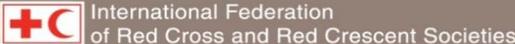




Emergency Plan of Action (EPoA)

Cyprus: Population Movement



DREF Emergency Appeal n°	MDRCY002	Glide n°:	OT-2021-00063-CYP
Date of launch:	10 June 2021	Expected timeframe:	4 months
		Expected end date:	31 October 2021
Category allocated to the of the disaster or crisis: Yellow			
DREF allocated: CHF 246,582			
Total number of people affected:	5,150	Number of people to be assisted:	5,150
Provinces affected:	All	Provinces/Regions targeted:	All
Host National Society presence: 28 volunteers, 7 staff to be involved in the present operation, National Society overall has 35 staff, 1500 volunteers and 7 branches.			
Red Cross Red Crescent Movement partners actively involved in the operation: IFRC, ICRC (RFL)			
Other partner organizations actively involved in the operation: Cyprus Ministry of Interior, Cyprus Immigration Police, Cyprus Asylum Service, CODECA, UNCHR, Cyprus Refugee Council (CRC), FRONTEX, EASO, Cyprus Government Welfare Service			

A. Situation analysis

Description of the disaster

On 20 May 2021, the Minister of Interior, Nikos Nouris, sent a letter to the European Commission informing it that Cyprus cannot withstand further migration flows and therefore the country is entering in a state of emergency.

A series of events, starting from March 2020, led to the declaration of the state of emergency. Since the onset of the COVID-19 outbreak in March 2020, Cyprus has experienced many periods of lockdowns and relaxation measures. The consecutive lockdowns and movement restriction measures, with the latest lasting from 26 April to 10 May 2021, had inadvertently affected the arrival trends of migrants.

On 10 May 2021, the Government decided to gradually stop the lockdown and consecutive restrictions, so that normalization could be achieved until June 2021. At that time, the Government's Advisory Scientific Group of epidemiologists predicted that the country will have successfully accomplished herd immunity against the Novel Coronavirus (65% of population vaccinated with at least the first jab).

As expected, the relaxation measures caused an influx of migrants directly from Syria by boats, and also over other routes (see Figure 1), which caused enormous pressure to the already overcrowded reception system. As of November 2020, the First Reception Centre in Pournara (Kokkinotrimithia) ran over maximum capacity, restricting the exit of newly arriving migrants – caused by the increased flow as well as the change of the origin of people arriving, as explained below. This also concerned the new arrivals who could provide an address where the Asylum Service could reach them,

which was a prerequisite for their exiting until that point. In certain cases, several migrants were confined inside the Centre for over two months and tensions broke out due to overcrowding¹. As an example of the increased flow of people, since the relaxation measures began, 4 boats arrived within two weeks-time with 274 persons, which was a new record in the country's migration trends.

Moreover, before 10 May 2021, the checkpoints between the Government controlled areas and the non-Government controlled areas were closed because of the lockdown, therefore, migrants arriving from Turkey were stuck for a long time at the northern non-Governmental controlled areas and in Turkey. With the easing of restrictions, the flow of people has increased via this route also.

While the Government officials are still struggling to release the migrants who were restricted in the Centre before May 2021, the Reception Centre currently hosts more than 1,800 migrants², meaning that it is running 125% **over** max capacity, hosting part of the population in tents next to the centre. Meanwhile, the Kofinou Accommodation Center is full as well, with almost 400 migrants and more than 50 staying in the quarantined area nearby the Centre as of 7 June.

Concerning the noted delay of examining new asylum applications, the Minister clarified that the country's authorities are overwhelmed with rejected applications.



Picture 1: Migrants arriving directly to the Gate of the Reception Centre of Pournara, request for asylum and permission to enter.

According to statistics from the Cyprus Asylum Service, Reception Centre managing officials, 3,500 migrants have reached Cyprus since the beginning of the year, 14% of whom (494) came by boats³.

The afore-mentioned numbers indicate a 350% increase in migration arrivals since the respective period of 2020 (see below table 1, for detailed overview).

¹ On 10 February 2021, there was a riot inside the Centre, which caused significant damage and loss to the CRCS storeroom.

² The centre has an official current max. capacity of 800 persons, which was achieved in December 2020 with infrastructure improvements completed.

³ Since January 2021 there have been 14 boats, while during the same period in 2020, there were only 3 boats.

