



Ukrainian Red Cross Society (URCS) volunteers in the Kyiv region craft free-standing food stoves for people to keep warm during the winter months. Photo: URCS



Ukraine and impacted countries crisis

MONTHLY HIGHLIGHTS REPORT

Overview

The scale and extent of the **Ukraine and impacted countries crisis** is unprecedented and has mobilized a major response from across the IFRC-wide network. The operation has been increasing the scope of its intervention, working with National Societies in the region that have requested support from the IFRC to provide assistance to people in need. In this sense, the new needs and approaches will be reflected in a revision of the Emergency Appeal, extending the timeframe of the operation until 31 December 2025. The revision will present a substantial increase in funding ask as well as in geographical coverage, to support 17 Red Cross Red Crescent National Societies in assisting the people affected by the conflict, while coordinating with Partner National Societies (PNS) and the International Committee of the Red Cross (ICRC). Due to the dynamic and protracted nature of the armed conflict and the ongoing displacement of people from Ukraine, it is expected that additional National Societies will request IFRC for support during the timeframe of implementation.

Current response priorities include the need for immediate winterization preparedness. More information is available in the IFRC [Winterization Assistance Plan](#).

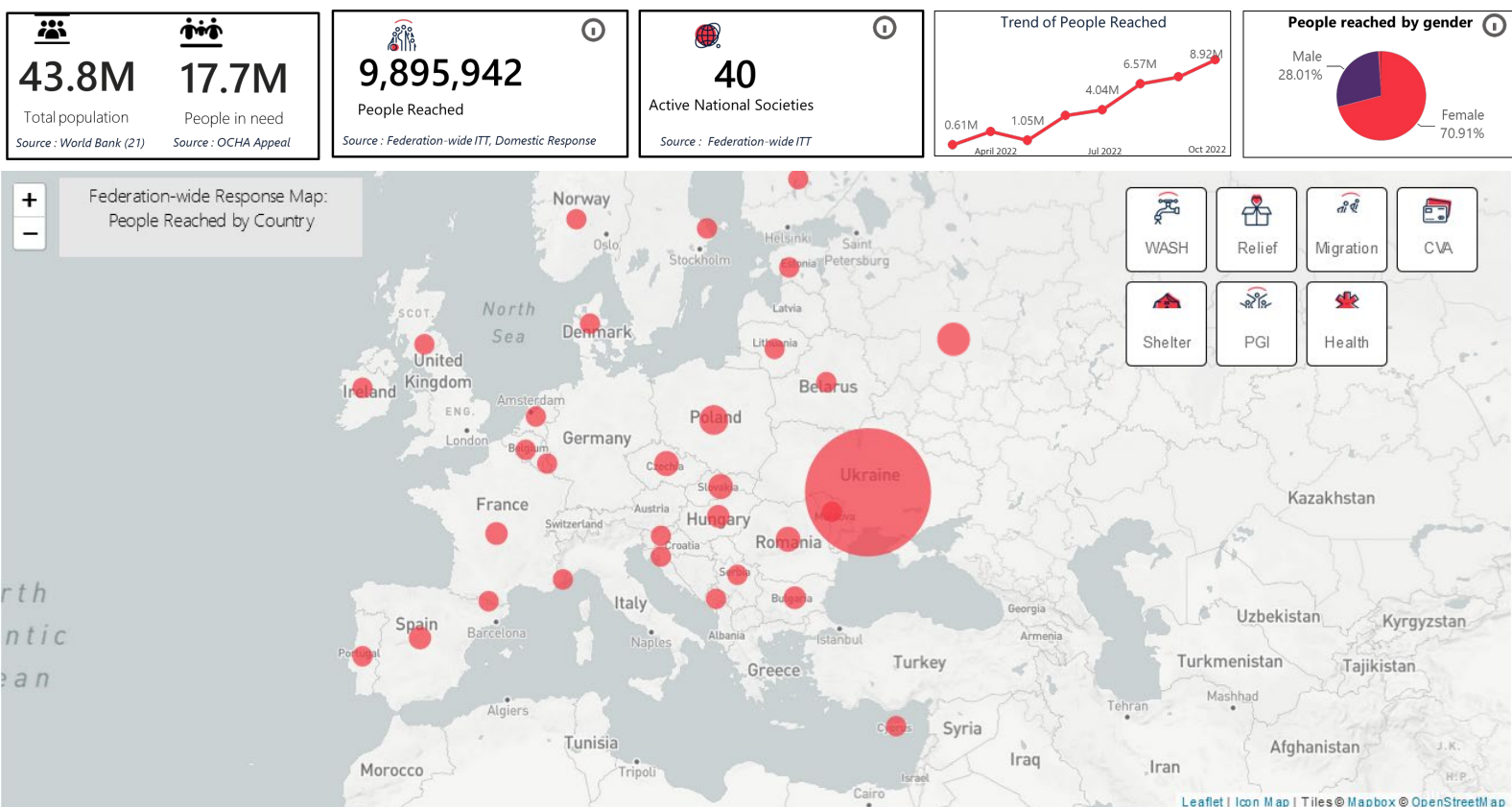
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Federation-wide Overview

The scale and extent of this crisis is unprecedented and has mobilized a major response from across the IFRC-wide network. Many National Societies have responded internationally to support sister National Societies, like the Ukrainian Red Cross Society, either through the IFRC Appeal or through bilateral support between member National Societies. Many others are also working in their own countries to support people arriving. The IFRC network is also working closely with the ICRC in Ukraine and other countries more closely linked to the conflict.

This Federation-wide picture of the Ukraine and impacted countries crisis response provides an overview across all response levels in words and images. Neighboring impacted countries (Hungary, Slovakia, Romania, Moldova, Belarus and Russia) and the broader secondary impacted countries, mainly European countries, are receiving refugees/displaced people fleeing the conflict. In all countries, the National Societies are working according to their auxiliary role in supporting their governments and in line with other actors, including Civil Protection.



