

# COVID-19 OPERATION REGIONAL MONTHLY HIGHLIGHTS

INTERNATIONAL FEDERATION OF RED  
CROSS AND RED CRESCENT SOCIETIES  
Regional Office for Europe

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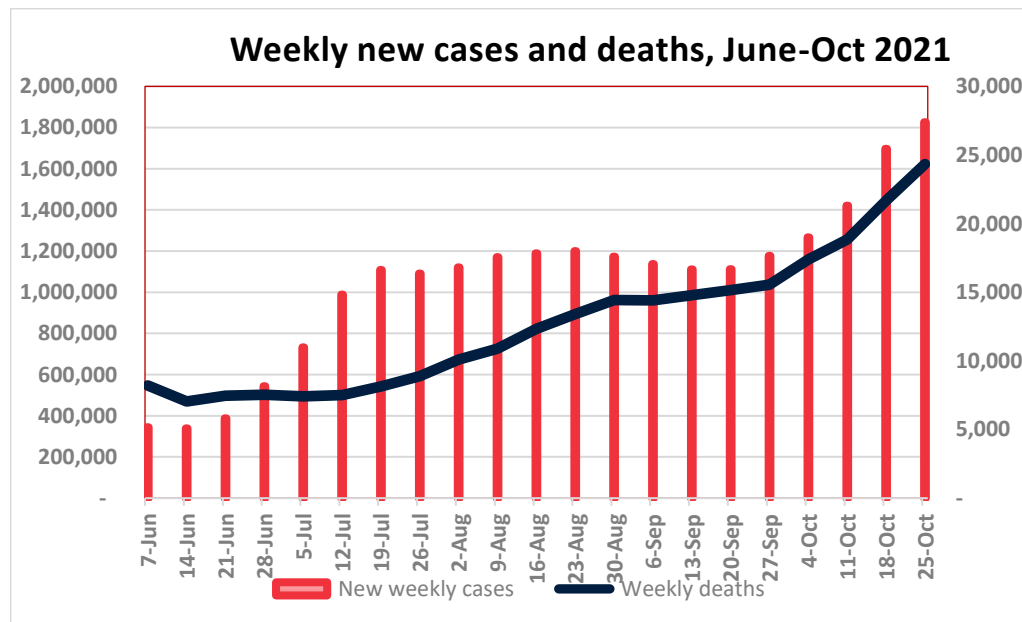
*Finnish Red Cross midwife Arja Savolainen and Canadian Red Cross doctor Jane Ellen Heggie prepare COVID-19 testing prior to the patrol of Ocean Viking. © Jene*

## Europe – COVID-19 epidemiological overview

The number of COVID-19 cases in the Europe region continued to increase from 65 million in August 2021 to 77 million by the end of October 2021. The Europe region shares about one-third of the global burden of number of cases and deaths due to COVID-19. An analysis of the weekly new cases and deaths from June to October 2021 shows that the pandemic progressed exponentially, with 6 times higher numbers in October. The steadily increasing rate of deaths in the Europe region shows a worrisome trend; starting from 8,220 weekly deaths reaching to 24,339 by the end of October, with no decline.

The highest numbers of new cases reported in the last week of October are from the United Kingdom (285,028 new cases; 419.9 new cases per 100,000), the Russian Federation (272,147 new cases; 186.5 new cases per 100,000) and Turkey (182,027 new cases; 215.8 new cases per 100,000). The highest numbers of new deaths were reported from the Russian Federation (7,938 new deaths; 5.4 new deaths per 100,000), Ukraine (3,857 new deaths; 8.8 new deaths per 100,000), and Romania (3,072 new deaths; 15.9 new deaths per 100,000).

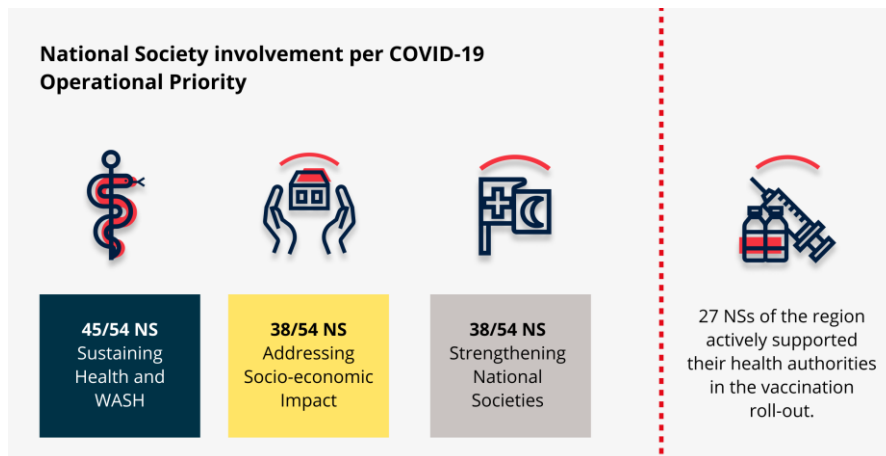
A total of **1.02 billion doses of COVID-19 vaccine** have been administered: 533,087,042 individuals (57.1% of the total population) have received at least one dose of COVID-19 vaccine in Europe, and 483,373,033 people (51.8% of the total population) have received a complete COVID-19 vaccine dose. Vaccination coverage in low and lower-middle income countries is low at 18.1%, while in the upper-middle income countries of the region it stands at 39.7%, compared to 64.9% in high income countries. The rate of vaccination uptake in all countries slowed down considerably. The main causes of vaccine hesitancy in the Europe region include vaccine safety concerns, low perceived risk of severe COVID-19 infection or high perceived risk of vaccine complications and complacency.



Data source: [WHO](https://www.who.int)

# IFRC Highlights

- Since the beginning of the pandemic, **33 National Societies** (NS) of the Europe region **with support from the IFRC Regional Office for Europe** (ROE), have been **implementing preparedness and response actions to tackle the pandemic** and address the needs of the most affected people. These 33 NSs received funding support from the global COVID-19 Emergency Appeal since the beginning of 2020. There is an ongoing operational engagement with 19 of these NSs.



*Data source: NS activities as reported in the COVID-19 field reports, as of 16 November 2021. For vaccine roll-out information: "Support for the COVID-19 vaccine rollout" regional survey, as of 20 October 2021.*

- The total value of **past and ongoing allocations** in the Europe region is CHF 56.44 million (excl. DG SANTE which represents an additional CHF 38.8 million on top of the former). CHF 1 million is expected to come through in November from USAID-BHA.
- **Awareness raising**, both **to limit infection** as well as **on vaccination** remain the predominant activities for NSs in the Europe region. Community Engagement and Accountability (ToT) trainings to address these along with feedback mechanism capacity building activities are under development in several countries. Moreover, additional funding, mainly from FIA, Nestle and USAID, is granted which will support these activities.
- The **DG SANTE mobile testing program** has come to an end on 30 September 2021, and is considered a success in overachieving its targets. During the implementation period, the project continued to build capacities and support testing by community health systems in Austria, Germany, Greece, Italy, Malta, Portugal and Spain. As of 30 September 2021, a total of **9,222 staff and volunteers were trained** on the process of collection of samples, use of rapid antigen test kits, personal protection etc. to successfully organize mobile testing. Overall, **1,759 mobile testing teams** have been set up and **conducted 1,263,309 tests** in the seven countries. The Europe Regional Health and PRD teams conducted a series of field visits to Austria, Greece, Italy, Malta and Portugal to liaise with National Society project teams, become familiarized with COVID-19 testing modalities and processes, visiting testing points and talking with beneficiaries. National Societies expressed appreciation for the project and how it has positioned them towards their respective health authorities. An additional outcome of the project has been an overall strengthening of NS health capacities and coordination mechanisms with health authorities.



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## **Tackling grief, loneliness and stress across Europe**

Amid growing pandemic fatigue, people continue struggling with grief, loneliness, and stress. The health crisis is far from over, and its socioeconomic impacts still affect millions across Europe at different levels.

With support from the IFRC, National Red Cross and Red Crescent Societies have provided psychosocial support to more than 2.3 million people throughout Europe since the beginning of the pandemic. Local teams have been at the forefront of the response to the COVID-19 emergency from day one, providing a wide range of mental health services face-to-face and remotely, in fixed locations and through mobile teams, in disasters, along different migration routes and in conflict areas.

*“Children and adults, we are all affected by the coronavirus emergency in one way or the other. Increased efforts are needed to address mental health issues and pandemic fatigue. We must do our part to help the most vulnerable, boost people’s coping mechanisms and make sure everyone can access mental health and psychosocial support services,”* said IFRC’s Mental Health and Psychosocial Support (MHPSS) Delegate for Europe, Antónia de Barros Mota.

Staff and volunteers in Portugal, Denmark, Italy, Turkey, Tajikistan and Armenia, among other countries, are working tirelessly to ensure 24/7 assistance to those in need. They are doing so through various projects including hotlines and community centres, and they are also making sure people can access mental health and psychosocial support during emergencies.

There will be a significant, long-term increase in demand for these services, according to the World Health Organization (WHO), so further action is needed to address the far-reaching consequences of the pandemic. Mental health matters.

More information [in this article](#).

## **Mass campaigns, door-to-door visits and health caravans to address misinformation**

In a globalized world, misinformation can spread faster than a virus, with far-reaching consequences.

Fake news and the lack of reliable or tailored information — among other factors — have resulted in worrying vaccine hesitancy levels in many countries throughout Europe, slowing down immunization rollouts even where doses are available. This is hampering collective efforts to save lives, overburdening health systems, and — together with the anger sparked by new lockdowns and restrictions — has led to violent incidents across the region.

