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# Emergency appeal

## Croatia: Population Movement

 International Federation  
of Red Cross and Red Crescent Societies

<b>Revised Appeal no. MDRHR002</b>	<b>41,500 persons to be assisted</b> <i>(40,000 in transit, 500 remaining in Croatia, and contingency planning for 1,000 people)</i>	<b>Appeal launched 5 February 2016</b>
<b>Glide no. OT-2015-000069-HRV</b>	<b>1,315,022 Swiss francs</b> Revised Appeal budget	<b>Appeal revised 22 June 2016</b>
	<b>563,921 Swiss francs funding gap</b>	<b>Appeal ends 31 October 2016</b> <b>(extended for 3 months)</b>

**Since September 2015:** when the migratory trail moved to Croatia, a total of 656,830 refugees and migrants have been registered by the Croatian authorities as entering the country.

**2 October 2015:** 361,559 Swiss francs were released from the Disaster Relief Emergency Fund (DREF) to meet the immediate needs of 70,700 individuals through the provision of food and non-food items, hygiene kits and tracing services (Restoring Family Links – RFL).

**5 February 2016:** Emergency Appeal was launched for **2,601,799** Swiss francs to support Croatian Red Cross (CRC) scale up its existing activities to assist 175,000 beneficiaries. Additional activities were included, as more migrants were expected.

**January / February 2016:** due to winter conditions and new border regulations in countries along the Western Balkans route, the number of migrants decreased sharply

**8 March 2016:** The Croatian Government closed the migration route through Croatia leaving migrants stranded, the majority - 101,578 people - were housed in the Slavonski Brod Camp for the first months of 2016.

**13 April 2016:** following the closure of the Slavonski Brod Reception Camp, the last group of migrants stranded in Croatia has been moved to three other facilities in Zagreb, Kutina and Ježevo.

**22 June 2016:** A Revised Emergency Appeal for 1,315,022 Swiss francs is launched to maintain support for migrants who have transited or remain in Croatia and to support contingency planning for a further 1,000 migrants.



Croatian Red Cross Warehouse in the Slavonski Brod Winter Reception Camp.  
Source: Croatian Red Cross

## The situation and the Red Cross and Red Crescent response to date

This revised Emergency Appeal reflects the changed situation in Croatia, where the migration route is now stopped and the Croatian Red Cross (CRC) is focusing on assisting those migrants and asylum seekers remaining in the country. As a result, the budget has been decreased to **1,315,022 Swiss francs**. Through this emergency appeal, CRC is providing essential services to **41,500 people** over the whole period of the appeal, through direct assistance on **protection and psycho-social support (PSS), the distribution of non-food and hygiene items including cash assistance, health, shelter, community engagement and accountability (CEA), Restoring Family Links (RFL) and National Society capacity building**. These services have already been provided to the 40,000 migrants in transit and temporarily accommodated in the Slavonski Brod Camp for the two and half months before its closure on 13 April. This revised appeal is now seeking **563,921 Swiss francs** to continue to provide these services (excluding the distribution of food) to the 500 migrants in the detention centre in Ježevo and the two reception centres for asylum seekers in Zagreb and Kutina. This appeal will also include contingency plans and stocks for 1,000 people who are anticipated to arrive in Croatia as part of European Union negotiations. The initial end date of the operation was 5 August 2016, but the timeframe has been extended by three months and is therefore ending on **31 October 2016**.

