This Operational Update is reporting on the COVID-19 response to-date by Armenian Red Cross, Azerbaijan Red Crescent and Georgia Red Cross.

### The situation

As of 11 June 2020, there were a total of 23,460 of confirmed COVID-19 cases, 342 death and 10,636 recovered cases in Georgia, Armenia and Azerbaijan with the following break-down per-country:

- **14,103** cases in Armenia with 227 deaths (6 deaths in the past 24 hours) and 5,226 recovered cases. 428 cases were registered in the past 24 hours. 8,573 individuals are still under medical supervision. 73,156 tests have been carried out in Armenia so far.

- **8,530** cases in Azerbaijan (339 cases in the past 24 hours), 102 deaths and 4,720 recovered. 3,708 people are being treated in special hospitals. 356,032 tests have been carried out in Azerbaijan so far.

- **827** cases in Georgia, 13 deaths, 690 recovered cases. 3,230 people are under quarantine and 285 people are “under hospital supervision.”
The latest WHO sit-reps are [here](#).

Visualisation and case numbers are [here](#) and on GO Platform.

The state of emergency remains in force in Armenia until 13 June, as situation with Coronavirus spread remains tense. Mass violations of epidemiological safety standards in the streets (not wearing masks) were observed, and the law-enforcement agencies could not keep the situation under control. Armenian healthcare system was overburdened and 200 patients could not be hospitalized over the absence of hospital beds. While the restrictions are gradually softened, it is essential that key prevention, safety and distancing measures are in place and strong risk communication and awareness raising activities are conducted to prevent transmission.

Prime Minister of Armenia Nikol Pashinyan after recovering from COVID-19, convened a consultation devoted to the government’s anti-crisis measures and programs.

The COVID-19 situation in Azerbaijan is not yet stable. To reduce the rate of the COVID-19 infection and minimize its possible implications, a tightened quarantine regime applies in the biggest cities and districts during weekends. Restrictions on gathering in groups of more than 10 people in public places, boulevards and parks, at public catering facilities and to use personal protective equipment is still in Force.

The government has adopted a package of measures aimed at reducing the negative impact of COVID-19 outbreak on the national economy, the entrepreneurship and banking sectors, as well as strengthening the social protection of the people. The Government contributed to global efforts to address COVID-19, coordinating with neighbouring countries, and has pledged US$ 10 million to WHO’s strategic preparedness and response plan.

The Covid-19 outbreak in Georgia has triggered both public health and socio-economic challenges. The ongoing and increasing efforts of the government of Georgia, health institutions, humanitarian actors, and the international community have led to positive impacts; however, there is much to do, especially towards addressing the secondary impact of the COVID-19 crisis. Therefore, a collective response is so crucial to achieve success in the fight against the novel coronavirus pandemic.

As for now, the State of Emergency has ended in Georgia. All public transport including the intercity has resumed services with requirements of wearing the face masks. Internal tourism is being promoted, but travel outside of Georgia by vehicle is not permitted at this time. All land borders remain closed to passenger travel. Commercial air travel to Georgia is scheduled to resume July 1, and touristic season for foreign visitors is planned to open from 15 July for countries with low numbers of infection. Hotels resume operations after inspection and permission from the Ministry of Health. Although several restrictions have been eased, the Government may announce additional, stricter regulations and prohibitions in the future, depending on how the novel coronavirus (COVID-19) pandemic progresses throughout the country, as Georgia continues its phased reopening of various economic sectors.

Efforts to prevent and control the spread of COVID19 are enhanced and expanded; there is a vital need for the continued provision of humanitarian assistance to the most at-risk people and to respond to the secondary impacts of COVID-19.
National Societies’ action in South Caucasus

National Red Cross and Red Crescent Societies in the South Caucasus region focus on supporting those most vulnerable and high-risk groups, including the elderly, people with chronic illnesses or disabilities, unemployed people and those who cannot leave their homes with delivering food, medicine, hygiene items and helping with everyday tasks. They are providing mental health and psychosocial support to people in this unprecedented situation as the current pandemic is causing much uncertainty and anxiety in communities. National Societies are running phone hotlines to provide a listening ear, reassure those in distress and help with basic necessities and information needs. This information and more can be further found in this third operational update for the South Caucasus.