Meanwhile, Europe is again the global epicentre of the pandemic: last week, more than 28,000 people died of COVID-19 and two million cases were reported — that is double compared to a month ago.

### **Fears and worries**

Many people are concerned about the safety of vaccines, “rushed processes” or potential side effects. Others don’t want to get vaccinated for different reasons. These fears and worries are legitimate and must be treated as such. That is why community participation and outreach has been a core pillar of the IFRC’s COVID-19 response since the beginning.

National Red Cross and Red Crescent Societies across Europe are working with health authorities and partners on COVID-19 prevention and response. This includes renewed efforts to reduce vaccine hesitancy and encourage vaccine acceptance and uptake through a wide range of activities at national and local levels — from audiovisual campaigns to door-to-door awareness-raising, health caravans and other group and one-one-one activities, with the general public as well as specifically vulnerable people.

More information [in this article](#).

An illustration of a hand in a blue glove holding a purple vaccine vial. In the background, there is a stylized virus particle with a gear-like structure.

**SAFETY  
OF COVID-19  
VACCINES**

**WHY COVID-19 VACCINES ARE AS  
SAFE AS OTHER APPROVED VACCINES**

Source: WHO

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***“National Red Cross and Red Crescent Societies across Europe are working with health authorities and partners on COVID-19 prevention and response. This includes renewed efforts to reduce vaccine hesitancy and encourage vaccine acceptance and uptake through a wide range of activities.”***

# National Society Highlights

For full details of the field report submissions, please click on the link contained in the name of the National Society, which will take you to the IFRC GO country emergency page. To access the National Society webpage, please click on the link contained in each logo.

Submissions that contain updates since last report are indicated with an asterisk.

## [Albanian Red Cross](#)



ARC continues to respond to the urgent basic needs of the most vulnerable people and those whose health and livelihoods were impacted mostly by the pandemic. During March 2021, ARC has provided immediate in-kind (food and hygiene aid) to more than 5,000 people all over the country and has provided home care and food support to 305 older people in 8 districts who have been visited at their homes by multifunction mobile teams providing health check-ups, PSS and food packages. With the support of 240 trained volunteers and 40 local staff, 2,000 vulnerable households target for winterization cash and vouchers un-conditional assistance have been identified through face-to-face interview/assessment process by visiting their homes. Among the affected population, especially vulnerable groups such as older people, families with social assistance, single female-headed households, people with special needs or people who lost their source of income due to the pandemic were prioritized. During March, ARC with support from IFRC has completed the distribution of Cash and Voucher Assistance among 2,000 selected households affected by the pandemic in 38 districts. ARC continually shares on its social platforms daily updated information on COVID-19 trends, posts that encouraging vaccinations, and advises how people can protect themselves; key messages about stigma around COVID-19, and animation posts with mental health advices reaching more than 70,000 people. To support the population to address inquiries and to provide essential information and practical advices related to COVID-19 and to provide PSS where is required by callers, a hotline is functional to the public. To ensure safety and health for all staff and volunteers involved in the operation, activities are continually provided with necessary PPE and adequate trainings.

## [Andorran Red Cross](#)



The testing in schools was completed on 2 July 2021. Total tests carried out by the Andorran Red Cross: 220,865. Collaboration with the government continues, as mentioned in previous reports.

## [Armenian Red Cross Society\\*](#)



Health: In October 2021, Armenian Red Cross Society (ARCS) organized 12 workshops titled “Promotion of Children’s Resilience and Remote Learning” in public schools of Armenia (in the border regions) for children and parents. During the workshops the participants were provided information on COVID-19 safety and prevention, and on existing state regulations and services. In total, 398 people were reached during the workshops and 24 volunteers engaged in this activity. 63 teachers were trained on PFA provision by 2 psychologists. The ARCS hotline continued to function and respond to calls from Yerevan and the regions. In October, 281 calls were registered on COVID-19-related requests.

Most of the callers were displaced people from Nagorno Karabakh as a result of conflict escalation in 2020, requesting food, hygiene items and also school stationary, while others requested psychological support due to COVID-19-related anxiety and isolation, information about COVID-19 situation and restrictions, and referral to the available state and non-state services. ARCS volunteers supported the local population with registration for COVID-19 vaccines, provided them with necessary information and first aid (as needed) after receiving COVID-19 vaccines. In total 1,564 people were assisted. Socioeconomic interventions: In October, the ARCS completed the distribution of tablets and headphones to 46 vulnerable older people to ensure their access to information and decrease the levels of their isolation. NS Institutional Strengthening: Armenian RC is in the process of establishing a Resilience Centre in Tavush region, which focuses on building the institutional capacity for increased community resilience. The facility is currently under renovation.

### Austrian Red Cross\*



AUSTRIAN RED CROSS

Since the start of the outbreak, 165,560 infectious transports and 1,392,916 COVID-19 helpline calls were handled. 21,453,307 regular COVID-19 tests were performed by RC staff and 88 mobile teams are still actively conducting tests on daily basis. 58 drive-in and 95 fixed testing stations, as well as 12 quarantine accommodations remain open and operational.

### Azerbaijan Red Crescent Society\*



Health: During October 2021, 345,510 people were reached through COVID-19 awareness raising sessions, involving the dissemination of key messages through printed materials (within the IFRC Emergency Appeal and other projects), face-to-face meetings and hotline. The hotline system continues to function on HQ and branch levels, providing information on COVID-19 safety, vaccination process and referral to relevant state and non-state services. 652 volunteers were designated to monitor the adherence to COVID-19 prevention measures in the target communities (mask-wearing, hand hygiene and sneezing etiquette), identify gaps in knowledge and attitudes and address them through risk communication and awareness-raising efforts. The AzRC staff and volunteers also disseminated IEC materials on COVID-19 safety at the vaccination points. NS Institutional Strengthening: In October 2021, 59 volunteers were trained on COVID-19 vaccination and PFA/PSS to help the communities and migrant families. AzRCS maintains regular information exchange and coordination meetings with state and non-state actors, public authorities, UN agencies, and CSOs, including including the Disabled People's Organizations (DPOs).

### Belarus Red Cross\*



The services included delivery of 5,477 food products, basic necessities, medical prescriptions and medicines, provided by 623 BRCS volunteers. 1,950 vouchers for food and basic necessities were distributed among vulnerable groups of people with low income. Active work continues to involve communities in vaccination: information campaigns are being held. Volunteer groups across the country helped transport 2,091 vulnerable citizens to vaccination sites. Psychosocial support was provided to more than 5,000 citizens, including through the helpline "201". Due to the help of the IFRC the BRCS started vaccination awareness-raising campaign in October 2021.

## Belgian Red Cross



Health: 1. For isolated and socio-economically vulnerable people : - Launch of "Connected Smiles" program : Collection and distribution of unused communication devices in order to fight social exclusion 2. For homeless people : - Creation of a new center for COVID-19-positive people. - New health and "heat" supports - Creation of vaccination support (mobivax) 3. For asylum seekers - Extension of regular support : structural presence and help of nurses for symptomatic residents 4. For other institutions (airport, hospitals, nursing homes and care institutions) - Logistic help - Management and distribution of medical equipment - Medical and professional teams support (testing procedures and realization of tests) 5. For its members - Creation and promotion of psychosocial support and tools/games 6. For civil society - Creation of testing devices (centers, villages, bus) - Creation of vaccination centers Creation of a humanitarian diplomacy on a fairer access to vaccination. Socioeconomic interventions: 1. For isolated and socio-economically vulnerable people : - Creation of a food hub - Relaunch of food-aid 2. For homeless people : Launch of new prowling practices.

## The Red Cross Society of Bosnia and Herzegovina



Health: The Red Cross Society of Bosnia and Herzegovina marked World Health Day, and volunteers distributed protective masks to citizens in order to prevent the spread of and promote protection against COVID-19. The Red Cross Society of BiH established 2 telephone lines for psychosocial support through which citizens receive help from psychologists. The Civil Protection Service, in cooperation with the Municipal Organization of the Red Cross Novo Sarajevo, formed 10 teams, 2 volunteers each, who provide assistance and support to older and vulnerable people. The teams visit at-risk and vulnerable categories of the population in the Municipality, and provide them with the necessary assistance in the procurement of medicines and food items, as well as hot meals, all with the aim of reducing the movement and contacts of this most vulnerable population. The Red Cross of Republika Srpska made the Red Cross volunteer network available to the Ministry of Health and Social Welfare, the Institute of Public Health and the crisis headquarters of municipalities and cities, and offered support during the process of immunization of citizens that has already begun in some municipalities and cities of Republika Srpska. Volunteers and staff of the Republika Srpska Red Cross provide support in administrative tasks. This is a contribution to the health system, but also to citizens who need a certain type of assistance before and during the vaccination process, where the health system is relieved in the administrative part of the job (receiving phone calls from citizens to register for vaccination in health centers), assistance to older people for vaccination, measuring body temperature with a non-contact thermometer, disinfection, etc. The Republika Srpska Red Cross is also involved in disinfecting public buildings in certain municipalities. The Red Cross of the Brcko District is actively involved in the vaccination process in the Brcko District, from the development of a vaccination plan to the establishment of an operational communication center through which, in cooperation with the health department, they invite the population and schedule vaccinations. In addition, the transport of potentially infected people is being carried out, and the transport of older people for vaccination has been established. The Red Cross of the Brcko District also provides support to the population at the locations where vaccinations are performed. Socioeconomic Interventions: The BiH Red Cross Society provided support for 1,000 Roma families who were given vouchers for the purchase of food

and hygiene items, as well as protected masks and household disinfectants. Funds are provided from the global COVID appeal.