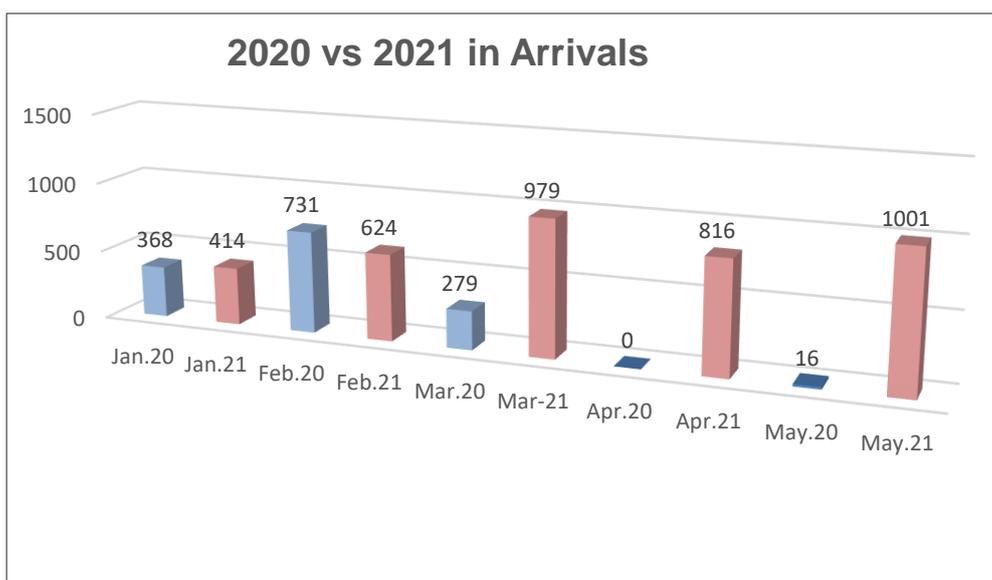


Figure 1: Migrants' arrivals January-May 2020 (total 1371 persons) vs migrants' arrivals January-29 May 2021 (total 3489 persons).

Meanwhile, the nationality and family status of the arriving migrants has shown a specific change as well, as in 2020 most arrivals were Syrian nationals (almost 45%), while during the first months of 2021 only 1/6 of the arrived migrants were Syrians (see table 2 below).

TOP TEN NATIONALITIES OF ARRIVALS

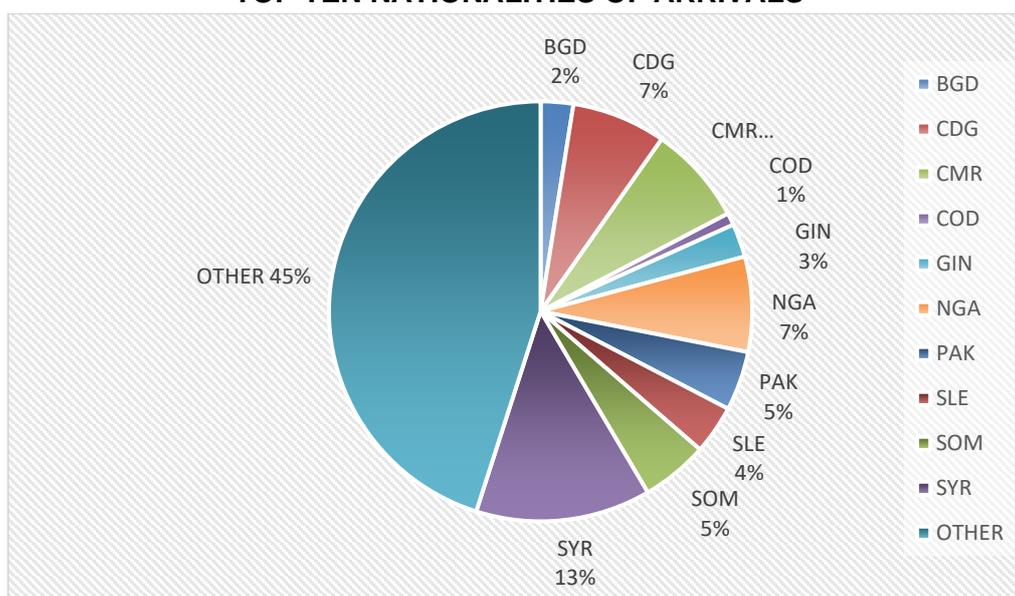


Table 2: Top nationalities arriving in Cyprus during January-29 May 2021.

It is very important to note that boat arrivals consist of families of Syrians with children younger than 7 years old. This implies different needs from other arrived migrants of other nationalities, who are in majority single persons. Syrians are given significant priority from State Officials in order to exit the Reception Centre, since they are:

1. *de jure* refugees and thus their asylum application is viewed by fast track procedures.
2. more probable to provide an address for the Authorities to be able to track them, because they usually have family and friends already residing in Cyprus⁴.
3. are entitled to stay at Kofinou Reception and Accommodation Centre in Larnaca, which is dedicated for vulnerable arriving asylum seekers and for families.

⁴ It is important to note that there is a very active Syrian Community in Cyprus, established even before the civil war in Syria.

4. Their medical screening is quicker, as most are already vaccinated against common diseases and their tests are simpler and quicker to perform⁵.

Due to the above, Syrian nationals are usually granted exit from the Centre in maximum two weeks, while other nationalities remain for a longer period, in some cases even months. Because of the epidemic, the stay of the arriving migrants was prolonged, and as such the Authorities were able to release only a handful since 10 May 2021. It is also important to note that any new arrival is quarantined up to 14 days until their test to the COVID-19 PCR shows negative. This low exiting rate in combination with the quarantine practice, increased the numbers of migrants “stuck” inside the Centre before May and the constant arrival of boats, has again led to overcrowding and fears of rioting. As such, the Syrians who have been arriving by boats since May 10 are housed in temporary tented encampments near their arrival site, while others are moved to directly to Kofinou Centre.

Summary of the current response

Overview of Host National Society Response Action

The CRCS has been providing assistance to the migrants arriving in the Centre since summer 2016. Since then, the response was mainly funded from the National Society’s own resources, until in October 2019 the sudden increase of migration flows depleted the CRCS funds and forced it to seek help from the IFRC. Through the DREF funded project, the CRCS was able to cover for the newly arriving migrants needs until its termination in March 2020⁶, which coincided with the onset of the COVID-19 epidemic in Cyprus.