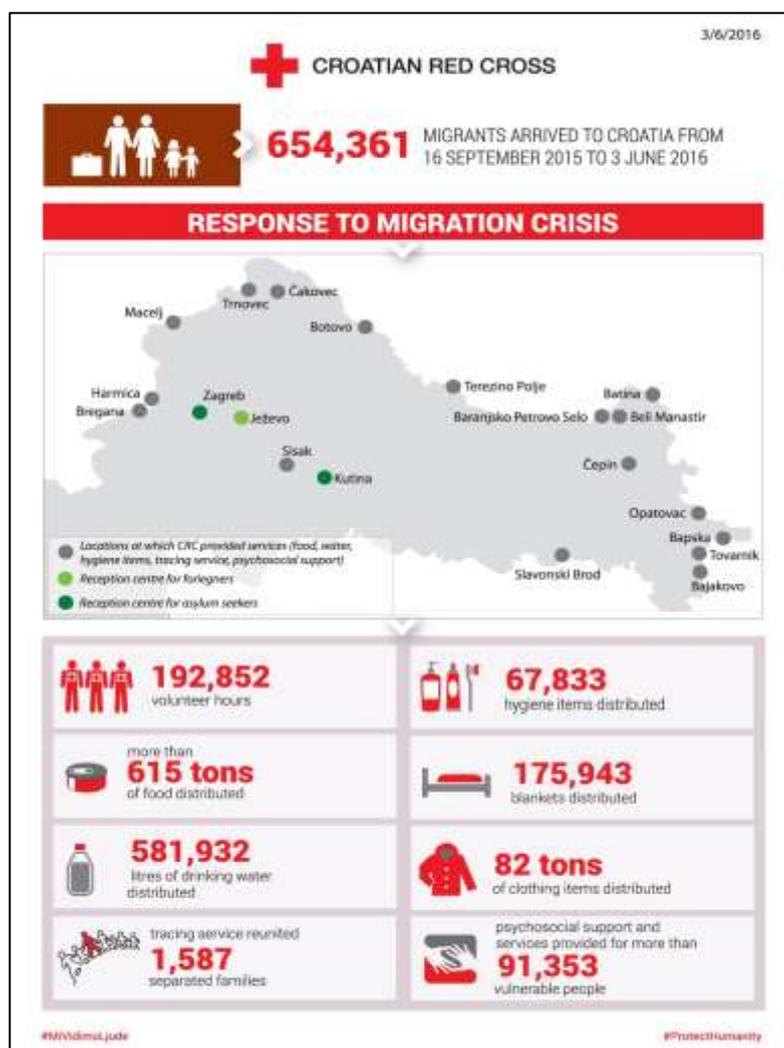
Details are available in the Revised Emergency Plan of Action (EPoA) [<click here>](#)

## Summary of the current response

The CRC has been responding to the humanitarian needs of the migrants and refugees from the first day of the population movement crisis in Croatia. This is in line with the provisions of the Croatian Red Cross Law and the Civil Protection Law defining the CRC's role in emergency situations.

The CRC has been given the role by the Croatian authorities to act as the main humanitarian organisation providing all refugees and migrants with the basic food and non-food relief and other services. All CRC activities have been coordinated with the Ministry of Interior (Mol) that manages the migrants' reception in Croatia - first in the transit centres that are now closed and now in the three facilities for their accommodation. Additionally, CRC coordinates the response of three international organisations and all the NGOs that are providing humanitarian assistance to the people in need.

CRC has been responding to needs of migrants, first at all border crossings, then in the temporary transit centres and recently in the facilities where the asylum seekers and migrants are sheltered. Its response includes the provision of protection and psychosocial support to migrants, screening their needs and referring them on to further services, the distribution of food and non-food items, and hygiene items, beneficiary communications and restoring family links service. The CRC was the only organisation supplying all migrants with food (procured by the Croatian State Commodity Reserves) for the Slavonski Brod Camp.



At the moment the CRC is providing assistance and relief in all three locations (one detention centre and two reception centres) where migrants are accommodated independent their migratory status. This includes the provision of daily services and assistance to irregular migrants accommodated in Zagreb facility.

The CRC has re-negotiated with Ministry of Interior its involvement and activities in the Ježevó detention centre after a significant number of stranded migrant became sheltered there.<sup>1</sup> The CRC mobile teams visit irregular migrants in the Ježevó facility on a regular basis and more often if needed, providing vulnerable migrants with PSS to deal with cases of depression and potential suicide. The National Society is also providing tracing services and information, and humanitarian relief with an emphasis on protection and advocacy. CRC is the only organisation with access to Ježevó.

In line with the Government's announcements on the additional number of migrants and asylum seekers that are expected to be received in Croatia in the next few months, the CRC has developed a contingency plan, including material and human resources to respond to the needs of the new arrivals including, organizing new mobile teams for other locations in Croatia.

## The operational strategy

This revised Emergency Appeal and Emergency Plan of Action (EPoA) will respond to the immediate and basic needs of a total of 41,500 migrants in Croatia, through the distribution of food, non-food items and hygiene kits, as well as through the provision of protection activities, psychosocial support and upgraded shelter, Restoring Family Links (RFL) services and community engagement activities. This includes the following specific target groups:

- 40,000 migrants in transit through Croatia, accommodated in the Slavonski Brod Transit Camp up to 8 March 2016 (this objective has already been achieved),
- 500 migrants and asylum seekers who are stranded in Croatia after March 2016 after the closing of the Balkan trail, providing them with tailored-made services in line with their protracted stay and accommodation in the country (at the moment being provided in three facilities).
- And to prepare the National Society to be able to put in place contingency plans, including human and logistics resources, to respond to the needs of at least 1,000 new additional migrants that are expected to be relocated to or resettled in Croatia