The IFRC jointly with Armenian Red Cross, Azerbaijan Red Crescent, Georgia Red Cross and with support from the Austrian Red Cross and Swiss Red Cross are planning to conduct an assessment to better understand the impact of COVID-19 on older people and care workers, including volunteers, who are at increased risk of fatalities and indirect social consequences that are likely to affect in specific ways. The assessment will help to understand impacts on the physical and mental health of older people and care workers, as well as on their social and health needs. It will identify the needs and gaps for a longer-term support.
The Armenian Red Cross Society (ARCS), as an auxiliary organization to the public authorities in the humanitarian field and the largest voluntary organization in the country has a network of 11 regional, one territorial and 52 community branches, over 60 experienced and committed staff and over 3,000 volunteers. Armenian Red Cross is the main and the largest humanitarian partner of the public authorities in the COVID-19 response covering the whole country.

ARCS is part of the national response mechanism which is set up under the auspices of the Deputy Prime Minister of the country. From the very first days of the State of Emergency, the ARCS has been implementing activities in response to the needs of vulnerable groups in collaboration and coordination with the Commandant's office, Ministry of Labor and Social Affairs, Ministry of Health, Ministry of Territorial Administration and Infrastructure, all the Administrative Regions of Armenia and the Yerevan Municipality.

All ARCS care services continue to operate in the same mode, humanitarian assistance is being provided to lonely older people, people with disabilities and refugees in ongoing projects.

To date in response to COVID-19, the Armenian Red Cross Society has supported over 20,000 vulnerable people across the country with basic food and hygiene supplies, in line with the standards set by the Ministry of Labour and Social Affairs. 1,500 Armenian Red Cross' volunteers support the humanitarian operation across the country.

Armenian RC works in cooperation with the Prime Minister's Office and Ministry of Labour and Social Affairs and Ministry of Territorial Administration and Infrastructure and in partnership with national and local businesses listed in the section Partners and Donors below.

ARCS Psycho-social support centres operate in an emergency mode, in cooperation with the Ministry of Health and the Ministry of Labor and Social Affairs, in four locations of Armenia: two in Yerevan, the capital city, one in Tavush region, city of Dilijan, another one in Gegharquiq region, city of Gavar, where ARCS psychologists provide psycho-social support services to anxious citizens and also conduct volunteer recruitment, registration and provide guidance. The centres allow the identification of people in difficult situations, establish their needs and assign volunteers to help with some households needs, including with shopping for lonely older people and people with disabilities. Between 16 March and 10 June, 7 PSS officers and staff responded to 10,285 calls and helped with 520 home visits by volunteers. Armenian RC continues to operate hotlines for people who are in isolation and provides referrals and direct services that are within its response plan.

The Armenian RC is focusing on risk communication across the whole country through printed information materials, social media and telephone. To-date 69,000 people were directly covered by ARCS' risk communication and awareness raising work and about 135,000 indirectly. Some 7,000 leaflets with the hot-lines numbers of Armenian government structures and Armenian Red Cross were printed and distributed to the general population and people in isolation. 35,000 leaflets were printed based on translated versions of leaflets developed by the IFRC. Armenian Red Cross together with IFRC are planning to undertake an assessment to develop more targeted risk communication approaches to strengthen adherence to protective measures and distancing among population.
Partners and Donors of Armenian Red Cross Society


Armenian Red Cross is supported technically and financially in the planning, implementation and management of COVID-19 response by the International Federation of Red Cross and Red Crescent Societies. More detailed information is provided in the IFRC Section of the bulletin. With support from ICRC, the ARCS volunteers and staff involved in the response across the country received personal protective items such as 15,000 masks, 15,000 gloves and 800 liters of hand cleansing liquid.

