this is bearing fruit as far as improved information flow, greater transparency around the organisational structure and workforce planning analysis are concerned. The hiring rate also reflects an increased confidence among the team in the hiring process itself. Inside the Ukraine Country Delegation itself, the team has implemented a new salary structure effective 01 August 2022. As of now, 26 delegates have been onboarded along with 44 national staff. The national staff regulations have been approved and shared with all staff Recruitment is still a high priority, however, with the number of staff already brought on board, the team is seeing opportunities to reflect on lessons learned to date as well as to work toward further integration and localization of hiring efforts including within HR itself. The delivery of corporate services under the Integration Agreement remains one of the next significant challenges

302 deployments have been carried out, with a gender break-down that represents 52% females and 48% males from 27 National Societies, IFRC, or ICRC.

Finance

The Finance team continues to provide critical financial management oversight to the operation. Continuous monitoring of implementation rate in line with donor requirements is ongoing. Close collaboration with the operations managers is happening to ensure that funding received is utilized within timeframe.

The finance team organized a virtual program management finance training that saw participation from staff from different sectors within the operation to broaden their knowledge in project financial management. Continuous engagement with National Society Finance staff is ongoing to ensure strengthening of finance systems within the NS. Recruitment of all the Finance and Administration Delegates has been concluded. There is ongoing recruitment for National Staff in some of the countries while some have already been recruited.

Finance is working closely with the NSs to ensure timely liquidation of funds disbursed

Revised operating budgets up to CHF 354,000,000 have been reviewed and being uploaded to allow for continued implementation of activities.

Strategic Engagement and Partnerships

Through the Regional Office for Europe, the Strategic Engagement and Partnerships (SEP) Team is coordinating the resource mobilization efforts to support the scaling-up of humanitarian assistance. Since the beginning of the operation, Red Cross and Red Crescent Societies, partners, and donors, have been engaged through briefings, and bilateral meetings. Currently, the [funding coverage](#) is 68% with a funding gap of CHF 376.5 million which includes hard pledges, human resources, and in-kind contributions. There are continued engagement efforts within the RCRC movement, governments and private sector to upscale support for wider impact.

Please see the financial report annexed.

Contact information

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

In the IFRC

- **Regional Office for Europe, Head of Disaster, Climate and Crisis Prevention Response and Recovery:** Andreas von Weissenberg, andreas.weissenberg@ifrc.org
- **Ukraine and Impacted Countries Regional Operations Manager:** Lorenzo Violante, lorenzo.violante@ifrc.org
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- **Head of Country Cluster Delegation for Central and South-Eastern Europe:** Maria Kristensen, maria.kristensen@ifrc.org
- **Geneva, Senior Officer, Operations Coordination:** Antoine Belair, antoine.belair@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- **Regional Office for Europe, Head of Partnerships and Resource Development:** Andrej Naricyn, andrej.naricyn@ifrc.org

For In-Kind donations and Mobilization table support:

- **Humanitarian Services and Supply Chain Management:** Stefano Biagiotti, Head, Global Humanitarian Services & Supply Chain Management, EU, stefano.biagiotti@ifrc.org

Reference documents



[Click here](#) for previous Appeals and updates

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by Red Cross and Red Crescent Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

Operational Strategy

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/2-11	Operation	MGR65002
Budget Timeframe	2022-2024	Budget	APPROVED

Prepared on 22 Dec 2022

All figures are in Swiss Francs (CHF)

MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

I. Emergency Appeal Funding Requirements

Total Funding Requirements	550,000,000
Donor Response* as per 22 Dec 2022	373,985,291
Appeal Coverage	68.00%

II. IFRC Operating Budget Implementation

Planned Operations / Enabling Approaches	Op Strategy	Op Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	150,000,000	63,608,003	32,915,687	30,692,316
PO02 - Livelihoods	10,000,000	981,542	441,906	539,635
PO03 - Multi-purpose Cash	245,000,000	70,561,093	47,668,643	22,892,450
PO04 - Health	45,000,000	12,208,922	3,378,464	8,830,458
PO05 - Water, Sanitation & Hygiene	30,000,000	1,205,436	115,750	1,089,686
PO06 - Protection, Gender and Inclusion	16,600,000	2,310,318	83,825	2,226,493
PO07 - Education	1,000,000	517,800	132	517,668
PO08 - Migration	8,800,000	9,582,500	3,627,235	5,955,265
PO09 - Risk Reduction, Climate Adaptation and Recovery	2,000,000	14,315,568	2,976,487	11,339,081
PO10 - Community Engagement and Accountability	5,000,000	874,943	87,929	787,014
PO11 - Environmental Sustainability	1,000,000	0	17	-17
Planned Operations Total	514,400,000	176,166,124	91,296,075	84,870,050
EA01 - Coordination and Partnerships	2,950,000	2,058,541	588,273	1,470,268
EA02 - Secretariat Services	17,350,000	24,681,722	5,938,599	18,743,123
EA03 - National Society Strengthening	15,300,000	12,214,719	13,291,828	-1,077,109
Enabling Approaches Total	35,600,000	38,954,982	19,818,699	19,136,283
Grand Total	550,000,000	215,121,106	111,114,774	104,006,332