**British Red Cross**



Normalisation of the COVID-19 situation has seen British Red Cross (BRC) incorporate learning from our pandemic specific programmes and into business-as-usual activity. The evolving focus of our vaccination support to prioritise community outreach and engagement has ensured we continue targeting the most excluded communities, including vaccine hesitant, refugees and asylum-seekers and the homeless. Alongside assisting 176,805 people at vaccination sites across the four UK nations, we have supported refugees by providing vaccination information or through registering them with local medical centres and held information group sessions. Facilitated by our relationships within asylum and refugee networks, in June we have supported 431 individuals from these groups with their first vaccination; operating through a combination of door-to-door engagement, mass texts and leaflet drops, we have utilised the mobility of pop-up clinics to reach individuals falling through the gaps of the national health system, providing a range of health checks and support services alongside vaccinations. This is aided by our volunteer vaccination training programme (in partnership with St John Ambulance), which trains volunteers to directly administer the vaccine and care for patients in vulnerable communities, training 845 volunteers by the close of June with 12,000 hours of support delivered to partners across the country and 33,560 vaccinations given. Our international support for the critical situation in India and the surrounding region has been maintained. As of the end of June, our Global Coronavirus Appeal raised GBP 2.24m in specific support of the Indian Red Cross India, with GBP 780,000 raised in the wider appeal. We've been continuing to provide crucial awareness across our social media channels with specific focus on updates and stories from the region, including Nepal, Bangladesh, Pakistan and Yemen. In considering our post-pandemic recovery plans, we are currently integrating learning from our COVID-19 cash-based assistance and support line programmes to develop long-term peace-time alternatives. Our core support for people in crisis continues, although our regional response teams (tactical cells) have been scaled down in recognition of the projected recovery phase. We maintain support to isolated and vulnerable individuals with over 54,581 people assisted through our localised responses in June, including with cash, food and medicines deliveries (although these are declining as national reopening reduces individual reliance on BRC services). This included 2,955 instances of practical at-home support to isolated individuals (helping them with food and medicine deliveries, healthcare transportation and support regaining their independence), assisting 903 refugees and their dependents to access accommodation, and providing transport for 501 COVID-19 patients to reach hospital (an increase on last month and illustrative of rising cases). Our emotional and practical support line continues to receive high volumes of callers; in June we assisted a further 1,545 people (15,758 since January 2021), providing psychosocial support to 28.6% of callers and coordinating critical BRC food deliveries to those reporting greatest need. Our cash-based assistance programme (Hardship Fund) remains as a key lifeline to those facing destitution and no resource to public funds, with 1,210 new households receiving payments this month, increasing by 35% from the previous month and demonstrating the compounding financial impacts of COVID-19 afflicting households across the UK. Work to relieve pressure on National Health Service staff continues, as we aid increasing numbers of patients with transport and resettlement from hospital (3,929 people) and facilitating 1,876 Ambulance journeys.

## Bulgarian Red Cross



Summary: The activities of the Bulgarian RC in response to the COVID-19 continue in the following priority areas: logistics and dispatch of PPE and hygiene materials to hospitals; food support for various vulnerable groups; public activities related to hygiene promotion and prevention; mental health, PSS and emotional support through local hotlines managed by the RC branches, national PSS chat served by psychologists, contact center, and hotline and humanitarian aid support for refugees and migrants, as well as information on prevention activities and vaccination, incl. in social media. Health: The NS volunteers and professional psychologists continue providing MHPSS since the beginning of the pandemic, through local hotlines, online chat available at the webpage of the National Society, and via a toll-free contact support center, giving information about the activities of the Bulgarian Red Cross and the current anti epidemic measures. More than 21,700 people were consulted and received psychosocial support. The NS aims to help the Bulgarian population in coping with stress and the consequences of the COVID-19 pandemic. The NS actively promotes vaccination which is the main focus of current activities. The NS continues to support hospitals and medical personnel by distributing hygiene items. Refugee and Migrant Service of the Bulgarian RC continues supporting people via its dedicated phone line and newly opened Information Bureau in the downtown of the capital, Sofia, to facilitate their access to health care and vaccination. NS Institutional Strengthening: The NS continues to provide situation updates and instructions to staff and volunteers related to prevention and response activities, as well as to distribute PPE, hygiene materials, information about vaccination and procedures, provision of training to volunteers and staff members working on the frontline of COVID-19 response. Contingency and business continuity plans are being followed and regularly updated. The NS continues maintaining its activities in response to COVID-19 supported by domestic Resource Mobilization and continues its national fundraising campaign. Socioeconomic Interventions: The NS has provided more than 140,700 people affected by COVID-19 with food products and has reached out to more than 795,000 people with prevention materials and information thanks to the engagement of more than 8,100 volunteers and staff members. Migrant families continue to benefit from humanitarian assistance, including in-kind, access to services, RFL, and integration activities.

## Croatian Red Cross



Health: The Croatian Red Cross continues to monitor the COVID-19 situation to ensure risk reduction and hygiene measures. The Croatian Red Cross Call Center (0800 11 88) operates on daily basis and psychosocial support phone line is provided to alleviate people's anxiety due to the COVID-19 situation. The COVID-19 risk reduction measures are also maintained at the two Reception Centers for Asylum Seekers in Zagreb city and Kutina town. A mass promotion campaign with Handwashing Guide leaflet/poster is advertised in large number of places across the country. The Croatian Red Cross with its local Red Cross branches provides support at vaccination sites in logistics and triage assistance (phone calls, receiving persons, avoiding crowds, temperature measurement, data entry, patient observation). Rapid tests on SARS-CoV-2 regularly performed in the Croatian Red Cross for its personnel and volunteers. Recommendation for voluntary blood donors for protection against COVID-19 and instructions for protection of heat waves for public have been issued. NS Institutional Strengthening: The Croatian Red

Cross teams in continuation assist to meet the basic needs (distribute food, water, blankets, clothes, disinfections) and observe the COVID-19 protective measures for hundreds of people hit by the strong earthquake in Sisak – Moslavina county. Socioeconomic Interventions: Despite the overall situation, the interventions of the Croatian Red Cross continue to fill the gaps in all of 21 counties and regularly provide home care services for 20,000 vulnerable persons by the assistance of 3,500 volunteers and 1,600 staff.

### Cyprus Red Cross Society



Health: At the beginning of the pandemic, leaflets were sent electronically to vulnerable points (migration Centres, homeless spots, check-points, etc.), promoting health and hygiene in four languages: Greek, English, Turkish and Arabic. A new service "Let's Talk" was opened, aiming to combat loneliness especially for older people. This service is still an ongoing activity. NS Institutional Strengthening: Support to Volunteers: through extensive trainings, psychological support and provision of protective materials. National Society sustainability: opened a new budget for the "Emergency Service for the support of older people and vulnerable groups" including own funds and donations. National Society readiness: re-organisation of emergency storages all over the country, including purchases of sterilisation equipment, protective materials and continuous risk assessment actions. Socioeconomic Interventions: Needs assessments are performed in order to meet the needs of vulnerable groups. All Branches provide Social Welfare Programmes including food, hygiene items, clothes, etc. in order to meet the basic needs of people assisted. Assistance was also given in the form of vouchers.

### Czech Red Cross



The Czech Red Cross (CRC) Emergency Response Unit together with local branches, provides assistance in 11 hospitals as part of the "[M-72: Mobile Teams for 72 Hours](#)" project. Right now 800 volunteers are involved in the project, with 250 of them currently deployed. Since October 2020, the "[Fundamentals of Modern Nursing Care](#)" program provides courses to train and prepare volunteers for hospitals and social facilities (so far 4,500 people have been trained). The Prague local branch, in cooperation with the Municipality of Prague, runs a facility for COVID-19-infected people. The CRC is responsible for provision of services (setting of non/infection zones, catering, cleaning, waste management, laundry). Preventions programmes aim to train staff of medical/social facilities in protective measures, and the Ministry of Health Care informs CRC on hospital requests on need of volunteers. "[Dog for Doc](#)": [dogs help to reveal COVID-19](#); the CRC is a partner of the project. The Czech Red Cross (CRC) is operating its "[Vaccination against COVID 19: Important – Czech Red Cross Is Helping](#)" program, promoting vaccination and encouraging people to get vaccinated. CRC is currently involved in the vaccination of older people in senior facilities, running mobile vaccination units in Prague and Olomouc. At headquarters level, CRC conducts educative campaigns on COVID-19 on its websites and social media. It works in cooperation with the Ministry of Health and the Integrated Rescue System. It provides counselling services and cooperates with private sector partners as well such as in the "[We Will Manage It](#)" program on health and hygiene promotion and mental health issues. As part of [the "I Help to Care" project](#), CRC in cooperation with the Ministry of Health organizes training courses for voluntary auxiliary medical staff in Prague and Brno since 5 October 2020. In cooperation with the Czech army, CRC started providing courses for non-medical staff members of the army, to be deployed to civil medical and social facilities to support professional medical staff. The courses are held by the CRC local branch of Olomouc and by the Prague branch directly in a field hospital. In the "[Give a Notebook](#)" program, donors can support schools with electronic equipment. CRC is also organizing plasma donation for treatment of those infected with COVID-19. CRC local branches

coordinate volunteers to provide aid for the most vulnerable such as older people, children and those living with disability. They help with shopping for basic food items, drugstore goods and medicines, and provide transport services including medical transportation. CRC branches work together with the local authorities (many of them being part of local Crisis Teams), organizing blood and plasma donations, operating hotlines, providing psychosocial support services, producing and distributing masks and other protective equipment and emergency tents, assisting parents with children's education in home schooling, and are supporting hospitals and other social and medical facilities such as asylums and homes for older people.