ARCS expresses its deep appreciation for the financial support from the Austrian Red Cross, Danish Red Cross, Swiss Red Cross, German Red Cross, USAID, HSBC, Izmirlian Charity foundation and the European Union.

Meet Armenian Red Cross’ Volunteers

Meet Astgjik and Manvel, volunteers of the Armenian Red Cross by watching this video about their work and reflections of what it’s like to be volunteering during the times of COVID-19.

Vardges Alikhanyan, ARCS Volunteer, Shirak Region

Volunteering is of the highest value to me, because first of all, you are free to do whatever you want, whatever step you take to serve a purpose.

By volunteering, I am educating myself on humanitarian values, to help and to carry out any action without expecting anything in return.

If you are called as a volunteer, then you should be ready to give. I think the rich are the ones who give more and have the will to give. And I want to be rich.

Kristine Begoyan, ARCS Volunteer, Lori Region

Knowing about the Red Cross’s charitable and humanitarian activities, I wanted to be part of it and decided to volunteer.

Volunteering is selfless work.

I do good things for people, but at the same time I get a lot of new skills, satisfaction and words of gratitude.

Vahan Grigoryan, ARCS Volunteer, Yerevan

Volunteering for the Red Cross gives an incredible opportunity to embrace the humanity, to show, to share solidarity and to promote humanitarian values. Of course, this is especially important in times of emergencies. Unfortunately, similar to the times when the Red Cross was created, now people also face calamities of different nature, including the ongoing pandemic. The role of a Red Cross/Red Crescent volunteer is now truly crucial, and we must continue doing our best to support the community, by means of humanitarian aid, health education, sanitary and medical assistance and all other necessary measures.

photos © Armenian Red Cross Society
Azerbaijan Red Crescent as an auxiliary organization to the public authorities in the humanitarian field provides humanitarian assistance to vulnerable people through its network composed of Headquarters, the Nakhchivan Autonomous Republic Committee, eight regional centres, 92 local and field branches and primary organizations. The National Society has about 300,000 members and over 22,000 registered volunteers of which nearly 6,000 are active.

All humanitarian activities that Azerbaijan Red Crescent Society undertakes in support of the efforts of public authorities against COVID-19 are done under the slogan “We are stronger together”.

From 28 March till 10 June, the AzRC provided 13,423 vulnerable households, including lonely older people, people with disabilities and migrant families with relief parcels consisting of essential food and non-food support and providing social services in Baku and 53 locations across the country. This support included donations from Turkish Cooperation and Coordination Agency (TIKA), one of the largest supermarket chains Bravo, ARAZ, donations from private companies and using the financial resources of the AzRC amounting to circa 150,000 EUR and financial support from IFRC. There is more information in the section Partners and Donors below.

1,978 volunteers across the country have been fully supported and involved in the COVID-19 response by the AzRC. Online COVID-19, PSS, Healthy lifestyle training sessions were provided to 96 Red Crescent staff and volunteers as well as community volunteers in Ganja, Mingachevir, Lankaran, Astara and Sheki. The main training focus for volunteers was on safe behavior rules while doing distribution of information and education materials or food and non-food items, Psychological First Aid and Psycho-social support based on stress coping.

The AzRC is a member of the Risk Communication group established the by WHO country office. Awareness raising and risk communication work is activated in all regional branches. With support from IFRC 926,000 information materials on COVID-19 prevention were produced and distributed in-country. The materials will reach some 300,000 households. The following is the breakdown of the information materials:

- 16,000 colored leaflets How to wear masks and How to reduce risks towards COVID-19.
- 300,000 leaflets of How does COVID-19 spread
- 300,000 leaflets of Coping with stress during COVID-19
- 300,000 leaflets Protect yourself and others from COVID-19 – 300,000 Leaflets will be distributed in Baku and its 11 districts, Sumgayit and in over 50 regions.
- 10,000 posters Protect yourself and others from COVID-19

In addition, through a partnership with UNICEF, AzRC distributed 33,000 publications and 2,000 in cooperation with Public Health Reform Center (PHRF) on COVID-19 related topics with a special focus on women and children. Active and regular awareness work on COVID-19, hand washing, risk reduction has been provided to 95 migrant families by the AzRC Migration department through the specially created WhatsApp groups.
Meeting of members of Emergency Mobile team together with ICRC Health Field Officer

Additional information and news about the work of Red Crescent Society of Azerbaijan can be found [here](#).