Due to the dire situation caused by the epidemic, the CRCS requested the assistance of the IFRC once again to cover not only migrants needs but for any vulnerable person’s residing in Cyprus and affected by the novel Coronavirus measures and public health crisis. This project has ended in May 2021, however the funds for migration activities ended in January 2021.

Predicting this occasion due to the increase of migrant’s arrival already visible since November 2020, the CRCS asked (in December 2020), the Government of Cyprus to renew a previous grant received in 2019 (€ 100,000). Unfortunately, the request was denied due to lack of funding. Since then, the CRCS has been struggling in purchasing the humanitarian assistance items by using funds from other, non-migration-related budgets.

So far and even so, the CRCS continues to provide its support to all Government Centres related to migrants. Focusing at the First Reception Centre and migrants first arriving in Cyprus, the CRCS provides humanitarian assistance by means of hygiene and clothing and footwear parcels. Moreover, the CRCS serves any additionally requested hygiene items and clothes from migrants staying inside the Reception Centre every 2 weeks. Authorities (asylum services) are conducting hygiene promotion sessions and also COVID awareness raising as the migrants arrive. New arrivals automatically have to take a quarantine. On this occasion, CRCS informs migrants about its services.

Since January 2021 the CRCS has provided its services to a total of 4044 migrants in Cyprus. Out of these, 3,493 were newly arrived migrants, while the rest 551 were asylum seekers living in the accommodation Centre in Kofinou.

In regards to the arrived migrants, the CRCS distributed **3,493 hygiene parcels and clothing/ footwear** items. Out of the 3493 migrants, 494 arrived by boats (14 boats since 1 January 2021). To those arrived by boats, the CRCS provided the relevant parcels and humanitarian aid on the spot.

In regards to the asylum seekers, the CRCS provided its services as follows:

- Bought and distributed 17 parcels for pregnant mothers and newborn babies.
- Bought and distributed clothes and footwear to 33 families.
- Bought and distributed toys, hygiene items, clothing, footwear and schoolbags to 56 children.
- Paid for the medical prescription of 538 persons, out of which 23 asked for optical aids.

⁵ For example the medical screening for AIDS and other diseases that are most prominent to African nationalities take up to two weeks to conclude.

⁶ [DREF final report accessible via this link.](#)

To those newly arrived, the CRCS delivers the following items, considering the migrants' gender and age special needs⁷:

Men	Women	Children (4-17 y.o.)	Babies (0-4 y.o.)	Pregnant women
<u>Hygiene Parcel:</u> 1 Shampoo 1 Soap 1 Toothbrush 1 Toothpaste 1 Comb 1 Hand Gel 1 Face Mask 2 Face Towels 2 Body Towels	<u>Hygiene Parcel:</u> 1 Shampoo 1 Soap 1 Toothbrush 1 Toothpaste 1 Comb 1 Hand Gel 1 Face Mask 2 Face Towels 2 Body Towels 1 Sanitary Towels	<u>Hygiene Parcel:</u> 1 Shampoo 1 Soap 1 Toothbrush 1 Toothpaste 1 Comb 1 Hand Gel 1 Face Mask 2 Face Towels 2 Body Towels	<u>Hygiene Parcel:</u> 1 Baby Shampoo 1 Barrier Cream 1 Baby Comb 1 Baby wipes 1 Pampers 1 Face Towel 1 Body Towel 1 Pacifier 1 Baby Nail Clipper 1 Milk Bottle	1 Shampoo 1 Soap 1 Toothbrush 1 Toothpaste 1 Comb 1 Hand Gel 1 Face Mask 2 Face Towels 2 Body Towels 1 Breast Pads 1 Maternity Pads
<u>Clothing & Footwear:</u> 1 Underwear 1 Socks (Pair) 1 Top 1 Shorts 1 Flip-Flops	<u>Clothing & Footwear:</u> 1 Underwear 1 Bra 1 Socks (Pair) 1 Top 1 Shorts 1 Flip-Flops	<u>Clothing & Footwear:</u> 1 Underwear 1 Socks (Pair) 1 Top 1 Shorts 1 Flip-Flops	<u>Clothing & Footwear:</u> 1 Top 1 Shorts 1 Socks (Pair) 1 Bodysuit 1 Sandals	<u>Clothing & Footwear:</u> 1 Maternity Underwear 1 Maternity Bra 1 Socks (Pair) 1 Top 1 Pants 1 Pregnancy Gown 1 Flip-Flops

It is also important to note that since the last DREF funded project (2019-2020) the CRCS has identified a major need to differentiate new-born packages from baby packages, and as such the CRCS is now providing pregnant mothers who are about to give birth, with new-born packages for their babies.

The package includes:

- 3 Bodysuits
- 2 Socks (Pair)
- 1 Cap
- 1 Gloves (Pair)
- 1 Blanket
- 2 Cot Sheets

Following the onset of the COVID-19 epidemic in Cyprus, the CRCS was contacted by the Asylum Service in order to provide masks to the migrants staying in both Centres. Therefore, after March 2020 the CRCS includes two masks in the afore-mentioned parcels too, in a joint effort to minimize the impact and spreading of the virus in the Centres.

Due to the lockdown and restriction measures prohibiting the entry of persons not working inside the Centre, the CRCS leaves humanitarian aid at the gate of the Reception Centre, based on the needs communicated by the managing company of the Centre (CODECA). This practice is expected to change soon and revert to usual (one-to-one service inside the Centre), following the relaxation of the COVID-19 measures.

The Reception Officers of the Centres, tasked by the Asylum Service, make sure that all new arrivals are adequately informed about the COVID measures, as well as the health, hygiene and behavioural rules for the migrants stay in the Centres.