Federation-Wide Response Overview as of 19 October 2022

Data scope and limitations

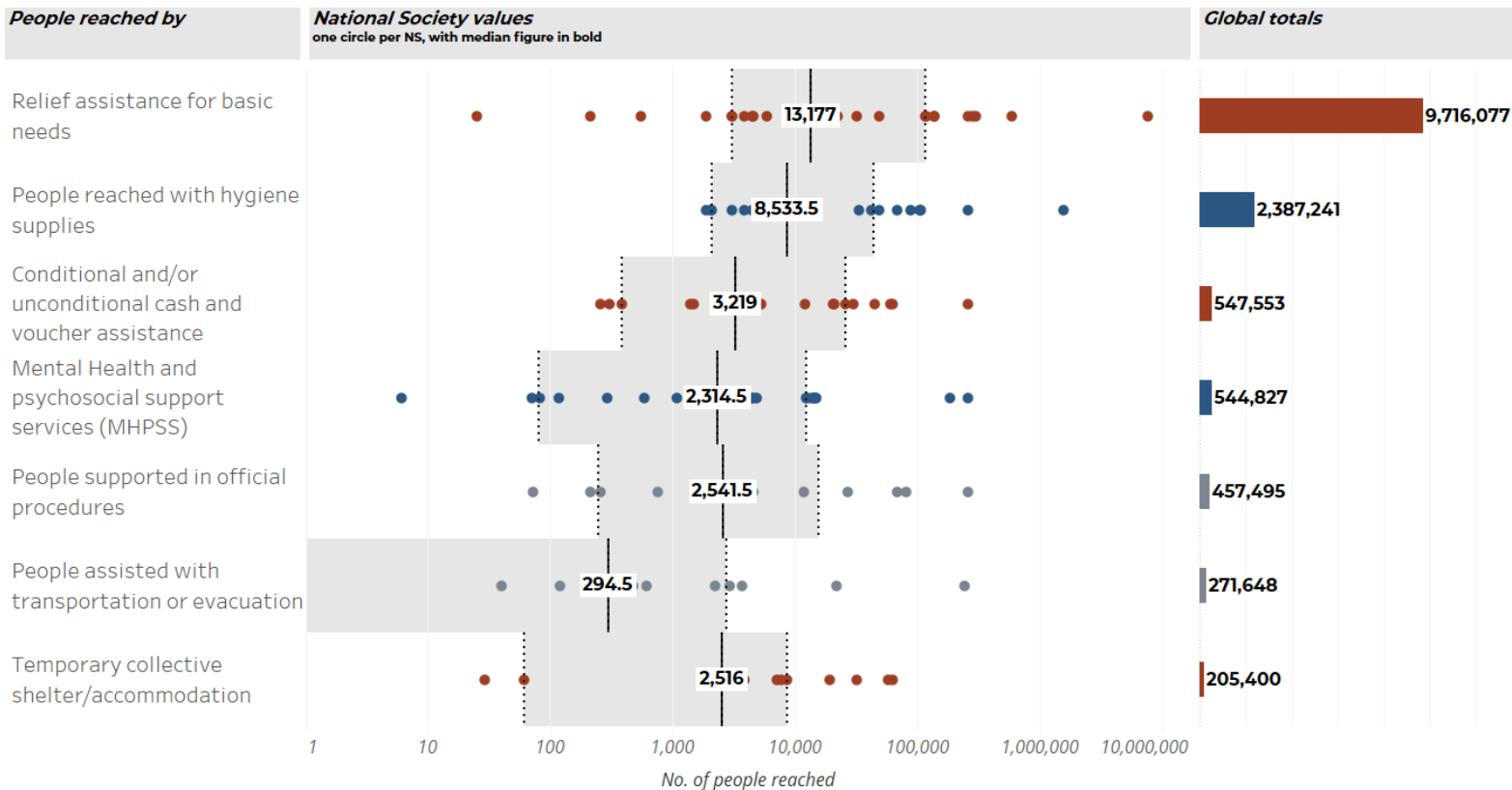
- Missing data and breakdowns:** National Societies have diverse data collection systems and processes that may not align with the standardized indicators set by the Ukraine and impacted countries crisis operational response framework. Data may not be available for some indicators, for some National Societies. This may lead to inconsistencies across different reporting tools as well as potential under or over-estimation of the efforts led by all. Thus, reported data may represent cumulative reached and not unique beneficiaries. National Societies are not required to give full income and expenditure breakdowns, so the number of reporting National Societies might not be consistent across the different sections of this summary.
- Reporting bias:** The data informing this Federation-wide overview is self-reported by each National Society (or its designated support entity) and may be subject to reporting bias.
- The data outlines both the data relating to international support from one National Society to another, as well as domestic assistance provided to people arriving in the National Society's own country.* This separation of these contributions into international or domestic support can be found in the detailed Federation-wide data on the GO Platform.



Response

40 National Societies reported their domestic or international activities. 37 of these are European National Societies, out of a total number of 45 in Europe.

PEOPLE REACHED BY INDICATOR



547,553 people received multipurpose cash
CHF 49M has been distributed



Volunteers involved in the operation
94,564 domestically, **152** internationally



46,866 tons of goods
distributed by National Societies



Humanitarian Service Points/ distribution points
376 domestically, **5** internationally
*The number reported previously included information points. Both figures will be monitored separately in the future.