Azerbaijan Red Crescent Society with technical support from the IFRC and ICRC is developing training modules and approaches on Mental Health and Psychosocial support. With support from ICRC and in coordination with the IFRC the Azerbaijan Red Crescent is regularly providing online training sessions and materials on psychosocial support to staff and volunteers of the AzRC. Staff and volunteers operating in communities exposed to the conflict receive such sessions through the AzRC Facebook page dedicated to knowledge sharing among the Emergency Mobile Volunteers Teams (EMVTs).

The AzRC established a helpline in Baku at its headquarters. From 27th March to 10th June, over 4,873 phone calls were received through this help line. Branches also receive regular phone calls and to-date around 47,000 calls were received. The main concern expressed was by people who have no income since the quarantine and need humanitarian support and from people who have to stay at home and have no one to help with shopping.

These help lines are also a good way to deliver risk communication messages, to discuss protective measures and how to stay physically and emotionally safe. Generally, people express appreciation for this information and for being given an opportunity to discuss their concerns and anxieties. The work of the helpline is supported by the IFRC, USAID and UNICEF.

The AzRC keeps regular contacts with Government agencies (Ministry of Health, Ministry of Emergency Situations), local authorities in Baku and the regions and international organizations and UN agencies (e.g. WHO, UNICEF) in order to coordinate activities and clarify mutual areas of involvement. Regular updates about the National Society’s activities and initiatives are shared with relevant Government authorities.

The following [link](#) contains a video showing the work of Azerbaijan Red Crescent volunteers.

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**Partners and Donors of Azerbaijan Red Crescent Society**

Azerbaijan Red Crescent is supported technically and financially in the planning, implementation and management of COVID-19 response by the International Federation of Red Cross and Red Crescent Societies, including with funding from USAID. The food and non-food items for 800 households as well as over 700,000 leaflets purchased or produced due to IFRC support by 10 June, were presented to the AzRC’s 53 local branches and placed in Baku and Sumqayit cities and in the regions for further distribution. Due to the distribution, representatives of the leadership and secretariat of the National Society conducted monitoring visits to 18 regions.

ICRC supports the Azerbaijan Red Crescent Society to provide training to volunteers virtually on first aid topics, PSS, to deliver risk communication messages and materials and to provide logistics support to deliver COVID-19 related leaflets, food parcels and PPEs.

In partnership with UNICEF, AzRC is focusing on risk communication for younger generations and their communities on COVID-19 and psychosocial aspects of the pandemic in Azerbaijan. 31 AzRC staff and volunteers were directly trained and 186 received training indirectly. The main focus was on...
instructions for volunteers to follow safety behaviour rules while distributing IEM materials or food and non-food items, and to use a PFA/PSS related approach based on coping with stress. The National Society organised an event based on the 1st June International Children's Protection Day in Khazar and Sumqayit local branches: the event included a drawing competition on a COVID-19 prevention subject. The other initiative was an online meeting with school children and their teachers sharing relevant information on COVID-19/PSS related topics based on IFRC/UNICEF materials. The aim of the meeting was to monitor the knowledge of the children on COVID-19, provide necessary updates and focus on behaviour and attitude aspects. 33,000 people were covered by 322 staff and volunteers from 22 city and local branches with various IEM materials.