⁷ The content of the packages has been validated through a post distribution monitoring survey during the previous DREF Operation ([for more details please see DREF Update and the DREF Final report](#)).

Regarding the arriving migrants transported to the quarantine encampment of the Open Reception and Accommodation Centre in Kofinou, the CRCS offers similar services. Lastly, concerning the asylum seekers already residing in the Centre, the CRCS covers all prescribed medicine that is not provided by the Hospital Pharmacy, as well as the visual aids (spectacles). The CRCS also provides packages for new-born babies and pregnant women.

It is important to note that all medical screening processes are managed by the Officers of the Centre's Reception, whereas referrals to State hospitals are done by residing nurses and doctors. Moreover, an Officer of Cyprus Refugee Council, acting on behalf of the UNHCR, performs vulnerability screenings in the Reception Centre and refers people with PSS request to the CRCS PSS teams.

CRCS also uses Refugee Buddy Mobile Application, where migrants can find information about Cyprus (such as education system, religion, politics, asylum system, health system etc).

Overview of Red Cross Red Crescent Movement Actions in country

The Cyprus Red Cross Society (CRCS) is a humanitarian organization supported by volunteers and guided by the Fundamental Principles of the Red Cross and Red Crescent Movement and its own Statutes. The main focus of its activities is to prevent and alleviate human suffering and to support and assist vulnerable groups. Moreover, the CRCS prepares individuals and communities to respond effectively to emergencies, in times of peace and war, without any discrimination as to race, class, gender, religion or faith or political opinions or beliefs or any other similar grounds.

The close collaboration of the CRCS and the Movement, as well as the recognition of CRCS (2012), have been consolidated by visits from officials of the ICRC, the IFRC Secretariat and the IFRC Regional Office for Europe. ICRC is supporting the implementation of RFL services through training and the financial contribution to the employment of an RFL officer since 2019.

In addition, the NS has been collaborating with the other National Societies in Europe such as the Icelandic Red Cross, the Norwegian Red Cross, the Luxemburg Red Cross, the Monaco Red Cross and the Austrian Red Cross, whereby several projects have been financed by these NSs and implemented by the CRCS.

Moreover, CRCS has been active in building up networks of collaboration with other Small European National Societies (SENS) Group: Andorra, Cyprus, Iceland, Liechtenstein, Luxemburg, Malta, Monaco and Montenegro) in a view to explore possibilities for common activities in mutual areas of interest.

In addition, the CRCS is a new member of the Neighbours Help First (NHF) Network since June 2019, joining 12 other member National Societies (i.e. Albanian RC, RCS of Bosnia and Herzegovina, Bulgarian RC, Croatian RC, Hungarian RC, Polish RC, Slovenian RC, RC of North Macedonia, RC of Montenegro, RC of Serbia, Romanian RC and Turkish RC) and six Movement observers to the network (i.e. Austrian RC, Slovak RC, Czech RC, Italian RC, IFRC and ICRC) for cooperation, focus on leadership and disaster preparedness.

Overview of other actors' actions in country

The main other actors closely collaborating with CRCS in the current response are:

1. *Ministry of Interior*: It oversees the infrastructure of both centres and the Ministry is responsible for implementing all migration/asylum-related policies in Cyprus. The collaboration between the Ministry of Interior and the CRCS was strengthened with the AMIF project, which commenced at Kofinou Reception and Accommodation Centre in 2016.
2. *Immigration Police*: is a special police unit that is responsible for the verification of the identity of migrants; it performs security checks and registers migrants' data. It is also responsible for transportation of migrants under reception procedures and for the returning procedures of rejected applicants.
3. *Civil Defence (Coordination Centre)*: communicates the messages about the new migrant arrivals to relevant actors (CRCS included).
4. *Asylum Service*: Governmental service under the Ministry of Interior. It is responsible for examining, processing and accepting or rejecting asylum applications. It is also responsible for the overall supervision of both centres, as well as communicating the migrants' data to appropriate partners, upon request.
5. *Center for Social Cohesion, Development & Care (CODECA)*: This NGO is the partner of the Asylum Services, responsible for managing both Centres (Pournara and Kofinou).

6. *United Nations High Commissioner for Refugees (UNCHR) Cyprus*: overviews the implementation of UN declarations and relevant regulations on the rights of refugees and asylum seekers. It also provides support to the government and monitoring the state-of –affairs with regards to refugees and asylum seekers.
7. *Cyprus Refugee Council*: Partner of UNHCR in both centres. It provides support to vulnerable groups in Kokkinotrimithia. It also provides legal support and guidance relating to integration schemes to migrants residing in Kofinou.
8. *FRONTEX*: provides support to immigration police relating to the registration procedures of the migrants' data in the EURODAC (Pournara).
9. *European Asylum Support Office (EASO)*: provides support to the Asylum Service and assistance in processing the backlog on pending asylum applications. In Kofinou it also acts as the focal point in the coordination of support from NGOs and volunteer teams.
10. *Social Welfare Services*: undertakes the administrative procedures for the unaccompanied minors (UaMs) arriving in the Centre (Pournara) until their transportation to the UaMs Hosting Centre in Larnaca.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

Through years of serving on the field, the CRCS has noticed that migrants arriving in Cyprus are usually lacking basic hygiene and clothing. Specifically, 1 out of 10 migrants who come in the Government controlled area on foot, are bare foot or wear worn-out shoes causing health problems to their feet. Moreover, their tops are usually tattered and dirty with sweat and mud. On the other hand, migrants arriving by boats usually wear wet clothes, while most of them tend to lose their shoes during the trip. Therefore, arriving migrants need at least one new pair of shoes or flip-flops and a change of clothes. Furthermore, they do not carry any other personal items, except their mobile phones and papers.