192,053 people trained in First Aid
domestically



Branches responding
1,805 domestically, **42** internationally



17,481 people accommodated
by host families

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

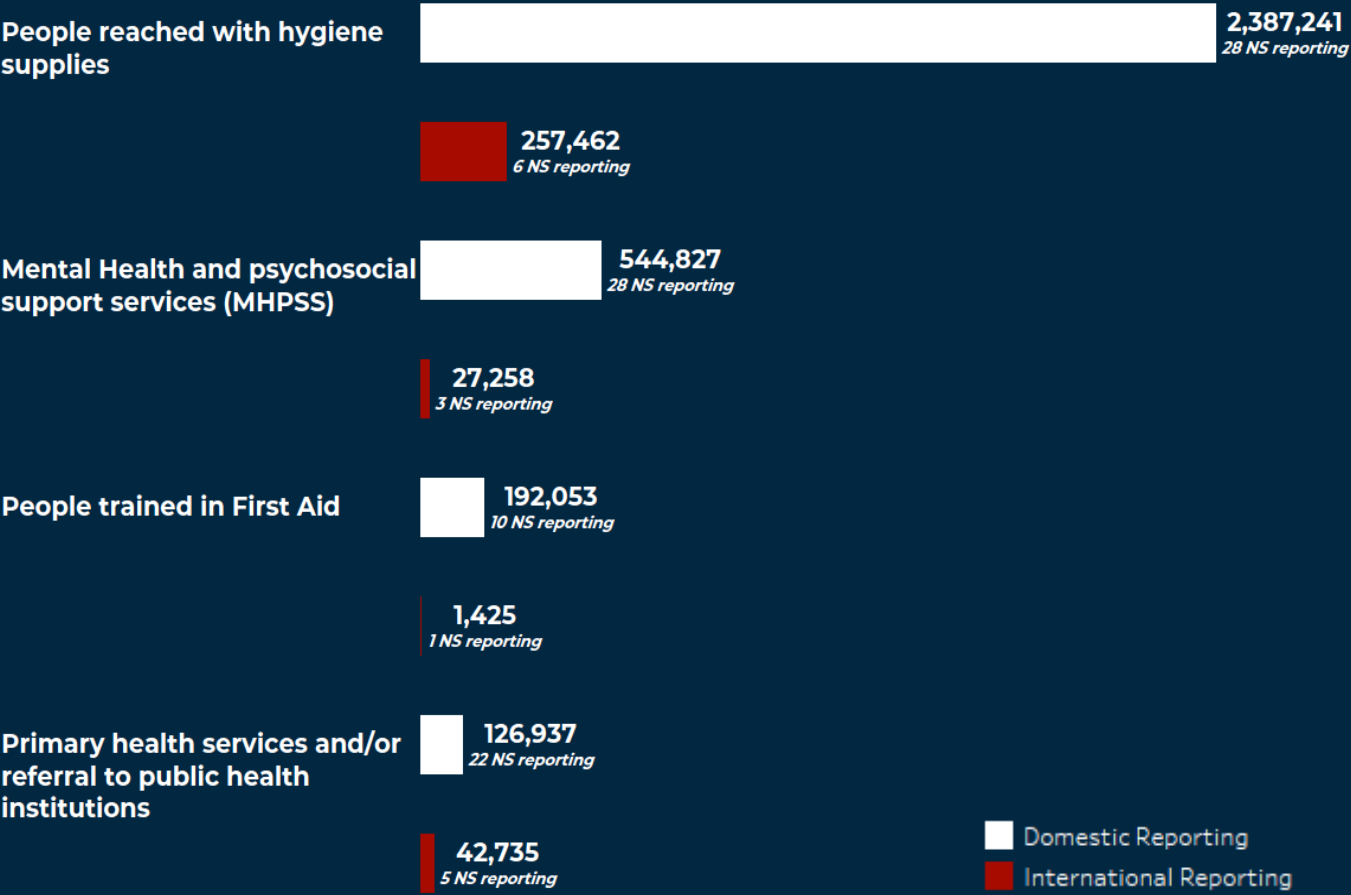


ALL ACTIVITIES BY OPERATIONAL PRIORITY

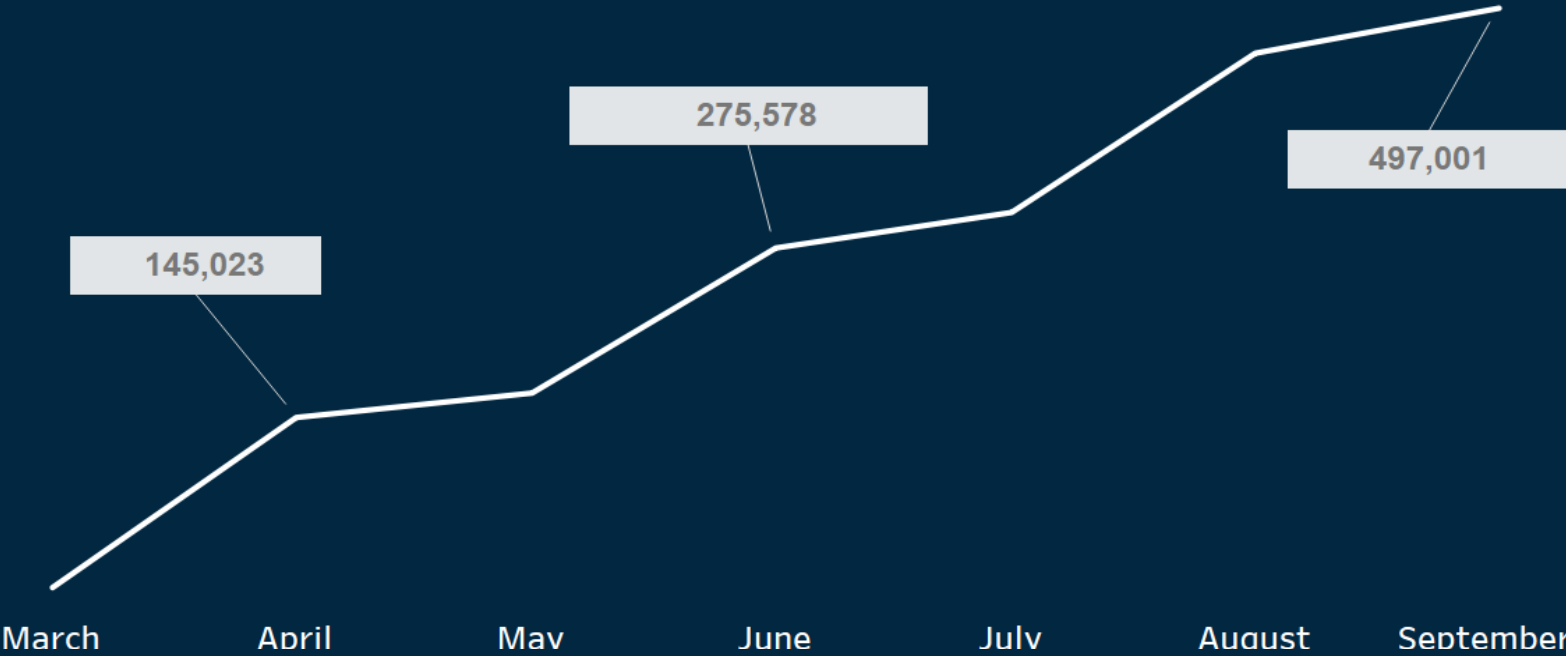
I: HEALTH and CARE

Health and care, including Water, Sanitation, and Hygiene

People reached by



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

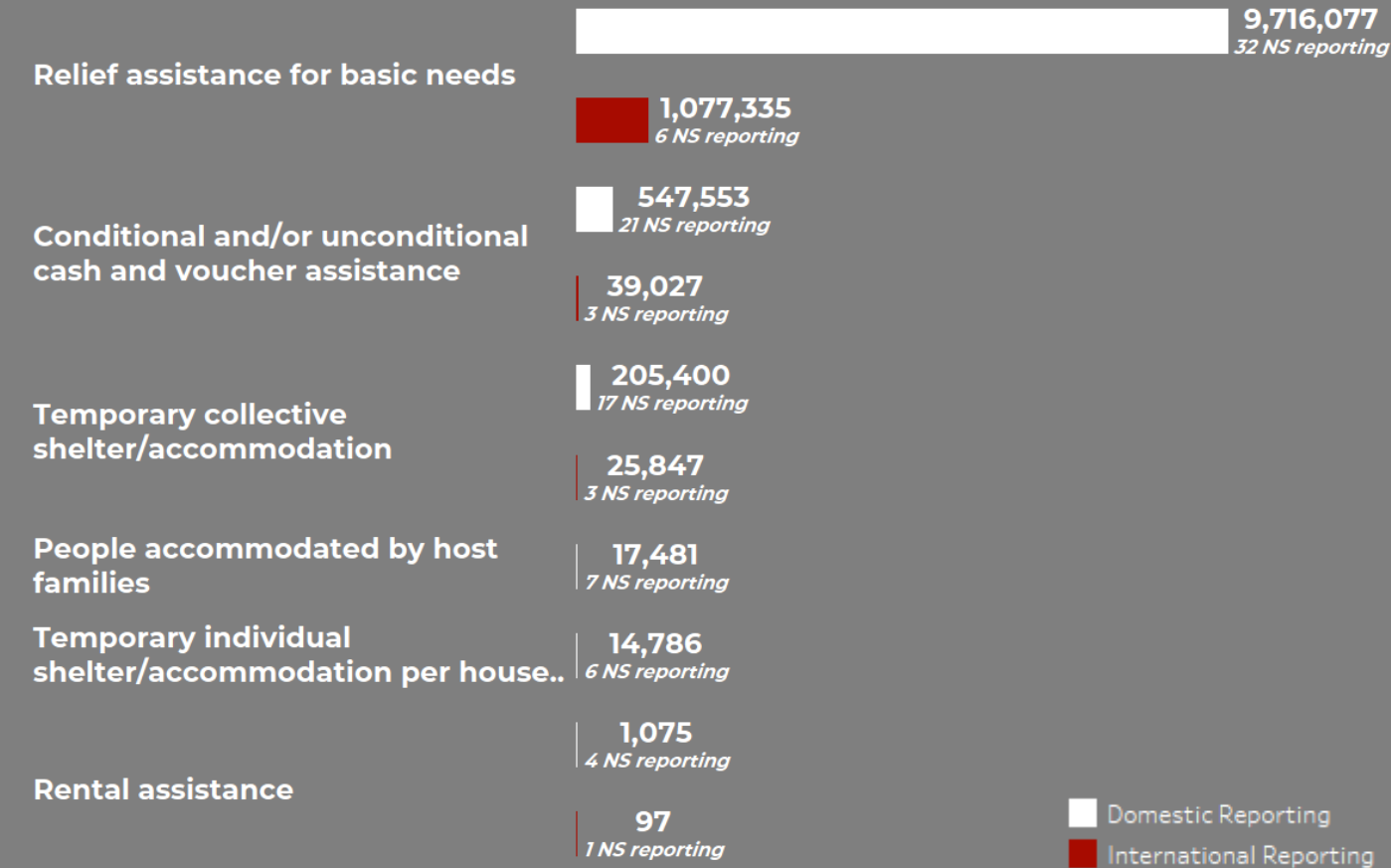


ALL ACTIVITIES BY OPERATIONAL PRIORITY

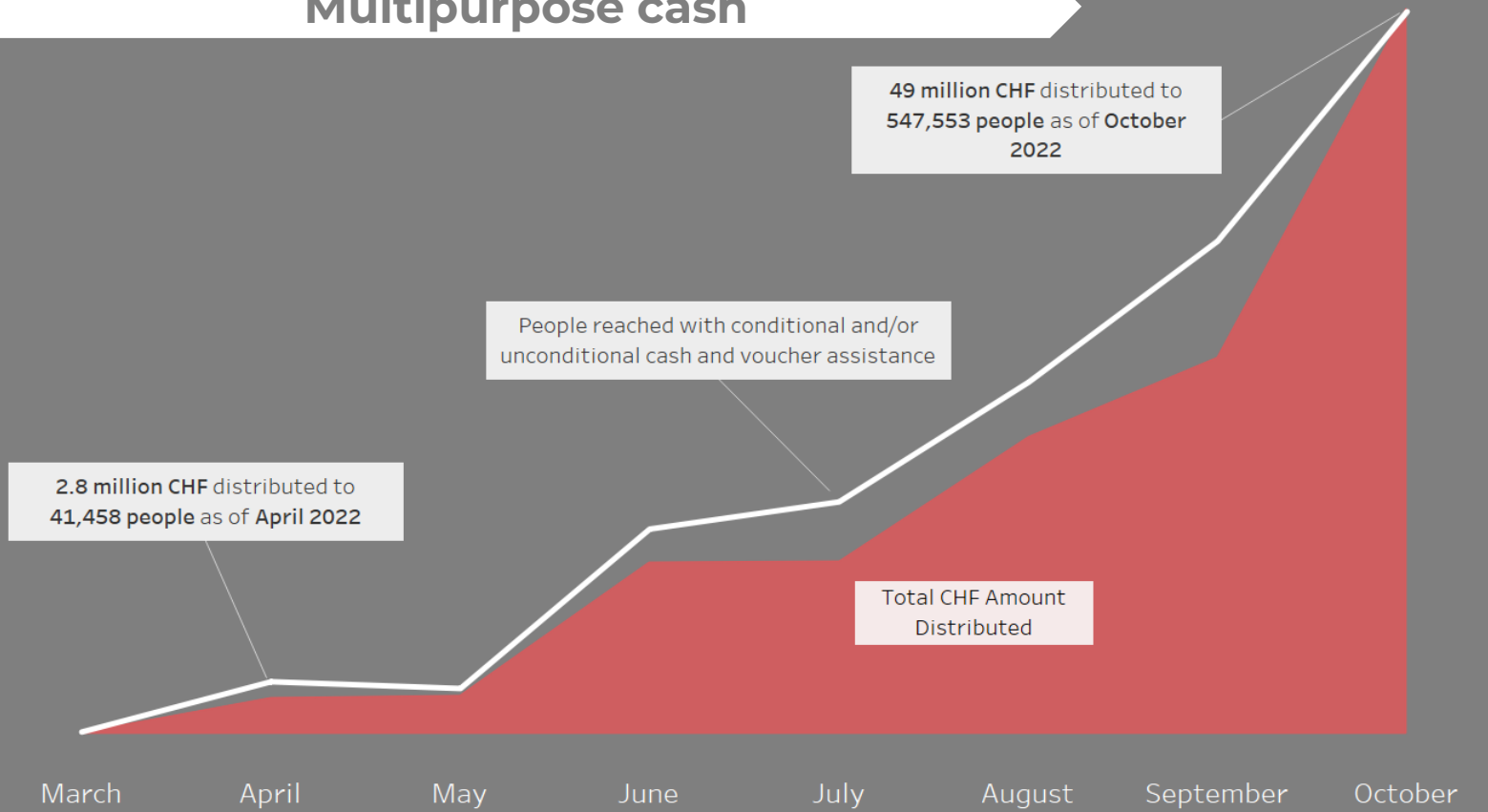
II: Integrated Assistance

Shelter, Multi-Purpose Cash, and Livelihoods

People reached by



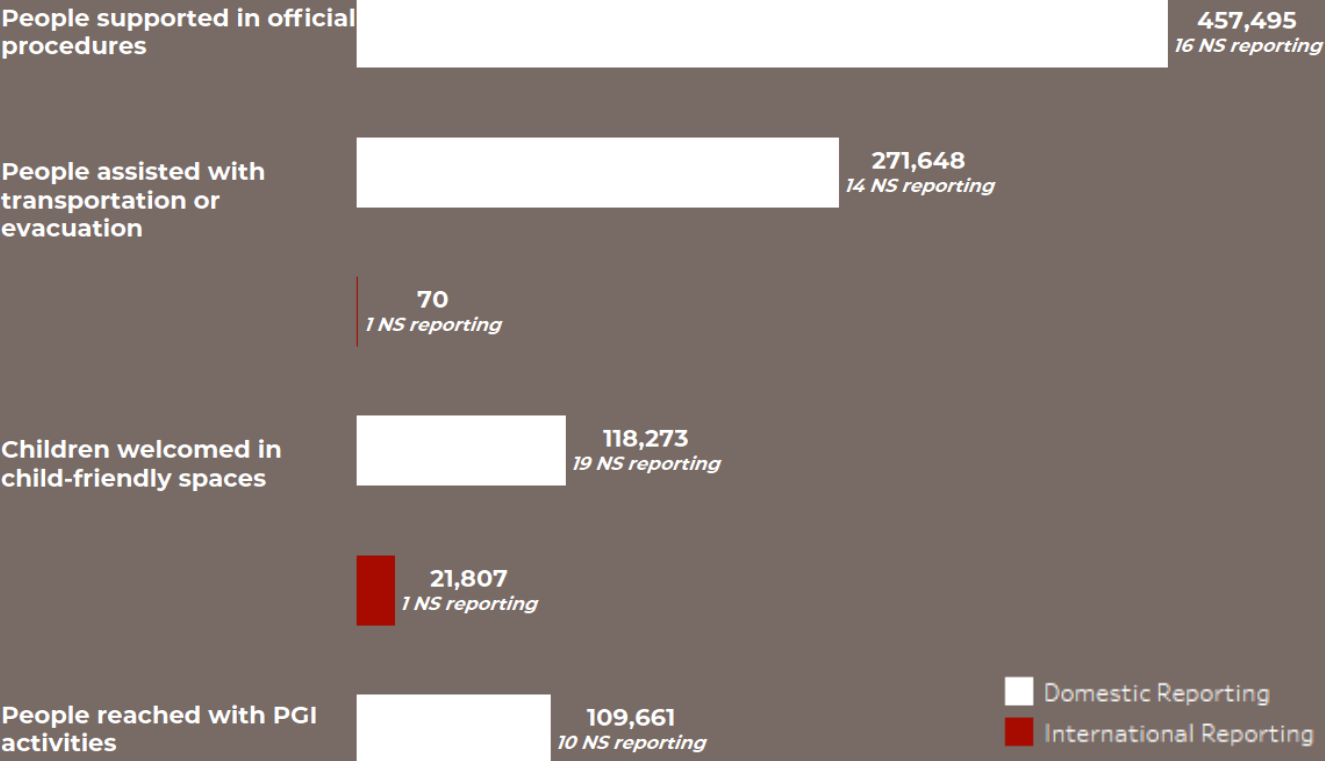
Multipurpose cash



ALL ACTIVITIES BY OPERATIONAL PRIORITY

III: Protection, Prevention & National Society Strengthening

People reached by



Migration



376 Humanitarian Service Points/ distribution points domestically
5 internationally



17,481 people accommodated by host families

National Society Strengthening



94,564 Volunteers involved in the operation domestically
152 internationally



1,805 Branches responding domestically
42 internationally



When you leave your home for a while – and can't go back

75-year-old Nina was born in Russia, but she moved to Ukraine as a child and lived there for most of her life. Last year, she went to Belarus to look after her older sister with a disability. *"She called me. I left everything and came to take care of her,"* Nina recalls.

When her sister passed away, Nina was going to return home, but the armed conflict made her stay. All her personal belongings had been left in Kharkiv, so Nina had to settle in a new country with very little resources.

Nina received clothes and footwear from the Belarus Red Cross to help her stay warm in the cold weather. Now, Nina is dedicated to giving back. She volunteers with the Red Cross in Viciebsk, sorting out clothes donated for those who come from Ukraine and other people in need.

"I come to the Red Cross office and help with sorting and packing things – children's clothes, toys, and other items. We have a lot to do, people just keep donating," she says.

Nina has adapted to her life in Belarus: joined a public library, visits monasteries and connects with her neighbours. Even so, she keeps thinking of her loved ones back in Ukraine, whom she misses a lot.