### Danish Red Cross



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

### Estonian Red Cross\*



In cooperation with Health Authorities, 29 Estonian Red Cross (ERC) volunteers were involved in October 2021 in COVID-19-related supporting activities (23 people at testing points at Pärnumaa, Saaremaa branches, 6 people conducted guidance and information sharing in Paldiski as well as Tallinn, at home vaccination option was organized at Paldiski branch). During ERC first aid trainings, COVID-19-related information is shared to participants. In cooperation with local municipalities ERC local branches are ready to respond.

### Finnish Red Cross



Health: Finnish Red Cross (FRC) volunteers are supporting authorities in the COVID-19 vaccination campaign in 11 districts and in 52 municipalities. The number of RC volunteers operating is approximately 125 per day. In total 2,095 volunteers are registered to assist in the vaccination campaign. The RC distributes risk-awareness information and shares health promotion messages via its social media channels. Socioeconomic Interventions: The Finnish Red Cross distributes food assistance at municipality level.

### French Red Cross



To face the spread of the Delta variant, the French Red Cross decided to intensify its efforts throughout the summer. The objective is to reinforce the outreach mechanisms to convince the undecided and to ensure the vaccination of the vast majority of the population, especially the most vulnerable. The French Red Cross will intensify awareness-raising activities such as outreach activities during "maraudes"; activities directly at the places where people live such as in informal settlements, etc; accompanying people to vaccination sites; vaccination at home for people who have lost their mobility or who are geographically remote (e.g. rural areas); the social linkages system "Croix-Rouge Chez Vous" for people who wish to benefit from an accompaniment in their vaccination process: making an appointment,

information on the nearest vaccination sites, transportation, information on vaccination. The French Red Cross teams also run temporary vaccination centres set up in the heart of cities and close to people's daily lives. The anti-COVID-19 mediators - known as LAC mediators - organize flash awareness-raising operations in shopping centers and in places frequented by holidaymakers and festival-goers. A large number of volunteers of the association will raise awareness during the summer to all the people they accompany in their different services (food aid, day centres, social or emergency accommodation, etc.) and also for the general public during cultural or sports events where the French Red Cross is in charge of preventive emergency service. A digital communication campaign via the French Red Cross social networks (Facebook, Instagram and TikTok) will take place throughout the summer to raise awareness, inform and convince the general public of the importance of vaccination. Throughout France, volunteers will distribute leaflets with a QR code to the public. They will contain useful information on vaccination and its benefits, as well as the address of the nearest vaccination centers. They will also find the telephone number of the "*Croix-Rouge Chez Vous*" telephone platform, which is available to all those who need support. To date, the French Red Cross has enabled the vaccination of more than 1.5 million people in nearly 130 vaccination centres in mainland France and in the overseas territories. More than 30,000 French Red Cross volunteers have taken part in this commitment. In June only, the FRC assisted 318,626 people to be tested and vaccinated. More than 71 territorial delegations were involved in vaccination and 41 territorial delegations were involved in testing.

### Georgia Red Cross Society\*



During the reporting period, a joint Volunteer Group was established in Borjomi with the Emergency Management Service (EMS), its members being trained for rapid and effective response during emergencies, including the existing pandemic situation. PFA, stress and coping/selfcare sessions were provided to staff and volunteers of the Borjomi and Akhaltsikhe branch and the local EMS. During the reporting period 93,178 persons received information on proper hygiene and COVID-19 risk reduction through interpersonal communication. In vaccination centers operated in Mtskheta by GRCS and local partners, in total 8,953 persons (during October - 887) were vaccinated. The Rustavi vaccination center, fully managed by GRCS including both medical and nonmedical activities, vaccinated 186 persons from the opening (40 in October). The COVID-19 testing center in Odzisi village close to the conflict zone, continues to operate supported by GRCS. 839 persons in Kvemo Kartli region were supported with primary health care services, out of them 126 were identified with possible health complications. GRCS continued to support people seeking information related to COVID-19, country regulations, vaccination process, available social benefits, proper referral to relevant state and non-state services, provision of Remote Psychological First Aid (PFA), further psychological support and recommendations on home-based care through its hotline. To date, 8 staff members and 10 MHPSS volunteers are involved in the hotline operation in Tbilisi, Batumi and Ambrolauri branches. During the reporting period, through the GRCS hotline provided Remote PFA to 300 persons. Psychological Support (online individual sessions and stress management/self-care/PFA workshops) for staff and volunteers responding to the COVID-19 crisis is ongoing. Besides, GRCS Psychologists provide online psychological consultations to general population, among them to patients, their family members and medical personnel from self-isolation and quarantine

zones, referred from the GRCS hotline. The GRCS Mental Health and Psychosocial Support (MHPSS) Coordination Platform and the Regional MHPSS Coordination Network continue their work.

### German Red Cross



Since 10 March 2020, a specific COVID-19 task force was set up with employees of the German RC headquarters. Furthermore, the German RC maintains a liaison office at the Joint Medical Service of the German Bundeswehr and the Ministry of Health, so that effective communication is guaranteed. The main functions of the task force are the following: Coordination of the German RC headquarters and branches responses and assistance in collaboration with public authorities. Conducting operations of the German RC which are commissioned by the Federal Government (e.g. taking care of returnees -care services, MHPSS, medical check-ups during quarantine in a military barrack or other buildings- patient transport of six Italian (region Bergamo) COVID-19 and two French (region Grand Est) COVID-19 patients for further intensive medical treatment in six hospitals run by the German RC. Provision of situation reports and updates. Central procurement and distribution of PPE and disinfectants. On 17 March 2020, the pandemic was internally classified as a “state of crisis” according to Art. 5.2 of the German Crisis Management Regulation and this is still in force. A detailed and comprehensive Pandemic Preparedness Plan was implemented for the German RC headquarters, which was developed in cooperation with the Robert-Koch-Institute (Germany’s leading governmental institution for public health). The National Society has communicated about COVID-19 via social media and through press releases. So far 13 million Euros has been raised via a Corona-emergency assistance fund. COVID-19 responses on a regional/Länder and local level: The 19 regional branches and the Federal Nursing Association of the German Red Cross and its more than 500 local branches conduct a wide spectrum of COVID-19 activities, such as opening of emergency operation centres, operating quarantine facilities, psychosocial support, support in outpatient clinics, conducting COVID-19 pre-tests, support services for people in home quarantine, infectious disease transports, hotline services, care for homeless people and stranded travellers, emergency day care services in kindergartens and schools.

### Hellenic Red Cross\*



Health: In September 2021, the Hellenic Red Cross (HRC) has been able to provide a wide range of support services and responded to the multiple health challenges faced because of the pandemic. 57,229 new temperature checks (COVID-19 screenings) have been conducted in numerous Municipalities throughout the country. The total number of COVID-19 screenings conducted by HRC medical teams since the beginning of the emergency operation has reached 849,598. 51 people, who were likely to have been infected with COVID-19 (and thus were self-isolated), received immediate support by HRC, while 7,579 people tested to diagnose COVID-19 with Rapid test, PCR test, etc. In addition, 1,081 people were reached through risk communication & community engagement for Health & Hygiene promotion activities through the implementation of 116 sessions in numerous migration camps, Multifunctional Centers for Refugees, Educational Health Stations, Shelters for Unaccompanied Minors. In the meanwhile, 2,486 people were reached with essential Health services adapted or scaled to respond to needs created during the pandemic. In parallel, 43 health facilities remain supported in maintaining services to pre-COVID-19 levels: 6 Mobile Health Units in the migration camps of Malakasa, Korinthos, Klidi-

Serres, Kara Tepe (Lesvos), Ritsona, and Samos, 3 “Nursing at Home” Services in Athens, Patra and Thessaloniki, 1 Mobile Health Unit of urban area, 3 Educational Health Stations in Athens, Kallithea and Ano Liosia, 1 “Health Education” Service (“Agogi Ygeias”), 1 First Aid Station in Patra, and 28 Nursing Services operating in the region through the HRC Local Branches. On the other hand, 1,094 people were reached with the provision of Mental Health & Psychosocial Support services through the implementation of individual and group PSS sessions and psychosocial activities -mainly organized in the 5 Unaccompanied Minors shelters and the 2 Multifunctional Centers for Migrants & Refugees operated by the HRC. Finally, 123 Accompaniments & Interpretation services were provided through the ACCREF program that consists of facilitating the access and accompaniment of refugees and migrants to public Health Facilities by experienced and well-trained interpreters and cultural mediators of the HRC. Socioeconomic interventions: During September 2021, the HRC implemented activities and offered services with the objective to reduce the negative socioeconomic impact of the pandemic, and support vulnerable groups to overcome their difficulties, such as to people who could not visit the market, low-income households, asylum seekers, migrants, refugees in urban areas, homeless, older people and women who suffered abuse. 859 people were reached with food and other in-kind assistance, and 2,194 people were reached by programs addressing exclusion, through a) Home & Elderlies Care activities (653 people), b) Activities for Homeless (52 people), c) MFCs tailor-made activities (374 people), d) UM shelters activities (162 people), e) Assistance provided by HRC Social Services via the Local Branches (953 people). In addition, 162 people were reached by programmes addressing education-related needs, 7,925 calls were received for providing counselling and guidance in 12 languages by the MFC Helpline, and 5,765 people were reached with CEA activities (303 community feedback comments collected that included beneficiaries’ suggestions, comments, complaints and concerns).