Because of the bad signal of the WIFI at the Pournara Centre, most of the migrants express the need to communicate with their families and friends. This is even more prominent for those who have family and friends in Cyprus waiting for them. Unfortunately this service is not offered presently by the CRCS, since we are not allowed to enter the Centre, as of the beginning of the lockdown. The CRCS hopes that this challenge will be settled during the next weeks.

The Cyprus Government provides at the Reception Centre medical assistance, cleaning, asylum request applications, etc. They also outsource the management of the Centre to CODECA, which is a private company responsible for the distribution of food, beverage, bed linen, etc. The CRCS distributes, since 2016, hygiene kits, clothing and any extra medicines not covered by the Government. Additionally the CRCS offers RFL and PSS services (before the lockdowns).

Due to the capacity of the CRCS, the planned response mainly focuses on meeting the needs of the newly arrived migrants in the First Reception Centre, and the quarantined space outside Kofinou Centre, however the CRCS will continue its services towards the residents of the Kofinou Centre. Therefore, as stated above, the CRCS will continue to cover prescribed medicine, visual aids and parcels for new-born babies and pregnant women.



Map 1: Location of the targeted Reception Centres in Pournara (Star nr.1) and Kofinou (Star nr.2)

Targeting

This operation aims to cover the needs of up to 5,150 people⁸ in the First Reception centre for Migrants (Pournara) and the Open Reception and Accommodation Centre for Asylum Seekers at Kofinou. The project will address the needs of all people arriving in the above locations (no selection criteria applied).

Estimated disaggregated data for population targeted

Category	Estimated % of target group	% female	% male
Young Children (under 5 years)	4%	2%	2%
Children (5-17yrs)	5%	2%	3%
Adults (18-49 yrs)	85%	65%	20%
Elderly (>50 yrs)	6%	0.5%	5.5%
People with disabilities	N/A	N/A	N/A

Operation Risk Assessment

It is important to emphasize that any new outbreak of conflict in neighbouring countries or escalation of conflict in Syria might have a knock-on effect to influx of new migrants in the region, including Cyprus.

Moreover, the good weather condition of the summer months ahead will offer a greater possibility to asylum seekers aiming to come to Cyprus by boats, to reach a European country. This trend has been evident since 2016, and always takes place from May until November. Moreover, up until now, all asylum seekers reaching Cyprus by boats are Syrians coming from Syria, however, there have been several reports of boats from Lebanon as well, which are returned on the basis of the bilateral agreement between Cyprus and Lebanon.

Another factor that causes concern to the CRCS, is the fact that the First Reception Centre is constantly overcrowded and there are great fears of riots that could potentially lead to the destruction and violation of the CRCS storeroom once again; the Asylum Service has not yet provided the CRCS with another space for the keeping and distribution of CRCS humanitarian aid items. The CRCS will continue to serve the migrants inside the Centre even so, however, the psychological and physical well-being of the social workers working in the Centre is another reason for concern. Migrants' arrivals are currently calculated on average to 50 persons per day and serving them during the hot summer weather (temperatures reaching up to 45 °C) will be a strenuous task.

National Society responses to COVID-19 are supported through the [IFRC global appeal](#), which will facilitate supporting them to maintain critical service provision, while adapting to COVID-19. This DREF operation is aligned with and will contribute to the current global strategy and regional Emergency Plan of Action for COVID-19 developed by the IFRC Regional Office for Europe, in coordination with global and regional partners. IFRC continues to assess how emergency operations in response to disasters and crisis should adapt to this crisis and provide necessary guidance to its membership on the same. The NS will keep monitoring the situation closely, focusing on the health risks, and revise accordingly if needed taking into consideration the evolving COVID-19 situation and the operational risks that might develop, including operational challenges related to access to the affected population, availability of relief items and procurement issues, and movement of NS volunteers and staff as well as international staff. For more information, please consult [the COVID-19 operation page on the IFRC GO platform](#).

⁸ This number is calculated based on the data and trends of arrived migrants since January 2021.

B. Operational strategy

Overall Operational objective:

The CRCS's response will entail a three-dimensional approach:

1. To cover the emergency/basic needs (hygiene, clothes & footwear, RFL services and PSS services) of up to 4,550 newly arrived migrants in the Reception Centre or the Accommodation Centre, for a period of 4 up to months.
2. To cover the emergency/basic needs in medicines and optical aids of up to 600 migrants in the Accommodation Centre, for a period of up to 4 months.
3. To increase the National Society's capacity in order to address said services, by hiring two social workers to work on site and 1 warehouse and stocktaking officer.

Proposed strategy

The planned activities will be as follows:

1. Provide hygiene parcels to 4,550 newly arrived migrants.
2. Provide clothing and footwear parcels to 4,550 newly arrived migrants.
3. Provide RFL services to 4,550 newly arrived migrants.
4. Provide information on CRCS services to 4,550 newly arrived migrants.
5. Cover the cost of medicines and optical aids for 600 migrants.
6. Provide toys to 450 children and babies
7. Providing Psychosocial support to volunteers.
8. Hire two social workers to work on site.
9. Hire 1 warehouse and stocktaking officer.