"My friends and relatives are still there, and I'm so worried about them. I'm glued in front of the TV watching the news, and I pray for them every day," says Nina.



Ukrainian Red Cross mobile medical team in Kyiv. Photo: URCS

Ukraine

IFRC strengthened internal and external coordination with partners providing support to the Ukrainian Red Cross Society (URCS). For instance, a **presentation was delivered at the WHO National Health Cluster meeting**, which will be featured in their next Bulletin (19th).

With IFRC support under the **winterization plan**, the URCS Emergency Response Unit (ERU) Health Service Centre in Uzhhorod has moved from tents to a permanent premise suitable for the cold winter season. The IFRC, in cooperation with Austrian Red Cross (RC), assisted the URCS in launching 2 additional Mobile Health Units (MHUs) in Zakarpattia region (Irshava and Mizhhirya), making it altogether 5 functional MHUs funded by IFRC. During September, almost **1,800 people were assisted with medical and Mental Health and Psychosocial Support (MHPSS) services** via IFRC-supported URCS ERU Health Service Centres and MHUs in Zakarpattia region, making it over 4,200 patients assisted since the launch of the first clinic in mid-June.

A **National Society Development Delegate (NSD)** was deployed by the IFRC to assist the URCS in adapting the IFRC NSD Policy to the National Society's (NS) needs.

IFRC continued supporting the URCS with the **Winterization Strategy, Plan and Mobilisation Table**. Also, with IFRC funding, URCS recruited and deployed 69 relief staff members for the URCS winterization response throughout the country.

IFRC, Swedish and Canadian Red Cross are supporting the development of a Complaint Mechanism to be integrated into the **URCS Feedback System**. This will enhance the URCS' accountability to the affected populations. The work is done in coordination with the Ukraine Protection Cluster and UN Inter-Agency Accountability to Affected Populations (AAP) Working Group.

Challenges

IFRC continued responding to the challenges of transferring pending cash assistance under the URCS pilot project with the Ministry of Social Policy via Red Rose. Results of a problem-analysis show that people have either not noticed or received the notification or believed that the initiative was a scam. Some people have also faced problems during the registration phase. Based on these findings, additional communication was sent out via SMS to the potential recipients and on the URCS website to finalise around 600 pending payments, during the first 15 days after the communication. The transfer was completed for 50% of pending payments.

Technical matters for the launch of the cash programme based on a tripartite MoU between URCS, IFRC and the Ministry of Veterans Affairs are being finalised.

Coordination and capacity-building meeting of the Polish Red Cross Lublin Branch. Photo: PCK



Poland

Multi-Purpose Cash: programme has been completed in Warsaw, Lodz, and Bydgoszcz reaching a total of 18,836 families. Kielce branch was identified as a potential new branch to implement Cash and Voucher Assistance (CVA) programme. Until 23 September, 18,076 households (HHs) were reached, and 3,605 households have received all four of their instalments under the operation. Staff and volunteers have been trained on a combined CVA, Protection, Gender, and Inclusion (PGI) and Community Engagement and Accountability (CEA).

Shelter Assistance: 22 families have been enrolled in the Shelter Assistance Programme in Lodz. Discussion have been finalized between IFRC/Polish Red Cross (PCK) and the Central Roma Council for the enrolment of 50 families; the Project Agreement is yet to be signed. **Winterization Plan of Actions and Contingency Plan** have been finalized among Movement actors in Poland. Logistics procedures launched for the procurement and transportation of identified equipment and items. Discussion started between branches involved into the Contingency Poland and Volunteers' management department for identifying staff and volunteers to be involved in activities. Training package to be developed together with technical staff at the IFRC Regional Office for Europe (ROE).

Risk Assessment of Humanitarian Aid Centre in Przemyśl (Tesco centre) conducted by the IFRC Risk Management Delegate for the Ukraine and Impacted Countries Emergency Response and IFRC Senior Investigator with support from the PCK and the IFRC Delegation in Poland. Objective of the mission was to identify and assess risks to effective and efficient management of the Tesco centre and to support PCK in designing and implementing effective mitigating actions to manage these.

Challenges

Human Resources continue to be a major challenge in the Poland operation. Due to protracted visa application procedures, numerous long-term staff are working remotely. To address HR shortages, the Poland operation and the Country Cluster Delegation in Poland agreed to share HR capacities to speed up processes in transferring knowledge and responsibilities to already recruited NS staff.

Challenges in **accessing money transferred via MoneyGram** as part of cash assistance due to the rejection of old Ukrainian passports using the Cyrillic alphabets. As a mitigation measure, a **digital cash pick-up approach** has been introduced.

The **available resources to address the growing needs** has become a challenge, especially ahead of the winter season. Winterization Plan of Actions and Contingency Plans are anticipating an estimate of 500,000 new individuals entering the country in the upcoming months. Due to lack of available funds, multi-purpose cash activities and shelter scale-up have been put on hold. To support people arriving to Poland, in agreement with Movement partners, six to eight Red Cross Points are planned to be set up at main border crossings and main gathering places such as bus or train stations.



Health and Care activities such as basic healthcare and psychosocial support to affected populations have been major interventions of the Hungarian Red Cross (HRC). With the support of the Emergency Appeal, the number of people HRC reached until 30 September 2022 were 2,205.

Fully managed centres providing more holistic support to families who have applied for temporary protection in Hungary have been set up. A new centre was set up in **Oroszlány** with a capacity of 85 people. The contract with **Budapest Vitae Hostel** is prolonged until the end of 2022, with the possibility of adding 33 extra beds for permanent shelter.

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

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

The Netherlands Red Cross 510 digital team are supporting HRC to improve their **hotline for CVA programming**. They are piloting this approach across two branches initially.

Challenges

29,000 Ukrainian national have applied for Temporary Protection in Hungary, with 25,000 granted status by the end of August 2022. While a large number of displaced individuals have moved onwards to other EU countries, it is likely that those registering for Temporary Protection in Hungary only represent a proportion of those present in the country, as Ukrainian refugees may enter and reside in Hungary via a diverse set of legal mechanism

People enrolled in the **CVA programme** have experienced a number of challenges: had to wait to receive top up messages due to a Viber restriction; difficulty in linking bank accounts to MoneyGram; difficulty in reading messages due to language barrier. The IFRC team is collaborating with HRC in addressing these challenges.

Many families with children have been temporarily housed in unheated, uninsulated accommodation. To support those affected, HRC has been cooperating with municipalities and authorities to help families find suitable accommodation and rentals for the winter, taking into consideration the accessibility of schools and workplaces.



Slovakia

Slovakian Red Cross volunteer is helping preregister Ukrainian refugees at a municipal registration centre in a former bus station in Bratislava. Photo: IFRC

The **pilot for the Cash for Rental Assistance programme** in Poprad was launched by the Slovak Red Cross and IFRC. Out of the 17 displaced families from Ukraine who were registered with the local branch, nine have fitted the selection criteria and are eligible for receiving assistance within the programme. Five out of these households have already started to live in a newly rented accommodation since the 1 October 2022. After this successful pilot, the next step will be to roll out this Shelter programme with other five Slovak Red Cross branches across the country.

Preparations are made to run **15 new Humanitarian Service Points (HSPs)** across Slovakia. Some of them are already operational providing a wide range of services, including information, social advisory services, referrals, and job-matching. In early October, all staff and volunteers that work at the HSPs will receive necessary induction trainings on Red Cross Red Crescent principles, CEA, PGI and mental health and psychosocial support (MHPSS).

Netherlands Red Cross is providing technical support to roll out the use of **the EspoCRM system for case management** at the HSPs, within the Shelter programme and potentially for other interventions.