**Hungarian Red Cross**



The Hungarian Red Cross has scaled up its activities in response to the pandemic. The response activities have been extended countrywide with intense involvement of all county branches. National coordination of COVID-19 response activities is provided by the DM Department of the Hungarian Red Cross including professionals in charge of organization of tasks supported by five Regional Coordinators. Regional Coordinators were appointed to coordinate the work in five regions of the country who regularly monitor the development of the pandemic locally, carry out needs assessments, receive the requests for assistance, analyse and meet the needs based on available resources and organize the response activities in their area of residence. Large number of volunteers have joined Branches’ staff to take part in the implementation of the tasks. Within the framework of the pandemic response operation, the Hungarian Red Cross volunteers carried out 30,340 hours of activities between February and December 2020. During this period, they helped 140,804 households with a total of 191,863 hygiene and food packages. 131 vehicles were used to perform the tasks. The Hungarian RC volunteers and staff help isolated population in different parts of the country by shopping food and medicines, delivering hot meals, or dog walking. More than 191 thousands hygiene and food packages were distributed since the beginning of the pandemic. The Hungarian Red Cross supports hospitals directly with equipment and materials, and is providing institutional and logistical support (tents for pre-screening, vehicles for transportation, PPE). The organization also takes an active role in the organizational and administrative tasks of the epidemic

situation, such as organizing population testing and operating the dispatch center of the National Ambulance Service. Public information are disseminated through several channels, Hungarian RC website, social media platforms, dissemination of information leaflets.

### Icelandic Red Cross



The Icelandic Red Cross is working accordingly to its activated business continuity plan. The NS is actively involved in the National Crisis Coordination and local Crisis Command Centre. The Red Cross Helpline 1717 serves as an auxiliary health hotline and as an MHPSS hotline as well. The National University Hospital of Iceland is now on alert phase due to increasing infections. The NS operates an isolation centre in one location (Reykjavik) and quarantine hotels in two locations (Reykjavik and Egilsstadir). Quarantine hotels for tourists were closed on 7 August and now the NS only operates the isolation centre in Reykjavik. Domestic infections figures went up due to the fourth wave in July. NS operates 4 hotels for isolation in Reykjavik.

### Irish Red Cross Society



Throughout this reporting period (1 – 31 January 2021), ambulance and patient transfer services continued to be provided across the Irish Red Cross (IRC) branch network. IRC volunteers continue to provide essential aid, delivering food, medication, and heating supplies. During this month, the IRC also distributed across its network of community partners nearly 8,500 pieces of personal care and household cleaning essentials. The IRC provided online training in PFA to 22 volunteers so as to equip them with the necessary skills to help people who are struggling with anxiety and other issues as a result of the pandemic.

### Italian Red Cross\*



During the month of October, Italian Red Cross (ItRC) operators carried out 58,510 vaccinations and 4,705 COVID-19 tests. ItRC operators also carried out 24,154 ambulance services (of which 9,962 urgent emergency transports). As per ItRC's effort to sustain mental health during the pandemic, the NS also guaranteed more than 5,500 psychosocial services, including 701 PFA (psychological first aid) services directed at the general population, 117 at Volunteers and 173 at staff members, as well as more than 500 psychoeducation activities and more than 670 activities supporting migrants. In addition, ItRC launched a pilot project aimed at increasing the digital skills of 450 older people hosted in nursing homes across several Italian Regions. With this project, ItRC wants to shorten the distance between the patients and their relatives and thus fight social isolation by using technological innovation. Moreover, and also in support of particularly vulnerable groups, ItRC continued to provide medical and psychological assistance to more than 8,300 migrants hosted on vessels and national quarantine centres, and carried out 324 Restoring Family Links (RFL) services. During the reporting period, the National Response Centre handled 6,952 calls from the general public (including more than 3,851 requests for information). In order to continue informing the population about the pandemic and the policies implemented at national level, ItRC published 33 pieces of content on its website and social media channels, which were seen by thousands of people. Finally, the ItRC delivered 8,574 food parcels and carried out 1,443 cash vouchers deliveries, as well as 766 groceries and 1,069 medicines delivery services.



## Kazakh Red Crescent

NS Institutional Strengthening: The Kazakh Red Crescent has suspended all COVID-19 prevention activities due to lack of funding, but printed materials on COVID-19 prevention are distributed as part of a DREF Operation.

## Red Crescent Society of Kyrgyzstan



During the reporting period, the Red Crescent Society of Kyrgyzstan continued to provide support to the Ministry of Health and Social Development of the Kyrgyz Republic with mobilizing volunteers, supporting mobile teams, providing information materials. RCSRK volunteers provided outreach work and information sessions about COVID-19, immunizations issues for target groups, private and public sector such as commercial banks, sewing factories, municipal institutions and public transport.

## Latvian Red Cross



Latvian Red Cross (LRC) has worked without a stop, especially in providing services that cannot be done remotely, such as providing home care, running social centres, shelters for homeless people, crisis centre, accommodation centre for people in crisis (24/7) and day centres (also remotely). The National Society is also distributing food packages (through the 'FEAD' program), as well as buying and delivering food and medicine to isolated people by volunteers and providing meals in night shelters and social apartments with a support of donations (catering companies) and volunteers. Latvian Red Cross continuously works with refugees and asylum seekers. The Secretariat of the NS has continued work non-stop. First Aid trainings had to be stopped for the whole period of state of emergency but started again since 23 May with certain restrictions. First aid provision at public events has stopped at least until Autumn. LRC maintains regular communication with governmental institutions and municipalities to work together with local branches to provide support to people in need.

## Lithuanian Red Cross Society



Vaccination is accelerating in Lithuania with up to 10,000 people vaccinated per day. The NS continues to be active in vaccination centers.

## Luxembourg Red Cross



LRC has a Business Continuity Plan in place for the critical activities. Additionally, the NS created a coordination cell to answer the questions regarding precautions, etc. This cell is likely to also coordinate human resources if those become limited (an important part of their health-personal comes from the countries around Luxembourg). For the Health Department services (including home-care services, Rehabilitation Centre, Home for older people, Blood-Transfusion centre) there is work

on preparedness and managing the stocks. Discussions with the Ministry of Health are ongoing evaluating the situation and human resources mobilization capacities.

### Malta Red Cross Society



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

### Magen David Adom in Israel\*



MDA continues the activity in the sampling project. In different cities, mobile drive-through complexes are active at the request of the HMOs, and on behalf of the MoH. Since 8 August 2021, MDA activated rapid COVID-19 test sites and performed serological tests for children aged 3-12 years old, as part of the national serological survey. This survey operation ended by the Ministry of Health a few days after it started due to a very low proportion of positive results. Since 8 August, the first day of the activation of the rapid COVID-19 tests by MDA, 1,786,345 tests were performed in dozens of sites across the country. A negative test result is valid as a "green badge" for 24 hours (according to the instructions of the MoH). So far, 5,312,701 samples for COVID-19 PCR tests were taken by MDA. Over the last week, MDA has taken a daily average of 2,150 samples for PCR tests. Since 3 May 2020, the responsibility for home sampling is of the HMOs. MDA is responsible for the third-dose vaccination operation in the long-term care facilities at the request of the MoH. MDA teams were trained to carry out the task, and vaccinate all the residents (more than 140,000 people) with the third dose. MDA was also responsible for the administration of the first and second doses of the vaccine in the long term care facilities, completing the operation within seven weeks. In total, MDA teams administered 1,152,909 doses of the vaccine (from them 370,178 received the third dose). MDA staff and volunteers were also vaccinating in large workplaces and remote locations, using the designated mobile vaccination caravan. In places with low vaccination rates, MDA teams vaccinated the most vulnerable communities. MDA operated vaccination sites for irregular migrants and for Palestinian laborers with employment permits in Israel at the crossings and industrial areas. MDA teams are treating and transporting patients that are under home quarantine and suffer a situation that requires medical assistance, or exacerbation of their condition, or become symptomatic and are tested positive for COVID-19. MDA is also transporting the patients who tested positive to the hospitals, and those who are discharged from the hospital to the quarantine hotel. MDA's

blood services collect plasma from patients who recovered from COVID-19 and have antibodies, and provide it to hospitals to treat severe patients. 23,961 plasma units have been collected up to date, and 3,809 patients were treated this way so far. MDA conducted webinars, virtual meetings, discussions, and questions and answers sessions regarding the COVID-19 vaccine and vaccine safety. MDA had also issued several publications and short explanatory videos in Hebrew and Arabic. Some activities aim at the general public, and others focus on the most vulnerable communities. MDA's website has a dedicated section, with all the relevant information and instructions in several languages, available [here](#). MDA is in close contact with the authorities in order to increase activities to meet the needs created by the new surge.

### Red Cross Society of the Republic of Moldova



In the period from June until the end of September 2021, 252 public information sessions were organized in 18 regions of the country, promoting the immunization of the population against COVID-19. The Red Cross Society of Moldova has a trained and equipped a team of volunteers, ready to promote the vaccination against COVID-19 and prevent the spread of the pandemic within the country, but also capable of lowering tensions in the community and providing psychosocial support. The Red Cross of Moldova offered 1,802 food parcels with the financial support of the IFRC which benefited 4,505 people from vulnerable groups. The beneficiaries of the food parcels also received psychosocial support from the Red Cross staff and volunteers, first-hand information regarding the measures of prevention and protection from COVID-19, and benefits of vaccination against COVID-19. The information was explained orally, but the people also received an information leaflets with the phone numbers where they could address more questions and register for vaccination. The informative leaflets regarding the vaccination against COVID-19 are intended for the entire population of the country. To this end, Moldova Red Cross elaborated and printed 888,415 leaflets, in collaboration with the Ministry of Health, Labour, and Social Protection, and the WHO in Chisinau. The Red Cross volunteers will assure that even the most remote villages and communities will be reached through communication and will receive information leaflets on COVID-19 vaccination. At the request of the National Administration of Penitentiaries, subordinated to the Ministry of Justice, the National Society offered 20,000 information leaflets for the detainees from the penitentiary institutions from both sides of the Dniester river, so that detainees could be correctly informed and have access to truthful information about the vaccination against COVID-19. The Moldovan Red Cross Society was the only source of information on vaccination for these people, according to the National Administration of Penitentiaries. Moreover, in the period (June-September), Moldova Red Cross purchased an additional 3,515 liters of disinfectant to ensure that COVID-19 patients from the COVID-19 center and people using public transport in Chisinau have constant access to disinfectant. Masks are yet another safety measure that Red Cross volunteers and vulnerable people should have. The National Society provided 35,000 masks to people from vulnerable groups and 15,000 masks to the Red Cross volunteers participating in public activities. From June and by the end of September, Moldova Red Cross Society improved its activities by taking into account the lessons learned previously, raised its visibility in the media and the community, better motivated the volunteers and recruited more people into the mobile teams, and strengthened the position of the National Society as a trusted and reliable partner, through deeper

cooperation with the local authorities and agencies and ingenious ways of addressing the challenges and difficulties.