Logistics and supply chain

The items for this DREF operation will be procured locally, following the IFRC procurement procedures. The Cyprus Red Cross Society (CRCS) has an extensive experience in procuring and distributing relief items. Well-established relationships exist with suppliers of food, hygiene items, clothes and other NFIs providing items for regular activities and other emergency operations. The CRCS always follows national legal procurement procedures. This usually means that the CRCS submits three quotations and a commission established within the National Society selects the best bidder (a Comparative Bid Analysis).

Building on local regulations and the NS practice, and in order to ascertain that a strict compliance to the IFRC procedures is ensured, the NS will be maintaining standard IFRC file format for every procurement, all in accordance with IFRC Procurement Manual, which will be presented to NS. Following the IFRC standard procedures, the NS will send upfront, and before signing off a Purchase Order, a copy of the required documents to ROE & IFRC Global Operational Procurement Team Budapest (GOPT), to obtain technical authorization for files exceeding CHF 50,000.

The same procedure (GOPT involvement and approval) will be applied in case of any exceptional file to be processed in emergency. When it comes to procurement of clothes, different sizes will be procured based on a needs assessment. In addition to this, the supplier will be able to change the items for bigger/smaller sizes, if needed.

Communications

The visibility of the CRCS activities and strengthening of the National Society's image, will be ensured through the following activities: optimizing the visibility of National Society through appropriate branding of volunteers and staff, local press release, local media field visits, and a communications delegate field trip organized by IFRC. Materials will be shared with local media and through the social media accounts of the CRCS and IFRC ROE.

The IFRC ROE Communications team will disseminate photos, stories and other materials gathered during the four-month operation.

Community Engagement and Accountability (CEA)

Throughout the operation people affected by the population movement and in areas where the Red Cross is carrying out activities will be consulted prior to activities taking place - where and when distributions do take place people will understand why specific items are being distributed, to whom, and based on what criteria.

In areas where the Red Cross is active, people should be made aware of the Code of Conduct and the standards to which staff and volunteers should be held - particularly that requests for payment or favours of any kind in return for aid are strictly against Red Cross principles. People will also be made aware of simple, safe, confidential ways they can raise any possible complaints.

People from marginalised groups may be disproportionately vulnerable and at risk of being excluded from, or otherwise not reached by Red Cross activities and distributions. Measures will be adopted to ensure activities and distributions are inclusive and gender sensitive.

Appropriate channels and opportunities for those the Red Cross is working with, and other community members, to ask questions, receive answers and to give feedback, will be provided either through training staff and volunteers to handle and record questions and feedback, the provision of help desks at distribution and activity sites, the setting up of a dedicated feedback telephone line, or other channels/mechanisms. Systems will be put in place to ensure feedback and questions are considered at programme management level and able to inform adaptation of implementation.

Satisfaction surveys and post distribution monitoring will be carried out, including questions investigating the appropriateness and effectiveness of CRCS interventions (e.g. whether health or hygiene promotion information was relevant, whether it has been acted upon and, if not, what the barriers to people taking action were).

Planning, Monitoring, Evaluation and Reporting (PMER)

The CRCS will monitor the entire project implementation. Regular monthly updates will be provided by the CRCS to the IFRC on the general progress of the operation. A satisfaction survey and post-distribution monitoring will be conducted as part of the monitoring and evaluation, using random check mechanism and individual interviews with people affected by the population movement and Red Cross activities.

A lessons' learned workshop will also be conducted to share the breadth of experience gathered and challenges encountered during the operation among the CRCS, IFRC, ICRC and government actors involved in the response. In addition, the IFRC in close cooperation with the CRCS will conduct an operation review with the aim to define best practices and challenges and based on those the key areas where longer term support will be required.

Lessons Learned

This operation will build on lessons learned during the previous response, in areas such as considering challenges of safe and dignified access, prevention of volunteer burnout by providing PSS, building on renewed and reinforced capacities in RFL and referrals, and by keeping the SOPs established during and since the previous operation updated and relevant. Lesson learning at the end of this operation will specifically focus on whether and how previous learning have been taken into account during the planning and implementation of this operation.

Human Resources

The CRCS Director General will be responsible for the overall coordination of the DREF operation and the operational activities will be managed and conducted by the Migration Officer, supported by the CRCS-Disaster Management Officer and CRCS Accountant.

To ensure timely and appropriate service provision, the CRCS has identified the need for recruiting two CRCS social workers. The social workers will undergo hands-on training in order to familiarize themselves with CRCS's SOPs, while they will also receive training from the CRCS's RFL officer in order to be able to carry out procedures for recording an RFL request.

They will thus be responsible:

1. For identifying the needs of newly arrived migrant in terms of hygiene, clothing and information on Cyprus.
2. For distributing the CRCS hygiene parcels and clothes/ footwear parcels.
3. For informing the newly arrived migrants about all other CRCS services.
4. For recording RFL requests.
5. For organising items and for stocktaking of the CRCS storeroom in the Centre.

The CRCS will try to employ persons who speak Arabic and/or French, in order to be able to perform their tasks inside the Centre, without counting on the help of the Asylum Service's translators (who are usually busy with their tasks and not always available for our aiding).