III. Operating Movement & Closing Balance per 2022/11

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	337,589,740
Expenditure	-111,114,774
Closing Balance	226,474,965
Deferred Income	16,618,821
Funds Available	243,093,786

IV. DREF Loan

* not included in Donor Response	Loan :	1,293,301	Reimbursed :	1,293,301	Outstanding :	0
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Operational Strategy

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/2-11	Operation	MGR65002
Budget Timeframe	2022-2024	Budget	APPROVED

Prepared on 22 Dec 2022

All figures are in Swiss Francs (CHF)

MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

V. Contributions by Donor and Other Income

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Opening Balance					0	
Albanian Red Cross	20,000				20,000	
Altera Infrastructure	13,750				13,750	
Amadeus IT Group	1,520				1,520	
American Red Cross	57,411,548				57,411,548	
Ameriprise Financial	95,117				95,117	
Analog Devices Foundation	35,285				35,285	
Arcadis NV	204,460				204,460	
Argentine Red Cross	665				665	
Assurant Inc	759				759	
Astra Zeneca	8,867				8,867	
Australian Red Cross	5,244,353				5,244,353	
Australian Red Cross (from Australian Government*)	1,386,294				1,386,294	
Austrian Red Cross		1,847,556			1,847,556	
Austria - Private Donors	52				52	
Barry Callebaut AG	30,000				30,000	
Belgian Red Cross (Francophone)	1,029,820				1,029,820	
Bio Rad	2,250				2,250	
Bloomberg	46,000				46,000	
Boler Company	95,137				95,137	
British Red Cross	25,118,416				25,118,416	
British Red Cross (from British Government*)	25,995,593				25,995,593	
Bulgarian Red Cross	10,000				10,000	
Business for Ukraine Group	24,640				24,640	
California Community Foundation	24,251				24,251	
Camlog Biotechnologies GMBH	10,000				10,000	
Canadian Government		288,088			288,088	
Charities Aid Foundation (from Analog Devices Founda	94,615				94,615	
Charities Aid Foundation (from Cisco*)	225				225	
Charities Aid Foundation (from Dow Chemical Compar	144,686				144,686	
Charities Aid Foundation (from Meta*)	139,200				139,200	
Charities Aid Foundation (from Schwab Charitable Gloi	936				936	
Charities Aid Foundation (from Vanguard*)	22,803				22,803	
Chilean Red Cross	21,164				21,164	
China - Private Donors	250				250	
China Red Cross, Hong Kong branch	123,871				123,871	
Circle K	967,807				967,807	
CNH Industrial International SA	355,269				355,269	
Coca-Cola Europacific Partners	208,936				208,936	
Coca Cola Foundation	931,980				931,980	
Coca-Cola (from Coca Cola Foundation*)	1,075				1,075	
Coyotte Logistics	4,660				4,660	
Croatian Red Cross	10,313				10,313	
Crypto.com	868,683				868,683	
CVC Philanthropy Ltd	254,689				254,689	
Cytel Inc	14,100				14,100	
Czapek & Cie SA	20,000				20,000	
Danish Red Cross	2,017,700		25,092		2,042,793	
Danone	568,686				568,686	
Denmark - Private Donors	101				101	
Diageo plc	1,016,170				1,016,170	

Operational Strategy

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/2-11	Operation	MGR65002
Budget Timeframe	2022-2024	Budget	APPROVED

Prepared on 22 Dec 2022

All figures are in Swiss Francs (CHF)

MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Dia Sorin	26,461				26,461	
Don Quixote ASBL	50,842				50,842	
Electrolux Food Foundation	60,152				60,152	
Ericsson	402,847				402,847	
EU-DG SANTE	2,164,140				2,164,140	6,111,621
Eurofins Scientific Foundation	26,292				26,292	
European Commission - DG ECHO	105,054				105,054	
European Investment Bank Institute	700,679				700,679	
European Society Gastrointestinal Endoscopy	10,188				10,188	
Exor NV	1,032,877				1,032,877	
FIA Foundation	511,711				511,711	
Fidelity	89,091				89,091	
Finnish Red Cross	15,451,915	473,655			15,925,571	
FlexCar	2,925				2,925	
Fortum Oyj	206,421				206,421	
France - Private Donors	100				100	
French Government	39,375				39,375	2,527,547
French Red Cross		11,306,864			11,306,864	
German Red Cross		588,899			588,899	
Germany - Private Donors	511				511	
Great Britain - Private Donors	6,387				6,387	
Hellenic Red Cross (from Greece - Private Donors*)	417,903				417,903	
Icelandic Red Cross	94,350				94,350	
Icelandic Red Cross (from Icelandic Government*)	160,650				160,650	
IFRC at the UN Inc	893,003				893,003	
Inficon Holding AG	25,000				25,000	
Intercontinental Hotels Groups(IHG)	236,200				236,200	
International Inner Wheel	11,905				11,905	
Interogo Holding	5,120,830				5,120,830	
Ireland - Private Donors	1,444				1,444	
Irish Government	1,023,408				1,023,408	
Irish Red Cross Society	12,555,845				12,555,845	
Italian Government	2,044,948				2,044,948	
Italian Government Bilateral Emergency Fund	488,511				488,511	
Italian Red Cross	951,855				951,855	
Japanese Government	5,566,391				5,566,391	1,907,929
Japanese Red Cross Society	18,557,919				18,557,919	
Johnson & Johnson foundation	4,699,560				4,699,560	
Kimberly-Clark Corporation	54,301				54,301	
Knockward Ltd	10,038				10,038	
Land Rover		172,208			172,208	
Lars Amundsen Foundation	100,000				100,000	
Latvian Red Cross	25,404				25,404	
Liechtenstein Red Cross	400,000				400,000	
Lincoln Electric Co	23,093				23,093	
Lindt & Sprüngli	1,000,000				1,000,000	
Luxembourg Government	511,711				511,711	
Luxembourg - Private Donors	3,680				3,680	
Malaysian Government	56,057				56,057	
Mondelez International Foundation	698,369				698,369	
Mongolia Government	48,422				48,422	
MS Amlin Insurance SE	48,278				48,278	
Nestle	1,306,714				1,306,714	
Netherlands - Private Donors	50				50	

Operational Strategy

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/2-11	Operation	MGR65002
Budget Timeframe	2022-2024	Budget	APPROVED

Prepared on 22 Dec 2022

All figures are in Swiss Francs (CHF)

MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 29 Feb 2024; appeal launch date: 28 Feb 2022

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
New Zealand Red Cross	1,102,721				1,102,721	
Nissan Europe	527,696				527,696	
Norstat AS	33,558				33,558	
Norway - Private Donors	250				250	
Norwegian Red Cross	539,617				539,617	
Norwegian Red Cross (from Norwegian Government*)	10,003,475				10,003,475	
Offshore Techonology Conference Inc (OTC)	24,701				24,701	
Olympus Corporation	471,735				471,735	
On Line donations	368,280				368,280	
Other	0		619,221		619,221	
Paraguayan Red Cross	32,770				32,770	
Procter & Gamble	1,034,571				1,034,571	
Red Cross of Monaco	349,425				349,425	
Red Cross Society of China	280,287				280,287	
Red Cross Society of Georgia	200,000				200,000	
Russia - Private Donors	140				140	
Salesforce	474				474	
Siemens Gamesa Renewable Energy	165,701				165,701	
Singapore Red Cross Society	816,524				816,524	
Slovenian Red Cross	318,334				318,334	
Sonoco Products Co	46,813				46,813	
Spain - Private Donors	103				103	
Spanish Government	1,447,625				1,447,625	
Spanish Red Cross		419,960			419,960	
Spanish Red Cross (from Amadeus IT Group*)	504,500				504,500	
Splunk	378				378	
Swedish Red Cross	10,178,477				10,178,477	
Swiss Government	4,000,000				4,000,000	
Swiss Red Cross	3,721,354	130,020			3,851,374	
Switzerland - Private Donors	200				200	
Synopsys Inc	205				205	
Taiwan - Private Donors	934				934	
Taiwan Red Cross Organisation	160,025				160,025	
Takeda Pharmaceutical Company Ltd	2,278,441				2,278,441	
The Alcon Foundation, Inc.	46,317				46,317	
The Canadian Red Cross Society	42,245,885	5,582			42,251,466	
The Canadian Red Cross Society (from Canadian Gov	5,523,493				5,523,493	
The Netherlands Red Cross	10,564,135				10,564,135	
The Netherlands Red Cross (from Netherlands Govern	16,650,120				16,650,120	
The Netherlands Red Cross (from Netherlands - Privat	310,184				310,184	
The Philippine National Red Cross	46,394				46,394	
The Red Cross of Serbia	37,000				37,000	
The Republic of Korea National Red Cross	700,000	247,964			947,964	
TMF Group BV	93,896				93,896	
Uber Technologies Inc.	247,248				247,248	
UNDP - United Nations Development Programme (fron	93,190				93,190	
United States Government - PRM	3,389,778				3,389,778	6,071,723
United States Government - USAID		145,651			145,651	
United States - Private Donors	115,134				115,134	
Volvo	26,381				26,381	
Total Contributions and Other Income	321,318,978	15,626,448	644,313	0	337,589,740	16,618,821
Total Income and Deferred Income					337,589,740	16,618,821