The deduplication exercise led by the regional CVA team in Budapest and UNHCR data teams highlighted **a relatively low number of households that have received multi-purpose cash assistance from both IFRC and UNHCR in Slovakia**, indicating the success of joint deduplication efforts. Approximately 300 households out of the total 3,099 households that are registered with IFRC were marked as also receiving assistance from UNHCR. These households will be informed and removed by either IFRC or UNHCR, depending on the original registration date.

The **EU4Health project kick-off meeting** in Budapest helped Slovak Red Cross to reshape their national MHPSS action plan for the coming two years.

Challenges

Human Resources remains a main challenge for the Slovakia operation, both for NS headquarters and branch level, as well as the IFRC. For IFRC, the long-term Operations Managers for Slovakia has arrived which will facilitate the further development of programming.

Since the legal status agreement of IFRC in Slovakia is yet to be finalized, operational challenges, such as payment processing, local procurement handling, national staff hiring, and work permit arranging present a challenge.

A need for further inter-agency coordination within certain programmatic areas such as Shelter and Livelihoods services is growing. Efforts have been made to improve bilateral coordination with key UN agencies and NGOs.

The Moldova Red Cross organizes psychosocial support workshops for people from Ukraine. Photo: MRCS



The Moldova Red Cross Society (MRCS) continued the **distribution of hygiene parcels** procured with the support of the IFRC and ICRC.

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

MRCS organized additional **trainings for staff and volunteers** with the support of IFRC and ICRC to increase their knowledge and skills.

Meetings were conducted with several MRCS branch chairpersons in Beltzi, Calarasi, Ungeni, and Anenii Noi to encourage the procurement of office spaces, meet local representations of the Ministry of Labour and Social Protection, as well as to clarify steps taken towards winter preparation and how MRCS can provide support.

MRCS is prepared to provide **multi-purpose cash support** to 12,800 individuals through winter. The programme design is finalized and agreed, and the payment mechanism and data collection/management tools are currently being explored. Selection criteria for recipients will include refugees and host families alike.

With the support of IFRC, MRCS finalized the **procurement of blankets and towels, food parcels, hygiene sets, sanitisers, water filters and cartridges and First Aid kits**.

IFRC Moldova office continues to recruit additional personnel to build its capacity.

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

Challenges

With **winter season** approaching, an **increased number of refugees** arriving from Ukraine is expected. The MRCS, IFRC, and other Movement partners are in close contact and coordinate with each other and with the national authorities of Moldova as well as other international organizations in the planning for upcoming winterization projects.

Due to significant **inequality between urban and rural areas**, refugees tend to be clustered around urban areas, especially in the big cities of Chisinau and Balti, where they live in the community, either in rented accommodation or with friends.

Increasing inflation rates, rising fuel costs, as well as **dependency on imports from Russia and Ukraine** are also concerning ahead of the winter season, especially in relation to older people.



Staff and volunteers of the Belarus Red Cross (BRC) are spending time with families and children from Ukraine at their distribution campaign to help vulnerable families with school supplies. Photo: BRC

Belarus

As of 29 September 2022, for the whole period of the response 4,562 displaced migrants from Ukraine received assistance from the Belarus Red Cross, including 1,225 children, 2,037 women and 1,300 men.

16,497 humanitarian aid services were provided in the form of **food, hygiene products, clothing, and other relief supplies**.

For those in need of housing, **accommodation was organized** in hostels, crisis centres and rooms of the Belarus Red Cross. Counselling on accommodation and referral to the district social welfare centres for accommodation were also carried out. A total of 983 people from Ukraine have been accommodated in one of these options, where they are provided with three meals daily, clothing, shoes, hygiene products and other relief supplies.

Trained staff and volunteers provided 6,037 **psychosocial support services**.

516 tracing and restoring family links (RFL) requests have been processed.

In September, the Belarus Red Cross **helpline received 19 phone calls** on humanitarian aid and accommodation.

Supermarket gift cards are continuously distributed to people from Ukraine as a one-off support reaching 698 families (1,352 people) so far. Feasibility checks on banks and the Post Office started to potentially switch to Multi-Purpose Cash Grants in the future.

Challenges

Belarus Red Cross is in negotiations with the banks and post office to define the supplier for the provision of cash assistance to people coming from Ukraine.

People from Ukraine continue arriving to Belarus, but the way of distribution throughout the territory of Belarus changed (e.g., more people are now staying in Northern parts of the country), and additional needs assessment is required to adapt the plan of distribution of CVA and other support.



A woman from Ukraine receives a free medical screening performed by a Romanian Red Cross staff member through the expanded Mobile Health Caravan in Bucharest. Photo: RRC

Romania

In September, the CVA programme's goal of **registering 55,000 people to receive multipurpose cash** was achieved. People who have been registered will continue to receive their cash each month until all eligible applicants receive all three of their allotted payments.

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

The Romanian Red Cross opened a **new "Humanity Concept Store" in Calarasi**, operated by the local RRC branch, which will provide sustained support to persons who fled Ukraine living in Romania through food, basic household items, and hygiene products.

The RRC expanded its **mobile health caravan in Bucharest** to serve persons who fled the conflict in Ukraine.

Challenges

The **CVA program** surpassed its goal of 55,000 approved registrations through the mobile self-registration app and new registrations for multipurpose cash have ended. The extension of the multipurpose cash program is yet to be decided. The RRC and IFRC are assessing the next phase of the cash program, including incorporating cash interventions into the Winterization Plan.

The **in-person CVA Service Point in Bucharest**, which had been closed for a time for winter renovations, has now converted into a day/after-school care option for Ukrainian families.

To prepare for the coming winter, the RRC and IFRC developed a **Winterization Plan** to support those impacted during the next months through food, non-food items (NFI), and cash assistance. Registration and distribution planning for winter assistance has begun but balancing reaching the most vulnerable, efficiency and speed of registration, and ensuring people meet the eligibility criteria is a challenge that the team is working to overcome.

Long-term staffing continues to be a challenge. However, progress is being made; and a number of national staff have been onboarded.



*Distribution of humanitarian aid to people displaced from Donbass.
Photo: Russian Red Cross*

Russia

Since the beginning of the response, more than 115,000 displaced people from Ukraine and Donbass have received assistance.

Joint (RRC, ICRC, IFRC) **one-off multi-purpose cash grant support** via bank transfers to Ukrainian citizens registered progressing. To date 4,964 families reached and CHF 420,000 transferred. Discussions are ongoing if the modality will be changed to gift cards approach to reduce some complexity of the bank transfer system (also jointly with the ICRC).

12,137 people received **psychosocial support** (2,703 of whom received psychological help via the federal PSS hotline).

2,202 people have been supported through a **mobile Humanitarian Service Point**, where people can, for instance, apply for cash assistance, request support in tracking and restoring family links, receive psychosocial support services.

In September, representatives of the Norwegian Red Cross and the Belarus Red Cross accompanied by the Russian Red Cross (RRC) headquarters staff **carried out visits** to regional branches of the RRC, temporary accommodation centers and met with the internally displaced people (IDPs) from Donbas and Ukraine in Kaluga and Rostov-on-Don.

Challenges

Currently Russian Red Cross is active in six regions of Russia, though people from Ukraine are disseminated in more than 40 regions. The work in other regions will commence in October.

People continue arriving and the needs in receiving CVA, PSS and other support continue. People are also moving inside of Russia.

With the winter coming the needs in distributing winter clothes grow.



Georgia Red Cross Society (GRCS) volunteers preparing humanitarian relief items to be shipped to Ukraine. Photo: GRCS

Georgia

Georgia Red Cross Society (GRCS) has reached agreements on full support from the local municipality and the Larsi border checkpoint that will enable the NS to **open the first reception Centre** at Larsi checkpoint in October.

GRCS has **drafted and translated Psychosocial First Aid (PFA) materials in Ukrainian and English** to distribute them as needed. The material provides information about where to access relevant and appropriate MHPSS services and is being disseminated at strategic locations.