Consequently, this revised Emergency Appeal includes key areas of action as presented in the original EPoA with some adaptations and tailor-made services in the following areas:

### 1. Tailor-made psychosocial support and protection activities.

The revised EPoA includes the procurement of equipment and supplies needed for provision of psychosocial support (PSS) and protection in two reception centres for asylum seekers, in Zagreb and Kutina. It will provide a solid basis for the further development and upgrading of PSS capacity through various educational and capacity building activities. Social activities planned in cooperation with asylum seekers include the following:- children's play activities in both reception centres; baby handling (by trained CRC staff and volunteers); creative workshops for women and men; sports activities, including gym, football, basketball, cricket, table tennis, and yoga; "Red Cross School" language courses including English and basic Croatian; hygiene promotion workshops and meetings on topics such as healthy life styles, parenting, and conflict prevention; facilities such as a library, hairdresser's salon, handy craft/carpentry workshop; and a Job Centre to enable asylum seekers to access voluntary work.

### 2. Increasing requests for communication and RFL activities (community engagement).

This Revised Emergency Appeal includes the setting up of "Info Spots" in the two reception facilities with computers and laptops with internet, as well as LCD screens and an audio system. Migrants will also be able to recharge their own mobile devices

The appeal also includes the continuation of RFL activities and builds on the results already achieved, adapting activities to meet the changing needs of the current limited number of migrants. Migrants will continue to be helped to establish, as well as maintain contact with their families through CRC. RFL services will also continue to be promoted

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<sup>1</sup> Prior to the migratory crisis the CRC mobile teams were visiting the Ježevó detention facility upon request of the Mol to assist irregular migrants in distress and with their special needs. During the Balkan trail migratory crisis, the Ježevó detention and deportation centre was accommodating irregular migrants caught outside Balkan trail or in irregular stay in country.

among migrants and refugees. Info leaflets, posters and other written material on RFL, provided by the ICRC, will continue to be issued by CRC in several languages.

### **3. Hygiene and non-food relief items to be distributed including cash assistance.**

Under this appeal, CRC delivered the majority of food for all migrants in Slavonski Brod Camp while it was open (the food was provided by the Croatian State Commodity Reserves). Since the Ministry of Interior (Mol) is preparing hot meals for migrants in all three facilities, the National Society no longer will distribute food. However, under this revised plan of action, CRC will replenish stocks of food containers (plastic bags and paper napkins), in case such support is required in the future.

Regarding the distribution of non-food items and hygiene items, the original plan has been adjusted to the needs of the new number of stranded migrants. This revised EA covers procurement of the following clothing and textiles:

- 500 sets of bed linen
- 500 sets of underwear
- 500 sets of bed linen to replenish CRC stocks
- 500 sets of seasonal clothing and footwear to be implemented through a clothing voucher system that the CRC will contract with local vendors.

In order to improve access to and provision of hygiene items, this revised plan includes the procurement of:

- Monthly parcels of hygiene items for all sheltered migrants from May to the end of October, including 100 family sets, 150 single sets and 50 supplementary hygiene supplies for small children (diapers, etc.)
- Hygiene items for communal sanitary areas, such as toilet paper, paper towels, hand soaps, and hand disinfectant
- Washing powder and fabric softener for laundry rooms.

### **4. Upgrading the shelter facilities with adequate equipment and refurbishment in line with adapted services.**

As the Slavonski Brod Camp is closed, the original plan for shelter has been revised to upgrade the new accommodation facilities in Kutina and Zagreb to meet current needs and for future contingencies. The Croatian authorities are planning to opening additional facilities for the reception of new migrants, who are due be relocated to or resettled in Croatia over the next months, under European agreements. Since the construction, some of the buildings have not been completed, and additional shelter materials and facilities are needed to enable the CRC to respond to the needs of current and newly arriving migrants and provide them with the necessary services. This will also give CRC more influence in negotiations with the authorities on the setting up of the new reception facilities and services available to migrants.

For the CRC **contingency planning**, the following shelter material will be procured:

- two "Alaska" type tents for PSS and RFL services
- two inflatable tents for PSS services
- other equipment such as heaters, lighting equipment as well as other utensils and tools needed for usage and setting up of tents as well as maintaining the shelter.

In addition, some CRC shelter materials were destroyed or worn out during the crisis and need to be replenished as part of the contingency planning.