AzRC jointly with one of the largest supermarket networks in the country, Bravo and ARAZ, through eight supermarket locations in Baku and with support of its staff and volunteers collected, sorted, packaged and distributed food items to 312 vulnerable households in Baku. This work has had a strong resonance in the society and will continue.

With in-kind donation from the Turkish Cooperation and Coordination Agency (TIKA), 2,000 lonely older people received food parcels and hygiene kits in Baku and Sumgait cities.

Thanks to six big supermarket networks of “Bravo”, “Araz”, “Bolmart”, “Grandmarket”, “Bazarstore” and “Rahatmarket” in Baku, Sumgait and Ganja, AzRC can support people with food and non-food items through a humanitarian campaign whereby buyers are encouraged to make an extra purchase to help provide food to older people. The campaign is run under the slogan “Let’s unite to tackle COVID-19 together. Let’s help older people stay at home”. Due to this collection, the National Society’s own funds and the support of other local donors, 13,423 households were provided with food and non-food support.

TISA, the International School in Azerbaijan, a long-term partner of AzRC, provided food parcels support for 60 vulnerable households and attracted 55 non-remunerated blood donor volunteers. Also joining Heydar Aliyev Foundation initiative, the AzRC attracted over 200 blood donor volunteers. The AzRC appreciates the support from the Bank Respublika for 100 households in Terter, Aghdam and Fuzuli regions via its Barda Branch. Distributions to these households were done with logistics support of ICRC.

“Azertechnoline” LLC and “HydroConstruction Service” LLC provided humanitarian assistance to more than 200 older people living alone registered by Sumgait city branch and Nizami district branch of the Azerbaijan Red Crescent Society. Due to Ramadan holiday another 1,255 households in Sumgait city and 35 districts were also provided with food parcels with the support of SOCAR Polymer Factory Co, the National Society’s own funds and the support of local donors.

AzRC signed an agreement with LiderMed-LLC that regularly provides AzRC HQ office with sanitizer liquids and involves its 150 employees as volunteer.

AzRC is working with EU Delegation in Azerbaijan to finalise a proposal focusing on risk communication and PSS and has concluded an agreement with P&G for distribution of hygiene items for 7500 households. At this stage, 1000 such parcels will be submitted to the AzRC warehouse for further distribution.
The Georgia Red Cross Society with an auxiliary role to the public authorities, in line with its mission, has expanded the emergency response operations in coordination with the Ministry of Health, Tbilisi City Hall and the municipalities in the regions, through its network of 39 local branches and over 5000 Red Cross active volunteers throughout the country, and over 4000 trained spontaneous volunteers.

It is worth mentioning that the Georgia Red Cross Society along with the Red Cross/Red Crescent Movement partners have communication tools in place for the response to the Covid-19 outbreak in Georgia:

- Georgia RC leadership made a statement to the Government of Georgia, the Embassies, business associations, foundations,
- A Joint statement of the Movement partners has been developed and submitted to the Prime Minister of Georgia

The National Society is holding meetings with non-state actors and Movement partners, as well as providing training courses and information sessions online.

Since day one of the novel coronavirus outbreak, the Georgia Red Cross Society has established close collaboration with the World Health Organization, NCDC and the Lugar Center. In coordination with the Ministry of Health and the International Federation of Red Cross and Red Crescent Societies, GRCS elaborated and adapted internal guidelines on safety and protective measures for the frontline volunteers and staff and has developed training modules.

The Georgia Red Cross Society also created an online e-platform for volunteers who wanted to be involved in the response to COVID-19. Training modules included recommendations on personal protection measures, social stigma, and stress related to COVID-19. The address of the e-platform is www.help.redcross.ge. Georgia Red Cross staff and volunteer workers are equipped with personal protective equipment/PPE.

Regular body temperature monitoring of people has been carried out in different regions of Georgia using the door-to-door approach, and during this activity, the preventive measures have been disseminated in the regions.