The Georgia Red Cross continues the **coordination of an inter-agency platform of mental health service providers** offering free consultation with psychologist and psychiatrists in English, Russian, and Ukrainian languages upon request.

The Georgia Red Cross **conducted a training on community-based psychosocial support** for the Refugee Community Group Facilitators upon the request from UNHCR.

All technical aspects of the **information management mechanism are finalized for implementation and scale-up**. This mechanism accommodates the full information cycle for the reception centres from collecting, documenting, analyzing and presenting the data captured at the reception centres in Georgia.

Challenges

Accommodation remains the biggest challenge for displaced people. Most, if not all, families have moved out from the collective shelters and hotels as the accommodation support scheme financed by the government has ended. The operation is working on establishing capacity to examine the possibility and needs to include the provision of CVA to address shelter needs.

While plans for child-friendly spaces are currently being revised, kindergartens have opened up spaces for children from Ukraine, organizing community initiatives offering day care such as “kids clubs” targeting families from Ukraine and Georgia.

The educational status of more than 2/3s of the Ukrainian children in Georgia is currently unknown and is being assessed within the operation.



Distribution point at the Bulgarian Red Cross. Photo: BRC

Implementation of activities supported by the IFRC started in September.

First procurements using IFRC funds were initiated for **bedding kits**.

In late September, the **CVA planning and preparation** has fully taken off. A review of other agencies' CVA approaches in Bulgaria and other NS approaches in the operation is enabling a comparison to support the choice of modality and other design options, which is to be finalized in October. The pilot branch for CVA has been identified as Plovdiv.

The Bulgarian Red Cross (BRC) has **supported over 135,000 people from Ukraine since the onset of the crisis**, primarily through its own funds of over CHF 2 million (now depleted) raised from the public as well as in-kind donations.

BRC has been providing materials and information on **Restoring Family Links (RFL)** and **psychosocial support**, as well as other support including 24/7 presence at border crossings. Since late February, a **psychosocial helpline**, and from 7 March onward, a **medical advice line** have also been operating.

Challenges

A major increase in people on the move this year arriving via the southern border into Bulgaria from Turkey and beyond as conditions become more difficult for refugees there.

Increasing cost of living, harsh winter season, uncertain gas supply, limited social welfare for vulnerable people are all concerning factors.

Signs of social tensions between host communities and refugees are developing.

Coordination for activities with other agencies remains complex as each agency's resource capacities are evolving.

There is continuing uncertainty about the accommodation situation of displaced people from Ukraine currently living in government supported facilities. Planning is difficult as people may move between branches.

Greece

Multi-Functional Centres (MFCs) in Athens and Thessaloniki continue to provide holistic support to people displaced, including from Ukraine.

Educational Health Station (EHS) and Mobile Health Team (MHT) in Athens and Kallithea continue to support with primary health care and hygiene and health promotion activities.

An **internal referral mechanism** has been developed to respond to the needs of people displaced from Ukraine that do not reside in Athens or Thessaloniki. People assisted are internally referred via the MFC Athens to the regional offices/branches of the Hellenic Red Cross.

Cooperation with partner NGOs sheltering minors from Ukraine, with primary health and health and hygiene promotion activities.

The Branch Organisational Capacity Assessment (BOCA) Training of Facilitators and BOCA Pilots are to take place early October.

Challenges

Delays in recruitment for Ukrainian cultural mediators, psychiatrists and clinical psychologists is one of the main challenges, which results in communication barriers.

The implementation of new activities (Mobile Health Team, and MHPSS) delayed mostly due to heightened need for cross programmatic collaboration. The needs assessment for the setup on the MHT in the North has been delayed as the BOCA pilot, including the Thessaloniki Branch, To mitigate the delay, an officer from HRC HQ will travel to support the Thessaloniki branch to conduct visits to the sites

Community feedback: receiving support in the form of CVA rather than non-food items would be preferred; people with chronic medical conditions must undertake the full cost of their medicines due to the delay of their integration in the Public Health System.

Montenegro

36 workshops for mental health, psychosocial support, and PFA for adults and children conducted.

50 language classes in 6 local branches conducted.

The Red Cross of Montenegro (RCM) has activated its **first free call centre for Ukrainians**. The call center provides all the necessary information (temporary protection-related rights and application process, access to health and education systems, activities, and services of the Red Cross), as well as contact with an operator for more detailed questions. The information is available in three different languages: Ukrainian, English, and Montenegrin. To promote the project and raise awareness, RCM and local branches are continuously sharing content on social media, television, and radio.

On 30 September, a meeting of the Coordinating Body was held where it was confirmed that the tender documentation for accommodation was successfully completed and location for accommodation for Ukraine citizens were selected in 2 regions (coastal and central).

Challenges

An increased number of Ukrainian citizens have turned to the RCM for assistance, especially those who, at the beginning of the crisis, had their own savings, which they have ran out of.

The accommodation tender procedure for the northern region has to be repeated.

North Macedonia

Within the framework of the project *"Support of persons from Ukraine with temporary residence in RNM"*, a **four-day summer camp** was organized in the Red Cross Educational Center "Solferino" in Struga. 50 people, both children and adults, from Ukraine have participated, who were accompanied by three social workers from the City Red Cross Skopje as well as two volunteers. 14 adults had the opportunity to participate in three workshops on restoring family links, THB, and child protection, while creative workshops were organized for children.

Vouchers for clothes and shoes were distributed for adults and kids. The Red Cross Society of North Macedonia is preparing for post distribution monitoring to be conducted in the first half of October.

77 parcels with hygiene and food items and 8 baby kits have been distributed.

In September, 18 **Macedonian language classes** were organized for 40 people divided into three groups (two adult and one child).

Estonia

Free counselling for minor health concerns for 340 people from Ukraine and distributing over-the-counter medicines for approximately 500 people.

Eleven three-day **children camps** were organized for children affected by the conflict in Ukraine and their classmates. Total number of the participants was 166.

MHPSS trainings for Estonian Red Cross (ERC) volunteers and staff involved in the Ukraine and impacted countries response were organized. The aim is to establish MHPSS voluntary support to people affected by the conflict.

Humanitarian Assistance Points (HSP) have been established in ERC local branches, where volunteers and branch staff provided 434 refugees from Ukraine with important information, basic humanitarian assistance and referrals to other service providers.

In cooperation with Tallinn City Government, Tallinn Branch supported 250 refugee children attending first grade with backpacks and basic school supplies.

Challenges

Possible new influx of people from Russia might cause a challenge to the absorption capacity of existing state support mechanisms.

Fulfilling the school obligation of children from Ukraine. Only half of these children have actually started school in the fall.



Natallia, a Russian Red Cross Volunteer been providing free-of-charge services for displaced people who fled the conflict in Ukraine. Photo: IFRC

Lithuania

Lithuanian Red Cross (LRC) established a hotline for refugees, operated by LRC staff and volunteers.

German Red Cross is supporting LRC with funds for CVA activities for vulnerable people from Ukraine, and the CVA project implementation period is extended with additional funding. A lessons learned workshop was recently conducted.

Volunteers are providing PSS at humanitarian points to people arriving from Ukraine.

Approximately 160 people received individual consultations on accessing employment in Lithuania.

LRC is supporting displaced people in official procedures (migration, temporary protection, asylum), and is providing services in humanitarian service points via 15 branches.

Challenges

Some of the activities related to National Society capacity development have been postponed due to staff turnover, and other activities are pending receipt of further funding.

Croatia

The Croatian Red Cross (CRC) is providing **standardized services** such as Livelihoods, Restoring Family Links, Shelter, PGI, CEA, Health, and WASH. The **focus is on vulnerable groups** – women with children and older people who are the majority among the displaced people from Ukraine.