## Red Cross of Monaco



In view of the COVID-19 cases' decrease in August, our specialized teams will support the Monaco Gouvernement as long as necessary. The vaccination campaign is ongoing in Monaco with no particular support needed from the Monaco Red Cross. Health: On 31 May, the Monaco Red Cross had stopped supporting the COVID-19 call center due to fewer needs ; however, due to the new rise of cases, the Monaco Red Cross, with teams of trained volunteers and staff, is supporting the Gouvernement teams again. From 1 to 31 August, 5 volunteers and 2 staff members performed 31 half-day attendance at the COVID-19 National Call Center. The Monaco Red Cross had also stopped supporting the Home Monitoring Centre [HMC] on 15 June, but due to the rise of cases, 12 volunteers and 6 staff members of the Monaco Red Cross have been providing home visits 3 times a week to check on 40 COVID-19 patients who needed to stay at home. One of these patients had to be medically evacuated. A Monaco Red Cross volunteer also delivered pharmaceutical products to a patient who needed to stay at home. The Monaco Red Cross is also supporting the Monaco Public Hospital and health facilities with monthly PPE deliveries. Socioeconomic interventions: Since the beginning of the crisis, the social service of the Monaco Red Cross remained open, supporting hundreds of people socially affected by the COVID-19 crisis, helping them to afford rental fees, electricity, food and clothes. 5 volunteers also delivered livelihood buyings to 5 different patients who needed to stay at home. Also in August, 13 volunteers and a staff members from the Monaco Red Cross kept providing educational support to 16 children affected by the crisis.

## Red Cross of Montenegro\*



During the month of October, the Red Cross of Montenegro continued with its activities related to alleviating the socio-economic consequences of COVID-19. From the beginning of the pandemic in March 2020, until 31 October 2021, the RCM distributed 108,990 humanitarian parcels (food, hygiene and baby parcels) reaching 86,988 households. 8,556 persons received PSS in the same period. Volunteers spent 32,501 hours responding to COVID-19 in the same period. 110 professional home-helpers are assisting older people across the country, covering 158 persons. The Red Cross volunteers still provide assistance in vaccination points across the country. These activities are supported by the IFRC. Within the implementation of the IFRC supported project, in the period from 21-24 October 2021, the Red Cross of Montenegro organized a training related to First Aid, PSP and Disaster preparedness and response with participation of 20 volunteers active in the COVID-19 response. The main objective of this training was to improve the practical knowledge in these areas and to exchange experience and discuss the challenges the volunteers deal with during the pandemic. Additionally, in the period from 27-30 October 2021, the RCM organized "Risk communication and community engagement" training for trainers, with the support of the IFRC. 16 volunteers and staff from the National Societies from Bosnia and Herzegovina, North Macedonia, Greece, Romania, Bulgaria, Kyrgyzstan and Montenegro participated in the training.

Furthermore, in October, local Red Cross branches organized several workshops for youth in their premises and in some schools in order to discuss the pandemic and importance of vaccination.

### The Netherlands Red Cross\*



Slowly non-COVID-19 interventions are restarting in the domestic programmes of the Netherlands Red Cross. The COVID-19 interventions are currently focused around vaccinations/testing and food voucher distribution. Since the start of the outbreak until the end of September 2021, the Netherlands Red Cross has supported 147 care institutions, has transported around 9,200 people to care institutions, vaccination and testing locations. 18 regions have been supported with testing and 183 vaccination locations were supported (mainly with first aid). Besides, de Helpline has received 34,902 calls and assisted more than 1,000 people that reached out via the WhatsApp-Helpline (a helpline for people speaking other languages than Dutch). 117 people were coached by quarantine coaches. When it comes to food aid, 18 food banks were supported and almost 300,000 supermarket vouchers were distributed to people that were in need of food due to loss of income caused by the consequences of COVID-19.

### Norwegian Red Cross\*



Throughout October, about 16% of all branches in the Norwegian Red Cross (NorCross) have been actively supporting local branches of the government with COVID-19-related tasks, primarily providing support to the on-going vaccination. During October, Norway has been vaccinating children (12-15 years old) and started administrating a third dose of COVID-19 vaccines to people that are in the so-called "risk group" for getting seriously ill from the virus. Thus, fewer local branches in NorCross are now assisting the government than before, which was expected as Norway doesn't have any national restrictions and the pandemic is seen as being under control across the country. The health authorities have said that they believe that the situation will continue to be under control throughout the next months. However, there is uncertainty about how the situation will develop in a long-term perspective, and it is believed that more cases will be detected during the fall and winter months.

### Polish Red Cross



In response to the migration crisis on the Polish-Belarusian border, the Polish Red Cross established local distribution points where food, water, hygienic kits and COVID-19 self-protection equipment are collected. These in-kind donation is shared among migrants. Part of them is delivered to detention camps at the border and to the centers for refugees in the whole country.

### Portuguese Red Cross



Since the beginning of pandemic, the Portuguese Red Cross (PRC) has been a front-line responder to this crisis. Mobilizing staff and volunteers but also developing fundraising actions for the purchase of medical material, individual protection equipment and logistics. PRC has more than 40 fixed stations distributed across the country and 14 mobile intervention teams with more than 70 professionals. PRC also created a hotline for testing and an online website where people can

book a PCR test or a rapid test. For the Civil Protection Agents, PRC created a free way of direct access to testing. PRC managed the vaccination for some of the national security forces (12,800 vaccines administered). PRC has been training professionals for COVID-19 testing and developed a free online training for this purpose. In the school community, PRC intervention has been crucial on structures with outbreaks, regulating pandemic control in Portugal with health authorities. It applied 815,000 tests and transported 7,929 COVID-19 patients. In the social sector, PRC supported more than 55,000 families, namely with food support (127,367 persons). 77,325 persons have received non-food items. 2,417 homeless persons have received shelter, and 242,908 people have been reached regarding risk communication. PRC has supported 7,930 people with medicines and 5,054 with shopping services. 714 calls for maintaining family links to COVID-19 patients have been provided. Thousands of people sought the PRC's support and an increase of more than 40% concerning help requests were received during this last year. The NS managed 24 structures for COVID-19 for patients unable to maintain prophylactic treatment at home, 17 structures to help Central Hospitals, 597 teams with specialized training on the emergency transport of patients with suspected COVID-19 infection; we have a support line answered by psychologists and social workers for health care professionals of PRC and community in general, answering a total of 8,436 calls. The PRC promoted actions of sensibilization to 105,960 people and instructed for the dangers of COVID-19, in all country, especially in groups of risk. In each local branch, the response was adapted to the community local needs. Portuguese RC has trained 900 staff and volunteers in COVID-19 surveillance, and 1,081 have also received training in community engagement. PRC action has been possible because of the dedicated daily work of our staff and 13,785 volunteers. PRC has been a major partner for public events, testing in large scale on site as risk reduction strategy.

### Red Cross of the Republic of North Macedonia\*



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

Key data from the beginning of the COVID-19 response up until 30.09.2021: Assisted vulnerable groups with PSS: 9,163. Distributed monthly food parcels: 38,645. Distributed monthly hygiene parcels: 57,664. Distributed disinfection kits: 16,603. Distributed baby parcels: 3,084. Mobilized staff and volunteers on a daily basis: 500– 600. Distributed protective masks: 263,100. Distributed protective gloves: 271,972. Medical check-ups: 21,599. Distributed chronic therapy: 5,771.

### Romanian Red Cross



The Romanian Red Cross has been an active responder to the COVID-19 crisis throughout the entire country. The IEC caravan was implemented in 44 counties in Romania with 250 communities reached by 412 volunteers in March 2021. Information sessions were organized in risk areas such as in rural and Roma communities, isolated population groups, migrants, as well as at public places such as train and bus stations, open markets and during door to door visits, reaching 28,425 people directly during the reporting month. Online IEC sessions were held for 6,104 pupils aged 6-18 on topics such as general COVID-19 information, hygiene rules, mental health, stress management and efforts against stigmatization of those infected with COVID-19. 8,100 hygiene parcels were distributed in 44 counties and additionally up to 10,000 hygiene parcels were purchased. 15 monitoring visits were held by the project team. Subjects approached: the implementation of the information campaign; lessons learned; the HQ coordination; reporting. 4 of the monitoring visits were accompanied by

community media events, implemented by the RRC Media Centre or by the national television. Video materials were registered in 4 counties, in poor communities and they showed the work of the volunteers while informing the community members and distributing hygiene parcels.