Since the last DREF EpoA, the CRCS has also identified the need for a warehouse & stocktaking officer, who will be responsible:

1. For organising the items inside the CRCS Emergency storeroom located at the headquarters.
2. For coordinating volunteers to help prepare the hygiene and clothes/ footwear parcels.
3. For transporting the parcels to the Centre (in collaboration with the two social workers).
4. For counting quantities (making sure they are as ordered) and recording them in the relevant stocktaking form.
5. For communicating with vendors in order to set up delivery dates. This is especially important since the Emergency Storeroom has a limited space dedicated for migration activities and with the vast orders to be made with the EpoA, delivery has to be in batches in order to ensure that items can fit inside, leaving space for the volunteers to work in order to produce the parcels.

The officer will receive further guidance on how to perform above tasks and will need to know English, in order to be able to communicate with the CRCS volunteers.

The operation will be supported by 20 migration volunteers and 8 first responders. The volunteers and first responders who will participate in the project are already experienced with providing services to migrants. Specifically, they have successfully completed all relevant training in the IFRC Learning Platform, as well as the Code of Conduct and they are also adequately trained in first aid and PFA.

The IFRC ROE will provide technical support in procurement and logistics and in terms of operation management including migration, finance, monitoring and reporting, where necessary.

Information technology

All relevant information and photos will be shared with partners and stakeholders through the social media of the CRCS (website, Facebook) and communicated through national and local printed and electronic media. The CRCS-HQ and the warehouse have well established software that keeps track of all distributions and records all the payments enabling transparency in the work of the National Society. Local branches have their own internal software, which also keeps records of distributions and payments.

Security

All CRCS staff and volunteers are trained in order to command excellent knowledge of the SOPs which include a separate section addressing matters of security. According to those procedures, all missions entering the Centres are comprised of a mission leader, who is also responsible for the security of the other participating staff and volunteers. For reasons of security, all missions are comprised of at least 2 participants.

When it comes to personal security, all CRCS staff and volunteers are trained in order to act according to the guidelines below:

- If they feel uneasy or distressed, they need to contact the Mission Leader.
- If they are dealing with demanding migrants, they need to act as calmly and professionally as they can. If the migrants persist or they feel threatened, it is advised to seclude themselves inside the Storeroom and call the police officers of the Centre. This is especially important because the CRCS missions have occasionally encountered violent behaviours while distributing humanitarian aid, mostly caused by the migrants impatience to take the items they needed. In order to avoid similar cases, CRCS staff and volunteers are also advised not provoke or argue with demanding migrants and instead let the police handle the issue.

Health Security

For health and hygiene reasons, in addition to wearing the CRCS Vest/T-shirt, the staff or volunteers visiting the Centres must wear a mask, gloves, a surgical gown and face shield, in order to protect themselves and the migrants from COVID-19 and other illnesses. It is worth noting that the CRCS has been implementing the above practice even before the epidemic, in order to secure the health of its staff and volunteers in missions.

C. Detailed Operational Plan



Livelihoods and basic needs

People targeted: 4,550

Male: 3,367

Female: 1,183

Requirements (CHF): 109,450

Needs analysis: CRCS will provide NFIs (clothes and footwear) to newly arrived migrants, according to their needs and based on their age and gender.

Population to be assisted: The CRCS will provide NFIs according to needs registered in situ, in both Centres (First Reception Centre and Open Reception and Accommodation Centre). There will be distribution of 4,550 parcels of clothing and footwear to the beneficiaries. Since the situation changes every day, the needs assessment is based on former monthly statistics of the incoming migrants. The size of the clothes is being adjusted to the actual needs of the migrants continuously, therefore the monitoring activity is permanent. Community feedback will be gathered every Friday by a social worker or volunteer, as continuation of the practices. Questionnaires will be filled out by social workers, since the migrants are not always literate. The methodology (one-by-one or group activity) will be adjusted to the context and the actual possibilities of the CRC vs access and capacity.

Programme standards/benchmarks: Sphere standards

P&B Output Code	Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods	% of supported migrants report that the clothing and footwear items received met their needs (target:70%)															
	Livelihoods and basic needs Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities	# of people provided with clothing & footwear items (Target: 4,550)															
	Activities planned / Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP008	Procurement of clothing and footwear																
AP008	Distribution of the clothing and footwear to the affected population																
AP008	Post-distribution Monitoring																
AP008	Community feedback and satisfaction metrics																
AP008	Employment of 1 warehouse & stocktaking officer																



Health

People targeted: 1,050

Male: 500

Female: 550

Requirements (CHF): 12,389

Needs analysis/ Population to be assisted: The CRCS will cover the cost of medical prescriptions and optical aids for 600 migrants and will purchase and distribute toys to 450 children and babies. Medical prescriptions are issued by the doctors every 3-5 days. They are sent to the pharmacy by email directly. The migrants go themselves to the pharmacy to gather the medicine and the pharmacy is issuing a monthly invoice which is paid by CRC by bank transfer.

Distribution of toys for children takes place every week, adjusted to the arrivals. As 80% of the arrivals are children (0- 7 years old) the toys are needed continuously. PSS team of the CRC is visiting the camp regularly as well as a UN employed national vulnerability officer is already working in the camp providing PSS support. Authorities (asylum services) are conducting hygiene promotion sessions and also COVID awareness raising as the migrants arrive. New arrivals automatically have to take a quarantine. On this occasion, CRC informs migrants about the services run by the society.