Over 2,5 million people have been reached through printed and online media, active appearances on TV channels, online training, and information sessions.
Informational and educational materials are produced in Georgian, Azerbaijani, Armenian, Ossetian, and Abkhazian languages and are disseminated among the entire population, national minorities among them. Georgia Red Cross Society is working on elaboration of the booklet focusing on the people in quarantine zones, which will be printed and disseminated among those people.

The GRCS MHPSS activities are based on methods and tools developed by IFRC Reference Centre for Psychosocial Support (PS Centre) and the IASC Guidelines on Mental Health and Psychosocial Support.

**Psychological First Aid**

Starting from early days following the outbreak of the disease, the GRCS MHPSS team has been a frontline operator serving communities in need. Immediately after the onset of the crisis, the National Society launched a free of charge daily Hotline service (0800 000 018). This hotline has been activated to serve the general public and respond to specific needs. The hotline covers the entire country. The first and foremost aim of the hotline is to provide Psychological First Aid (including three principles “Look, Listen and Link”) through actively listening, emotional support to people's concerns and helping them deal with their challenges. Moreover, the hotline offers general information on COVID-19 and referral to various State and Non-State services. For the time being, within this ad-hoc project, the hotline has received more than 5,500 calls.

The GRCS MHPSS team, consisting of 5 staff members and a group of volunteer psychologists, are working on the intervention plan aimed at Helping the Helpers: National Society staff and volunteers, and medical/quarantine personnel.

**Psychosocial informational campaign/Risk Communication**

At the very beginning of the crisis, the National Society launched an information campaign, guided by various reference materials provided by the IFRC PS Centre, Danish Red Cross and WHO. These were adapted, translated, and published as leaflets, posters etc.) Information leaflets have already been distributed all over Georgia through the National Society's 39 branches.

The MHPSS component is an integral part of all COVID-19 related training modules. Within the Risk Communication approach, representatives of the 39 branches of the National Society and local and central government were trained to expand and further disseminate key messages at branch level. Once the State of Emergency was announced, the National Society switched from the face-to-face training modality to an online (virtual) training mode. This training module on COVID-19, specialized for volunteers, consists of various topics, such as a general overview of COVID-19, the NCDC recommendations on personal protection measures, social stigma and stress related to COVID-19.

**Coordination of the Psychosocial Support Platform in the country**

The GRCS launched a MHPSS Coordination Platform, including all the relevant non-governmental organizations and professional groups in the country working on the MHPSS response to the COVID-19 crisis, with the aim to contribute to sharing information, experience and lessons learned between the key stakeholders in the humanitarian sector and coordinating activities to reach and support the maximum number of vulnerable people living in Georgia. GRCS has also gathered information about existing MHPSS services across the country.

**Humanitarian Relief Activities**

One of the crucial services of the Georgia Red Cross Society is provision of humanitarian relief to socially vulnerable people and older people (aged over 70) through provision of food and hygiene items. Memoranda of Understanding have been signed with Tbilisi City Hall and 24 municipalities with a focus on training and distribution of essential items, thus helping the most at-risk people and encouraging them to stay home and be safe. The same approach has been duplicated in all 39 of the municipalities where Georgia Red Cross Society branches are present. The National Society is working jointly in these activities with the local government at municipality levels to respond to COVID-19. Over 65 000 older people are being assisted with basic food and hygienic items: over 20 000 older people in Tbilisi alone. Georgia Red Cross aims to reach 100 000 vulnerable people throughout Georgia.

Georgia Red Cross launched a nationwide campaign for older people with the supermarket chains “Carrefour”, “Agrohub”, “Goodwill” “Smart”, “Magniti”, “Ori Nabiji”, etc. More than 8000 food parcels have been collected and distributed from the supermarkets in Tbilisi alone.
Provision of Home Care services including taking care of persons with specific needs in homebound settings through Georgia Red Cross home care services. The home care services are being provided to over 1,000 persons with specific needs with support of the Red Cross home care teams. The main focus is having professional home care teams and providing regular training.