### The Russian Red Cross Society

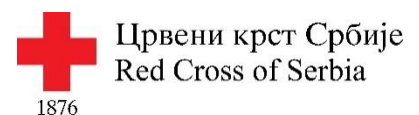


Almost all the National Society's branches have been mobilized. More than 4,000 Russian Red Cross volunteers and staff are providing critical support to communities during the COVID-19 pandemic. Red Cross teams are distributing masks to public transport staff, providing food and water to some hospitals: more than 2,000,000 masks distributed, and 12,000 masks produced by local Red Cross branches, humanitarian aid in the amount of more than CHF 300,000 (food and hygiene kits, vitamins and cream from Bayer, clothing) was transferred to health facilities. The Russian Red Cross focuses its efforts on helping those most vulnerable, including migrants and those experiencing homelessness. Teams are distributing food and hygiene items to older people, those living with chronic diseases such as HIV and tuberculosis, people with disabilities and other vulnerable households. More than 20,000 vulnerable migrants have been supported with more than 5 tonnes of food and hygiene kits. The National Society also runs a phone line where older people can request assistance in food delivery and rubbish collection. More than 18,000 appeals were received by the Russian red cross hotlines. Food, hygiene items and medicine delivered to more than 50,000 people. More than 1,000 people are under the permanent patronage of the Russian red cross (nursing service). The Russian Red Cross is conducting information and awareness-raising activities in media, public areas, via social networks, telephone hotlines. Red Cross teams are organizing COVID-19 information sessions in public areas such as shopping centres and universities. The National Society also provides reliable information on how to protect oneself from COVID-19, how to cope with isolation and how to manage stress. More than 7,000 vulnerable people have been supported through Red Cross operated telephone hotline, including psychosocial support.

### Red Cross of San Marino

The Red Cross of San Marino is responding to COVID-19 emergency through the provision of clinical and paramedical services in the hospital of San Marino as well as emergency social services for quarantined individuals. Regarding clinical and paramedical services at the hospital of San Marino, 20 services are performed monthly with shifts of 6 hours. During these services, the volunteer staff of the San Marino Red Cross carries out patient assistance activities. In addition, the Red Cross of San Marino, in collaboration with the hospital, carries out both emergency and non-emergency patient transport services for patients with COVID-19. The number of these services is 40 per month. For quarantined people, the San Marino Red Cross carries out home care services and transport of COVID-19 patients to health facilities for medical visits. The number of these services is 20 per month. The number of active volunteers in both services is 25.

### The Red Cross of Serbia



Health: 17 local RC branches organized info-centers to provide information to citizens and to receive requests where support is needed (21,580 people helped). • 14 local RC branches organized psychosocial support for citizens in need, volunteers, and RC personnel through local info

centers. In total 3,702 people were supported during May 2021. • 6 local RC branches are providing support to the Health care system and institutions in Serbia – by the placement of 9 tents and 3 prefab containers for triage of patients, their examinations, and support in data processing of tested persons. Safe space for triage within these tents supported during April more than 3,702 people. • In May 2021, the Red Cross of Serbia local branches continued with support to the Health system on the vaccination process in Serbia (staff, volunteers, logistics). This support was provided in 28 municipalities, by engaging 789 staff and volunteers. In support of immunization activities, the RCS volunteers spent 30,690 engagement hours while providing support to 200,835 citizens. The Red Cross of Serbia continued with the process of supporting people in substandard settlements in the immunization process. • During May, the Red Cross of Serbia with NTS organized in 116 RC branches 268 blood drives collecting 9,910 blood units. 37 blood units per blood drive were collected on average and 63 blood drives were organized per week. NS Institutional Strengthening: The Red Cross of Serbia continued implementation of the ICT Capacity strengthening project with the aim to improve internal communication, the flow of information and to ease some existing processes, and introduce new features. • The Red Cross of Serbia implemented ToT training to scale up its capacity related to volunteer management in emergencies. The training course was implemented with staff and leader volunteers – especially the ones engaged in national disaster response teams. On 2 May, a training was organized with 27 local Red Cross branches. Socioeconomic interventions: 20 local RC branches were distributing food and hygiene parcels (3,988 parcels, reached 5,298 persons); • 30 local RC branches implemented cash assistance activities in order to support additional 2,000 households with children. In total, by implementing previously mentioned activities during May 2021, the Red Cross of Serbia reached and helped more than 232,773 people. There were 4,539 volunteer engagements, 42,694 volunteers and 13,600 RC staff working hours dedicated, 14,095 kilometers passed over during implementation of activities.

### Slovak Red Cross\*

In October, testing was the main Slovak Red Cross activity related to COVID-19 spreading. Compared to the previous month, there were more than double number of individuals assisted (9,031) by 126 NS members and volunteers from 22 regional offices (with more than 62% of the offices involved). The Slovak RC significantly raised its social care and advisory activities as well in relation to COVID-19. Eight Slovak Red Cross regional offices also actively participate in the national vaccination process. Its staff and volunteers directly supported/assisted people focusing their effort on older people, individuals within vulnerable communities and clients at social care facilities (advisory/explanation, ordering, accompanying, transportation etc.) as well as conducting nonmedical support in a public vaccination centres.



### Slovenian Red Cross\*

Health: Providing support to Ministry of Health regarding vaccination hesitancy with implementing additional activities for informing the public on vaccination against COVID-19. Continuing to provide support to medical staff and local communities in organizing and implementing vaccination roll-out and in performing rapid antigen tests. Informing and building awareness on COVID-19 prevention and response measures. Organizing blood-drives under COVID-19



precaution/prevention regime. Possible donors are invited individually by SMS upon which a blood donation appointment is made. NS Institutional Strengthening: COVID-19 trainings for staff/volunteers. Exploring options for digitalisation and online provision of services and support where possible. Socioeconomic Interventions: SRC continues to provide support to persons in quarantine (PSS; assistance in delivery of medicine, food, and hygiene items; assistance in funding these items). Home delivery of food parcels, medicine, hygiene kits and/or hot meals to vulnerable persons (older adults, persons with chronic illness, etc.). Operating open phone lines for offering PSS, COVID-19 information, and support requests from the public. Provision of FA to the homeless in Ljubljana. Providing clothing and footwear for Asylum Home Ljubljana and Government Office for Support and Integration of Migrants due to COVID-19 conditions. Taking part in coordination meetings organized by UNHCR for support to persons with international protection status and asylum seekers. Distribution of food parcels and hot meals at humanitarian centres of SRC local branches. Learning aid for students/pupils. SRC continues to collaborate with all relevant national, regional and local stakeholders (government, non-government and private entities) in providing necessary support and services to the population.

### Spanish Red Cross



The Spanish Red Cross supports health, social and emergency services in all regions, mobilizing 63,759 volunteers, reaching 2,822,156 people of which 1,590,085 are women, 1,231,455 are men and 616 non-binary or without data. Since the beginning of the COVID-19 outbreak, the Spanish Red Cross provided relief services to a total of 588,506 people through different services such as shelter and provision of essential supplies, articles to people quarantined in special circumstances, support to emergency testing, etc. Regarding Health, 1,145,725 people were reached mainly through risk communication and promotion of preventive measures as well as psychosocial support. Spanish Red Cross has been participating actively in the flu vaccination campaign, both within the general population and also in direct contact with people with risk factors amongst users. Collaboration started with the Ministry of Health and the regional health departments to assess the National Society's role in the COVID-19 vaccination campaign. Spanish Red Cross action is also focused on the socioeconomic impact of the pandemic. Through its support to social inclusion, the Spanish Red Cross reached 861,792 people, of which 271,692 received food and non-food essential items, with 808,683 responses as the prolonged nature of the crisis requires support over time. It also provided cash assistance to vulnerable and at-risk populations (119,496 people with 221,764 responses) and accompaniment and aid on essential procedures, including support to access the minimum subsistence income. The Spanish Red Cross assisted over 92,011 people through employment guidance, helping unemployed people and those who recently lost their jobs survive this unprecedented economic crisis. The Spanish Red Cross education program focused its effort on support, follow-up and providing goods, reaching more than 501,015 people. An updated overview of SpRC's COVID-19 operations is available [here](#).

### Swedish Red Cross\*



Health: The Swedish Red Cross works with three main areas in the immunisation program: 1) Volunteers who are helping with support and information at vaccination sites. This part of the program is phasing out due to the high vaccination rate in Sweden. 2) Spreading

information - focusing on vulnerable groups for example in areas where socioeconomic factors have had a greater impact on the vaccination rate. 3) Advocacy to raise needs and to eliminate the obstacles people have to access care. By September 602 volunteers were active in the program. NS Institutional Strengthening: Continued operational and technical support are offered to local branches and the volunteers. A project investigates how we can better use digital tools in volunteer work. Socioeconomic Interventions: Swedish Red Cross is planning to arrange meetings and organise a network which aims to inspire more local branches spreading information and hopefully reach even more people.

### Swiss Red Cross\*

Croix-Rouge suisse 

A survey by the Swiss Red Cross revealed gaps in COVID-19 services for disadvantaged and vulnerable populations in Switzerland. From mid-November, the Red Cross of the Canton of Bern will offer awareness-raising workshops for these people as part of a pilot project in the Midland region, coupled with a vaccination opportunity. The SRC is thus developing a mobile offer and is approaching these population groups directly with information, advice, tests and vaccinations starting from early December. The offer will be supported by the Federal Office for Public Health.

### Red Crescent Society of Tajikistan\*



Within the framework of the referral system for key project groups (people living with disabilities, people affected by TB), a list of recipients was obtained and representatives from target groups were identified. The information materials which have been developed, are being translated to Tajik language. All ongoing activities are actively carried out in collaboration with WHO and UNICEF. Project activities for informing the population on COVID-19 vaccination are integrated into the activities of the current RCST projects (USAID ETICA, Healthy Community, Migration, Youth etc), where volunteers of these projects conduct additional information sessions. With the support of IFRC, a Humanitarian Buffer Project is being actively developed to provide vaccines to Afghan refugees. In connection to the difficult situation that has arisen in Afghanistan, over 50,000 refugees are expected to arrive in Tajikistan, which creates the need for their COVID-19 vaccination. Also, in partnership with UNICEF, supplemental polio, measles and rubeola immunization for refugee children is being considered by the MoH.