### **5. Capacity building for the National Society that includes preparedness activities in line with the contingency planning.**

The following activities will be conducted:

- Workshops and training for CRC staff and volunteers on protection, PSS, DM, RFL and stress management.
- Development of a new IT portal and database on Emergency Response Management. The portal will connect all essential information for the efficient management of the response through a simple user friendly platform, linking information on stocks, distributions / warehousing, field teams / volunteers, tracing, and donations. There will also be support to upgrade the accounting programme to enable efficient financial reporting on operations and funding.
- Office supplies and equipment, including some IT and telecom equipment for CRC protection and PSS teams.



## Coordination and partnerships



CRC maintains close communication with the IFRC Regional Office for Europe in Budapest and the Regional Office of the ICRC in Belgrade. The CRC Tracing Service has been working with the ICRC Delegation in Belgrade for the “Restoring Family Links” service for migrants and has received ICRC support in the form of equipment and RFL kits in order to better respond to RFL needs.

So far the CRC has received contributions from or through the network of the Red Cross Movement in order to enhance its response to the migrants needs:

- The Spanish Red Cross contributed EUR 24,000 targeting for RFL services for the migrants at the end of 2015. A new contribution of the Spanish RC for EUR 110,000 is for ‘Assistance to the CRC in provision of psychosocial support and protection to migrants and logistics of the migratory crisis response operation’ for one year from 1 February 2016.
- EUR 40,000 has been contributed by the Supreme Master Ching Hai’s International Association for protection and PSS teams working in the reception camp.
- The UK Department for International Development (DFID) donated three diesel forklifts and one electric forklift for the CRC warehouses for a total value of GBP 87,994.33 (CHF 134,000). The four forklifts have increased CRC’s capacity to deal with the logistics demands of the crisis. In February 2016, DFID donated 20,000 blankets (CHF 90,000), a 240 m<sup>2</sup> tent (EUR 40,000) and 400 sleeping bags with inflatable mats (CHF 48,000).

In addition, the National Society works together with national authorities and international organisations, including the Headquarters for Crisis Coordination, the Ministry of Interior, the Ministry of Health, the State Protection and Rescue Directorate and the State Commodity Reserves of the Republic of Croatia, United Nations High Commissioner for Refugees (UNHCR), and the International Organisation of Migration (IOM) as well as other NGOs.

## Proposed sectors of intervention

 <b>Food security</b>	 <b>Nutrition</b>	 <b>Livelihoods</b>
<b>Outcome 1: The immediate food needs of migrants arriving in Croatia are met</b>		
Output 1.1. Distribution of food to meet the needs of 41,500 migrants during this response (distributions to 41,000 in the Slavonski Brod Transit Camp have already been completed)		
 <b>Shelter including non-food items</b>		
<b>Outcome 2: Immediate non-food needs of the most vulnerable migrants are met</b>		
Output 2.1: Up to 500 migrants in reception centres are provided with raincoats, foil blankets, warm clothing and other NFIs or with vouchers to access clothing through local vendors <b>(New Output)</b>		
Output 2.2: The non-food items stock of the CRC is replenished to meet the needs of 1,000 people		
<b>Outcome 3: The migrants and refugees have temporary shelter and settlement that will remain adequate until durable solutions are achieved</b>		
Output 3.1: Facilities for communal use and performance of services have been upgraded and made available to migrants <b>(New Output)</b>		
Output 3.2: The National Society’s capacity to host migrants is increased through contingency planning <b>(New Output)</b>		
Output 3.3: The shelter items stock of the CRC is replenished.		
<b>Outcome 4: The longer term shelter needs of the migrants and refugees are met in solid shelter facilities in Kutina and Zagreb <b>(New Outcome)</b></b>		
Output 4.1: Assistance is provided in communal facilities to the migrants and refugees as needed <b>(New Output)</b>		



## Water, sanitation and hygiene

**Outcome 5: The risk of hygiene-related diseases has been reduced through the distribution of monthly hygiene packages to the most vulnerable migrants**

Output 5.1: Up to 500 migrants receive hygiene kits in Zagreb and Kutina *(New Output)*

Output 5.2: The hygiene items are distributed in communal sanitary areas and laundry rooms in migrant shelter facilities *(New Output)*



## Health

**Outcome 6: The migrants are protected and provided with psychosocial and practical support, including providing recreational activities to adults and children in the camps and shelters**

Output 6.1: The most vulnerable migrants and refugees are identified and assisted according to their needs