Financial and in-kind donations have been collected through a national appeal to support people arriving to Croatia. In-kind humanitarian aid in the form of food, hygiene products, clothes, and other non-food items have been procured from the raised funds and distributed. Additional funds are used to organize reception centres, MHPSS activities, and RFL services.

A total of 98 CRC local branches has been assisting displaced people from Ukraine in 427 different locations across the country – towns and municipalities, in collective shelters and private accommodation involving more than 400 local RC staff members and over 700 volunteers as well as a total of 20 people from CRC headquarters.

Psychosocial support services were provided more than 19,385 times and has reached 3,200 displaced.

The **Tracing Service** of the Croatian Red Cross handed out 2,500 SIM cards, 4 routers and 52 phone chargers.

Challenges

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



Ukrainian Red Cross volunteers providing medical and psychosocial support. Photo: IFRC



People in need

17.7 M

Source: OCHA Appeal



People Targeted

3.6 M

Source: IFRC Appeal



People Reached

9,895,942

Source: Federation-wide
ITT, Domestic reports



Active National

Societies

40

Source: Federation-wide ITT

Regional sector highlights

Health & Care including Water, Sanitation and Hygiene (WASH) and Mental Health and Psychosocial Support (MHPSS)



HEALTH

Achievements: National Societies from the Europe region (Hungarian RC, Austrian RC, German RC, Finnish RC, Norwegian RC, Swiss RC, Portugal RC) and the IFRC Emergency Health team participated in the IFRC Global Health Surge Working group. The Health and Care Operational Strategy has been developed, and the Cash and Health Working Groups are preparing a position paper on CVA for Health outcomes. A Health Emergency Response Operation orientation was organized for the Hungarian Red Cross, focusing on Emergency Response Units. Discussions are ongoing with IFRC Global Advisory Panel for Blood programs (GAP) on needs for Ukraine and impacted countries, and the existing network for blood programs in Europe.

Challenges: Ongoing discussions with Partner National Societies to support rehabilitation and reconstruction of health facilities in Ukraine - this will need appropriate staffing to successfully handover the health facilities to local authorities. Our Mobile Health units are operational in various locations in Ukraine with issues of staffing, and also the risk of staff safety continues. For countries with arriving people from Ukraine, there are still gaps in accessing health care even though people are offered health services under Temporary Civil Protection arrangement.



MHPSS

Achievements: A two-day kick off workshop for the EU4Health project was held in Budapest on 21-22 September with attendance of 6 National Societies and the IFRC PS reference center as well as representatives from EU4Health. The NS presented overviews of their PSS activities, discussed the objectives and modalities of the project and developed workplans for the months to come. IFRC participated in the WHO conference on MHPSS in Ukraine response "Technical Consultation on MHPSS actions", a lessons learnt workshop for WHO offices and partners working in MHPSS in the Ukraine response.

Challenges: Significant funding opportunities are coming in that require a strong capacity across Ukraine and affected countries. However, in many NS, recruitment of MHPSS focal points is still ongoing and capacity yet to be developed in order to scale up the response within MHPSS.

Integrated assistance

Multi-purpose Cash and Voucher assistance, Shelter, and Livelihoods



CASH

Achievements: Country teams are continuing to assess needs and work cash working groups to identify gaps in order to propose various winterization plans. Regional team is continuing to provide technical support to the shelter team to implement rental assistance using cash transfers.

Deduplication: UNHCR is now able to receive and share information according to the data sharing agreement. The number of payments to be stopped will be minimal, and the system will from now on prevent further duplications from occurring, particularly in Poland where registrations are ongoing.

Challenges: Staffing continues to be our highest risk. British Red Cross has sent a delegate for six weeks who has supported the recruitment and on-boarding process.



SHELTER

Achievements: Pilot for rental assistance programme running in Poprad (Slovakia) and Lodz (Poland) for 15 and 13 families respectively. In Slovakia, the case management system is moving forward supported by the Netherlands Red Cross 510 team.

Challenges: Difficulties encountered by the branches in Poland and Slovakia to recruit staff for the shelter programmes at branch level; and human resources challenges on IFRC side to support rental and host family support programmes in-country. This has been mitigated by the implementation being supported by the IFRC regional Shelter Coordinator.

Protection and Prevention

Protection, Gender, and Inclusion (PGI), Community Engagement and Accountability (CEA), Migration and Displacement



CEA

Achievements: The partnership with the Netherlands Red Cross, 510 digital team has broadened to include data visualization support for the creation of a regional dashboard, helping to share feedback trends to inform programming. A CEA working group will be established to support new CEA Focal Points, to build on CEA knowledge, encourage peer learning and share examples of best practices across the region. The American Red Cross supported the review of response approaches to "Information as aid", to look at how HSPs identify information gaps and how NS provide information. The aim is to formalize guidance on best approaches, including how information is shared with older people and children, as well as alternatives to digital information sharing.

Challenges: Not all National Societies have so far been able to recruit their own CEA focal points, with CEA Surge Roles ending in September. The IFRC Regional CEA Coordinator is working with Operation Managers and Human Resources to fill this gap.



MIGRATION

Achievements: The operation is developing its Migration and Displacement Strategy, and a Migration Hub has formally been set up to provide tailored technical assistance to National Societies, in the transition to long-term migration programming including through peer-to-peer learning. The Hub Steering Committee comprises British Red Cross, Danish Red Cross, German Red Cross, Hellenic Red Cross, Swedish Red Cross, Turkish Red Crescent and the Red Cross EU Office.

Challenges: The human resources challenges have been addressed by the successful recruitment of an IFRC Regional Migration Coordinator and Migration Delegate.

The numbers of COVID-19 cases have increased in Estonia during the month of July. If the cases continue to increase, this might affect the planned activities and implementation plan.

Enabling approaches

National Society Development (NSD), Humanitarian Diplomacy, Communications, Logistics, Human Resources



NSD

Achievements: On 20 September the kick-off meeting of the Implementation Support Group (ISG) was held to follow up the Tbilisi Commitments of the 11th European Regional Conference. Austrian Red Cross chairs the ISG and the members are Georgia Red Cross, Kyrgyzstan Red Crescent, Swedish Red Cross, Romanian Red Cross, Ukrainian Red Cross and Netherlands Red Cross. ISG defined the modality of work for the next 4 years (until the next European Regional Conference), developing the ISG ToR, Action plan and planning a meeting in person this year.

Challenges: Fundraising plan for the ISF Action plan to be developed.

National Society Development HR presence in the region increased through the recruitment of the Membership Services Unit being finalized with new regional and country delegation-level posts filled.



LOGISTICS

Achievements: The regional Logistics team organized a meeting with Danish Red Cross and Swiss Red Cross colleagues based in Ukraine to streamline how best support URCS with logistics development initiatives. The procurement team initiated discussions for CVA procurement support with Baltic countries, Belarus and Ukraine.

Challenges: Country level winterization plans requiring regional sourcing support. Distribution activities in county level are affecting supply chain for international procurement – translated into a backlog and incurring additional costs for supply chain.



HR

Achievements: Approximately 100 long term delegates hired, with a further 50 positions at decision making phase or onboarding phase.

Challenges: Volume of recruitments and capacity of HR team post-surge.

At Záhony train station, Hungarian Red Cross volunteers prepare for kids of all ages to arrive from Ukraine. Photo: IFRC



Contact details

In the IFRC Regional Office for Europe

Head of Disaster, Climate and Crisis Prevention Response and Recovery

Andreas von Weissenberg, andreas.weissenberg@ifrc.org

Regional Operations Manager

Lorenzo Violante, lorenzo.violante@ifrc.org

Head of Strategic Engagement and Partnerships

Andrej Naricyn, andrej.naricyn@ifrc.org

Planning, Monitoring, Evaluation and Reporting Coordinator

Boglarka Bojtor, boglarka.bojtor@ifrc.org

Communications Manager

Corrie Gwyn Butler, corrie.butler@ifrc.org