### Turkish Red Crescent Society\*



Health: TRC teams have produced a total of 3,621,129 masks and 3,934 visors to date and distributed a total of 13,573,638 PPEs. The Public Health and PSH Directorate delivered 63 respirators to state hospitals for COVID-19 treatment. Over 450,000 hygiene kits/materials have been distributed to date to the most vulnerable groups including people diagnosed with COVID-19 as well as vulnerable Turkish and refugee families. A total of 82,020 individuals have been reached under the health sector screening calls, trainings, referrals for migrants, hygiene promotion activities and COVID-19 symptom screening calls. The operation in support of COVID-19 treatment continued at TRC's 16 blood centres. A total of 59,541 units of blood donation have been collected through which 139,477 units of immune plasma have been produced and 118,073 units have been distributed to date. TRC volunteers organized blood donation campaigns and provided information to public in many

strategic points across Turkey. To date, TRC community centres have reached a total of 188,329 individuals including community members, volunteers and staff through various PSS activities including online psychoeducation: PSS group sessions and psychosocial consultancy activities. Overall, TRC teams have provided 33,791 PSS/training kits to 55,244 children through household visits. PSS activities through these household visits which also included identification of needs and other vulnerabilities in the household within the scope of COVID-19 related measures. Socioeconomic Interventions: People who are under high risk or who do not obey the quarantine rules at home spend their quarantine period in state-run dormitories which were transformed into quarantine places in various locations across the country. TRC continues to provide hot meals including breakfast to these individuals. A total of 7,941,021 units of meals have been provided to 1,294,490 beneficiaries to date during the pandemic. Overall, under socio-economic interventions, over four million people have been reached through in-kind food distribution; over three million through hot meals distribution; and over one million through cash vouchers since the start of the pandemic. TRC field teams helped distribution of hot meals prepared by various soup kitchens to vulnerable people under quarantine during the period under review. NS Institutional Strengthening: A total of 168 staff participated in 22 group counselling sessions in which COVID-19 and stress management subjects were handled. Psychiatrists organized online individual meetings with staff and volunteers. 84 awareness raising trainings have been provided for 2,874 staff and volunteers to date.

### Red Crescent Society of Turkmenistan



The NS continues to reach and educate the public about COVID-19 infection prevention through IEC materials and broadcasting of videos in schools and other public places. For this purpose, the NS has been using leaflets, posters and other RCCE and training materials on COVID-19 prevention, which were adapted from IFRC materials and translated into Turkmen language. It also reached large number of audiences through dissemination of videos with COVID-19 prevention messages, that have been developed under this project. During this reporting period, the achievements are as follows: Volunteers conducted door-to-door visits, 4,600 people have been covered in total. The number of distributed posters is 5,000. Weekly activities among the population on the observance of mask regime and social distancing are on progress, the risk communication videos are broadcasted on local TV (about 2 mln. views per month). The training for volunteers on lessons learned was conducted as part of the project. During the training, volunteers shared their experiences, positive lessons learned, and difficulties during the project. Staff and volunteers were provided with personal protective equipment, and hygiene kits for volunteers, and all branches and the headquarters were treated with disinfectants. 50 schools broadcasted videos daily on the observance of mask regime, handwashing hygiene and social distancing. The total coverage is 17,500 students.

### Ukrainian Red Cross Society



Socioeconomic Interventions: The Ukrainian Red Cross Society continued its activities on raising awareness about COVID-19 and providing support to local communities. In the context of the "Support to the Ukrainian Red Cross Society COVID-19 vaccine roll-out efforts" project, a lot of information dissemination sessions were conducted in different regions. In Odesa and Mykolaiv regions, more than

2,000 and 1,200 beneficiaries respectively were covered by the campaigns, and in Luhansk region, more than 1,000 people were provided information on vaccination. As for other activities, the URCS branches were active in distributing food kits and providing providing social assistance to people in need.



## **Red Crescent Society of Uzbekistan**

The Red Crescent Society of Uzbekistan (RCSU) is actively involved in COVID-19 preparedness and response coordination with the relevant ministries, authorities and WHO. In total, RCSU distributed 166,559 masks (4,898 in March) and 60,352 hygiene items (1,958 in March) to staff and volunteers, and to at risk groups. Throughout Uzbekistan, in local communities, in marketplaces, on public transport etc., from March 2020 to March 2021, RCSU distributed a total of 60,927 information materials on COVID-19 prevention (3,218 in March 2021), in Russian and Uzbek languages. 630 vulnerable families were reached with tailor-made COVID-19 prevention messages, accompanied with the distribution of hygiene kits for each family. Distribution of personal protective equipment for 1,500 employees and volunteers of the National Society: 3,000 hand sanitizers, 3,000 masks and 7,500 pairs of gloves. 312,000 pieces of 5 types of printed materials that were adapted from WHO materials in discussion with the WHO office in Uzbekistan were delivered to all regions. These materials included messages on key prevention methods from COVID-19 infection for individuals, how to maintain mental health and wellbeing during the pandemic, how to take care of someone who is sick with COVID-19 at home and other related messages for the public. Monitoring visits were carried out to the Republic of Karakalpakstan and Khorezm regions, during which the project activities of regional organizations and some district (city) offices have been monitored. A workshop on lessons learned was organized on 10 March 2021.

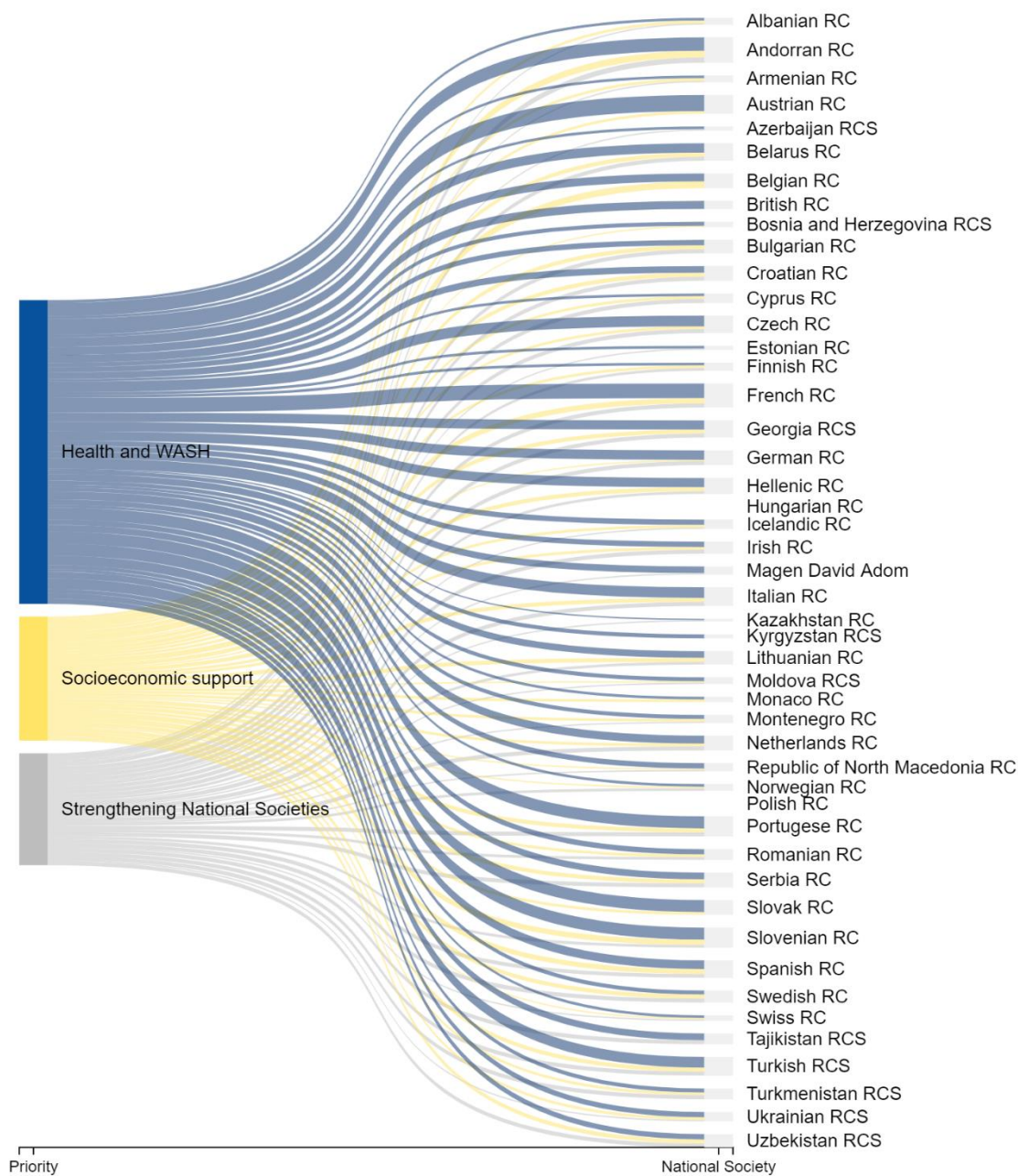
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*The list of National Societies and activities above is based on information submitted to the IFRC Regional Office for Europe on various channels and will be kept up to date. In case of required revisions/amendments or information about your NS which is missing, please let us know and it will be added with the next update.*

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## Annex: National Society Activities per COVID-19 priority areas



**For activity level details on National Society response please see [GO-platform](#)**

Data source: National Society activities per Operational Priorities as reported in public COVID-19 field reports on [GO-platform](#), as of 16 November 2021. Reported National Society activities include all reported activities by the National Society in country regardless of the funding source.