During the quarantine, Georgia Red Cross Society was the leader in the provision of home care services. The organizations working with older people asked Georgia Red Cross to support them and to provide home care services for their beneficiaries as well. The National Society aims to reach more than 3000 people with these services and to increase the scope of coverage.

Besides the above-mentioned services, the Georgia Red Cross Society is providing the following additional services to people affected by the crisis:

Supporting the blood supply by promoting blood donation using mass media and social media platforms. The key message is that pandemics such as the novel coronavirus cause a decrease in blood supply in the country but demand always remains high, and calls on everyone who can to give blood and save lives.

Support relevant institutions in rapid testing of the at-risk groups using a door-to-door approach for early detection of the disease thus contributing to preventing and controlling the spread of the virus.

Coordination and Cooperation of the emergency response to COVID-19

The Georgia Red Cross Society holds regular coordination/information exchange meetings with non-state actors, UN agencies, with the participation of the Ministry of Health, WHO, NCDC to coordinate information, preparedness plans and response to COVID-19. The Georgia Red Cross branches are members of the municipality task forces in the regions and regular communication and information exchange is ongoing. The branches also receive technical support from municipalities - such as vehicles and other resources to deliver services.

The Georgia Red Cross Society is a member of the Governing Board of the IFRC and is carries out regular information exchange on the COVID-19 response at IFRC Governing Board meetings as well as with 54 National Societies of the Europe and Central Asia region.

Furthermore, the Georgia Red Cross Society, as a member of the International Red Cross and Red Crescent Movement, is taking part in regular Movement platform and coordination meetings with the IFRC, ICRC and partner National Societies.

Meet a Georgia Red Cross Society Volunteer

“I have been a Red Cross volunteer for more than 2 years. During the initial phase of Covid-19 outbreak I have trained more than 100 volunteers. I am also participating in arranging technical issues. It makes me happy to help people in need. I am glad to see people willing to help others too, this brings hope, that soon everything will be fine.”

Ana Liparteliani, GRCS volunteer from Kutaisi
The Georgia Red Cross Society pays significant attention to strengthening its financial sustainability. In this regard, the National Society stepped up efforts towards emergency fundraising. For this purpose, Georgia Red Cross Society has reached out to all the Embassies, business associations, foundations, private sector.

In terms of emergency fundraising, the emergency Appeal Covid-19 has been developed and launched; online and telephone donations have been actively promoted through social media, and with the support from the IFRC and Swiss Red Cross, the Georgia Red Cross is part of the Global Digital Fundraising Platform (with vendor company “iRaiser”), as well as taking part in the Red Cross Red Crescent Movement and Coca-Cola Foundation global fundraising campaign. Through these efforts National Society has raised funds from the diplomatic corps, UN agencies, USAID, corporate partners, foundations such as Coca-Cola Foundation, and individuals as well as in-kind donations.

The National Society also greatly appreciates the humanitarian assistance both in-kind and financial support received from the Movement partners: IFRC, ICRC and partner National Societies.

The Georgia Red Cross Society expresses gratitude and thankfulness to the following partner and donor organizations for supporting the Georgia Red Cross anti-Covid-19 operations:

USAID GEORGIA
EU
DFID
Austrian Development Agency
Embassy of Switzerland in Tbilisi
Embassy of Sweden in Tbilisi
Embassy of Germany in Tbilisi
Embassy of Austria, Ministry of Economy and Sustainable Development of Georgia
Ministry of Health
UNDP
UNFPA.

Movement partners:
International Federation of Red Cross and Red Crescent Societies
International Committee of the Red Cross, Swiss Red Cross
Austrian Red Cross, Danish Red Cross
Kuwait Red Crescent
Turkish Red Crescent
Norwegian Red Cross
Spanish Red Cross, French Red Cross
China Red Cross.