Programme standards/benchmarks: Sphere standards

P&B Output Code	Health Outcome 2: The immediate risks to the health of the affected populations are reduced through improved access to medical treatment	<i>% of supported migrants that report adequate access to medical care (70%)</i>															
	Health Output 2.1: Improved access to health care and emergency health care for the targeted population and communities.	<i># of people that report that their child has received a toy</i>															
	Activities planned / Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP022	Cover costs of beneficiaries' medicines & optical aids																
AP022	Procurement of toys for children and babies																
AP022	Distribution of toys for children and babies																
AP022	Provide psychosocial support to volunteers																



Water, sanitation and hygiene

People targeted: 4,550

Male: 3,367

Female: 1,183

Requirements (CHF): 91,026

Needs analysis: CRCS will provide NFIs (hygiene parcels) to newly arrived migrants, according to their needs and based on their age and gender. The needs are based on the statistics of the previous months and are adjusted to the actual needs each week. The composition of the hygiene kits is described in the narrative text above.

Population to be assisted: The CRCS will provide hygiene parcels according to needs registered in situ, in both Centres (First Reception Centre and Open Reception and Accommodation Centre). There will be distribution of 4,550 hygiene parcels to the beneficiaries. Distribution and monitoring will be taking place on site on a regular basis (weekly).

Programme standards/benchmarks: Sphere standards

P&B Output Code	WASH Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities	% of supported migrants report that the hygiene kits distributed met their needs (target:70%)															
	WASH Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population	# of people provided with hygiene kits(Target: 4,550)															
	Activities planned / Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP030	Procure hygiene NFIs after consultation with Europe Regional Office Logistics to ensure kits are designed based on previous migration programmes.																
AP030	Distribute 4550 hygiene kits, sufficient for 4 months to 4550 people.																
AP030	Determine whether additional distributions are required and whether changes should be made.																
AP030	Monitor use of hygiene kits and user's satisfaction through household surveys.																



Migration

People targeted: 5,150

Male: 3,667

Female: 1,483

Requirements (CHF): 13,594

Needs analysis: Need to employ two social workers.

Population to be assisted: 4,350 migrants inside the Reception Centre (Pournara) & 800 migrants inside the Accommodation Centre (Kofinou). RFL officer is implementing these activities. During distribution, it is noted if a person is looking for the relatives and the RFL officer is being called. Employing more personnel within the DREF will allow for social workers to do the first screening and the registration to complement the tasks of the RFL officer.

Program standards/benchmarks: Sphere standard

P&B Output Code	Migration Outcome 1: Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit and destination)	% of supported migrants report that the assistance received were clear and useful (target 70%)															
	Migration Output 1.1: Assistance and protection services to migrants and their families are provided and promoted through engagement with local and national authorities as well as in partnership with other relevant organizations.	# of people provided with CRCS services (Target: 5150)															
	Activities planned / Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP036	Assistance services in the context of migration																
AP036	Employment of 2 social workers																
P&B Output Code	Migration Output 1.3: "Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster"	# of people provided with CRCS' RFL services (Target: 5150)															
		Activities planned / Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
AP083	RFL Services																

Strategies for Implementation

Requirements (CHF): 20,124

P&B Output Code	S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform	# of volunteers involved in the operation that have increased capacity to perform their tasks (target:28)															
	Output S1.1.4: National Societies have effective and motivated volunteers who are protected	# of volunteers that are insured (target: 28) # of volunteers trained (target: 28)															
	Activities planned / Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP040	Ensure that volunteers are insured																
AP040	Ensure volunteers are aware of their rights and responsibilities																
AP040	Ensure volunteers' safety and wellbeing																
AP040	Ensure volunteers are properly trained																
AP040	Ensure volunteers' engagement in decision-making processes of respective projects they implement																
AP055	Lessons learnt workshop																
AP058	IFRC Monitoring or technical support																
P&B Output Code	Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards	CRCS has increased fleet capacity to perform tasks (target: yes)															
	Activities planned / Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP050	Fleet and Fuel costs																
AP050	Communication costs (purchase mobile phones for social workers and monthly utility cost for the staff)																
P&B Output Code	Output S4.1.4: Staff security is prioritised in all IFRC activities	# of staff and volunteers that were provided with protection equipment (target: 30)															
	Activities planned / Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP066	Protection Equipment for CRCS staff & volunteers masks, gloves body suit, shield 120Chf per month for 30 ppl, 5 CHF per person)																

D. Budget

The budget for this DREF operation is CHF **246,582**. [Please click here to see the budget.](#)

Reference documents

Click here for:

- [Previous Appeals and updates](#)

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

DREF OPERATION

MDRCY002 - CYPRUS - POPULATION MOVEMENT

10/6/2021

Budget by Resource

Budget Group	Budget
Clothing & Textiles	96,388
Water, Sanitation & Hygiene	85,470
Medical & First Aid	9,900
Teaching Materials	1,733
Relief items, Construction, Supplies	193,490
Other Machinery & Equipment	660
Land, vehicles & equipment	660
Transport & Vehicles Costs	2,200
Logistics, Transport & Storage	2,200
National Society Staff	24,788
Volunteers	165
Personnel	24,953
Workshops & Training	1,650
Workshops & Training	1,650
Travel	4,950
Office Costs	880
Communications	2,750
General Expenditure	8,580
DIRECT COSTS	231,533
INDIRECT COSTS	15,050
TOTAL BUDGET	246,582

Budget by Area of Intervention

AOF3 Livelihoods and Basic Needs	109,450
AOF4 Health	12,389
AOF5 Water, Sanitation and Hygiene	91,026
AOF7 Migration	13,594
SF11 Strengthen National Societies	176
SF12 Effective International Disaster Management	18,191
SF13 Influence others as leading strategic partners	1,757
TOTAL	246,582