Corporates, in total 18 and among them:
The Coca Cola Foundation
APM Terminals Poti
CARREFOUR
BADAGONI
SILKNET
Georgia Investing Group “Energia LLC”
Mondelez Georgia LLC
Flat Rock Technologies LLC, The BILTMORE Tbilisi
Hotel BORJOVI
HILTON Hotel in Batumi
GEORGIAN POST
ASORTI
NUGBARI
BEELINE
GEOCELL
MAGTICOM
FORBES WOMAN GEORGIA.
The International Federation of Red Cross and Red Crescent Societies (IFRC) through its Regional Office in South Caucasus, supports the Armenian Red Cross, Azerbaijan Red Crescent and Georgia Red Cross from the first days of the crisis. The chart above shows the type and number of programmes undertaken by Red Cross and Red Crescent Societies in South Caucasus in response to COVID-19.

The IFRC mobilised more than CHF 3.1 million for the National Societies' response in South Caucasus through its Emergency Appeal. USAID's contribution stands at 65% of the overall mobilised funds. The IFRC continues to seek contributions to respond to the current and future needs, including thinking through the secondary impacts of the crisis. The outstanding amount to support the current operations is CHF 5.5 million for the next 12 months for the South Caucasus region. The situation in Armenia and current level of allocation is of significant concern. The currently available resources in Armenian Red Cross are being rapidly depleted. Additional support is urgently needed against the background of growing needs.

Supporting the most vulnerable, it is important to keep the physical and mental health and well-being of service providers, especially during the emergencies. Healthy staff and volunteers of the RC will provide services more effectively. Helping the helpers was a theme of a South Caucasus MHPSS platform meeting that took place with participation of Georgia, Armenia, and Azerbaijan, Austrian and Danish national societies, Innsbruck university, IFRC PSS reference centre in Denmark, Regional office for Europe of the IFRC, and Regional and Azerbaijan offices of the ICRC. Previous experiences of helping the service-providers through PSS with focus on new realities and challenges (isolation and quarantine, wearing masks, and etc) caused by the COVID-19 was shared. Recently developed visual/written material was introduced.

Hygiene promotion is one of the most important preventive measures against COVID-19, and other diseases during the emergencies in general. Regional training of trainers will be conducted in June by the IFRC WASH team in Geneva for national societies' headquarters staff to strengthen their capacity for conducting the further cascade trainings. The training will have a special focus preventive measures in COVID-19 situation, such as hygiene promotion, and preparation of schools for their opening in fall. Establishing contacts with other organizations involved in WASH activities continue to ensure stronger and coordinated response strategies.

The IFRC together with National Societies in the South Caucasus region are considering moving some COVID-19 support
activities to cash programming. To understand possibilities an assessment is being planned by Cash experts. This assessment would also contribute to the assessment of the impact on livelihoods which will be undertaken at a slightly later stage. The ToR are being developed and the focus is being agreed. The Austrian Red Cross is involved and ready to provide their staff members for this piece of work.

Another assessment is in a preparation process to better understand the impact of COVID-19 on older people and care workers, including volunteers, who are at increased risk of fatalities and indirect social consequences that are likely to affect in specific ways. The assessment, supported by the Austrian Red Cross and Swiss red Cross, will help to understand impacts on the physical and mental health of older people and care workers, as well as on their social and health needs. It will identify the needs and gaps for a longer-term support.

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 Disaster 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 National 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.

The IFRC’s work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

For more information please contact:

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<td>Deputy Secretary General</td>
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<td>Sabina Mahbubi-İran</td>
<td>Olga Dzhumaeva</td>
</tr>
<tr>
<td>Deputy Secretary General</td>
<td>Head of Country Cluster Support Team</td>
</tr>
<tr>
<td>email: <a href="mailto:sabinanur@yahoo.com">sabinanur@yahoo.com</a></td>
<td>email: <a href="mailto:olga.dzhumaeva@ifrc.org">olga.dzhumaeva@ifrc.org</a></td>
</tr>
<tr>
<td>phone: +994 504 901 205</td>
<td>phone: +995 591 703 273</td>
</tr>
</tbody>
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