Output 6.2: Equipment and other supplies needed to support these activities are purchased to facilitate the work of the Croatian Red Cross teams in the protection of migrants and the provision of psychosocial support, previously in the Slavonski Brod Camp, and currently in shelters in Zagreb and Kutina *(New Output)*



## Restoring Family Links (RFL)

**Outcome 7: Family links are restored wherever people are separated from or without news of their families**

Output 7.1: Family tracing services are provided to the migrants and when needed, referrals are made to the psychosocial support services

Output 7.2: Successful measures are taken to re-establish and maintain contacts between vulnerable individuals and their families and to reunite them



## Community engagement and accountability

**Outcome 8: The immediate information needs of migrants are met and their awareness of the situation raised**

Output 8.1: Migrants have access to basic information on available shelter relief and services as well as protection

Output 8.2: CRC response, support and services are adapted and delivered in accordance with the feedback received through two-way dialogue with migrants *(New Output)*



## National Society capacity building

**Outcome 9: The operational capacities of the Croatian Red Cross are enhanced.**

Output 9.1: Specific workshops, training sessions and awareness raising campaigns on protection of refugees and migrants, psychosocial support, disaster management in the migrant crisis, restoring family links and stress management are organized.

Output 9.2: Equipment purchased to support the National Society.

Output 9.3: The IT and data management capacities of the Croatian Red Cross are strengthened.



## Quality programming / Areas common to all sectors

**Outcome 1: The quality of this operation is ensured and continuous improvement is provided.**

Output 10.1 The CRC is monitoring the situation and mobilizes its assets based on current needs.



## Programme support services

Based on the demand for technical and coordination support required to implement the Revised Emergency Plan of Action, the following support functions will be put in place to guarantee an effective and efficient technical coordination by the Croatian Red Cross: an emergency response coordinator and temporary staff recruited specifically for the operation; support for the NS's human resources function, as well as for logistics and supply chain services; information technology support (IT); and support for other services like communications; security; planning, monitoring, evaluation, and reporting (PMER); and administration and finance. For more details, please refer to the Revised EPoA.



## Budget

See attached IFRC Secretariat Revised budget for details.

Garry Conille  
Under Secretary General  
Programmes and Operations Division

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Secretary General

Reference documents



Click here for:

- [Revised Emergency Plan of Action \(EPoA\)](#)

## Contact information

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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.

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



**Save lives.**  
protect livelihoods,  
and strengthen recovery  
from disaster and crises.



Enable **healthy**  
and **safe** living.



Promote **social inclusion**  
and a culture of  
**non-violence** and **peace**.

# EMERGENCY APPEAL

22/06/2016

## Croatia - Population Movement Operation

Budget Group	Multilateral Response	Inter-Agency Shelter Coord.	Bilateral Response	Appeal Budget CHF
Shelter - Relief	269,877			269,877
Shelter - Transitional				0
Construction - Housing				0
Construction - Facilities	39,000			39,000
Construction - Materials				0
Clothing & Textiles	83,000			83,000
Food	2,610			2,610
Seeds & Plants				0
Water, Sanitation & Hygiene	58,494			58,494
Medical & First Aid	4,430			4,430
Teaching Materials	22,940			22,940
Utensils & Tools	38,995			38,995
Other Supplies & Services	157,364			157,364
Emergency Response Units				0
Cash Disbursements	14,000			14,000
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>690,710</b>	<b>0</b>	<b>0</b>	<b>690,710</b>
Land & Buildings				0
Vehicles	44,000			44,000
Computer & Telecom Equipment	26,000			26,000
Office/Household Furniture & Equipment	8,000			8,000
Medical Equipment				0
Other Machinery & Equipment				0
<b>Total LAND, VEHICLES AND EQUIPMENT</b>	<b>78,000</b>	<b>0</b>	<b>0</b>	<b>78,000</b>
Storage, Warehousing	7,500			7,500
Distribution & Monitoring				0
Transport & Vehicle Costs	35,880			35,880
Logistics Services	20,000			20,000
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>63,380</b>	<b>0</b>	<b>0</b>	<b>63,380</b>
International Staff				0
National Staff				0
National Society Staff	143,925			143,925
Volunteers	97,112			97,112
<b>Total PERSONNEL</b>	<b>241,037</b>	<b>0</b>	<b>0</b>	<b>241,037</b>
Consultants	1,200			1,200
Professional Fees	35,000			35,000
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>36,200</b>	<b>0</b>	<b>0</b>	<b>36,200</b>
Workshops & Training	20,400			20,400
<b>Total WORKSHOP &amp; TRAINING</b>	<b>20,400</b>	<b>0</b>	<b>0</b>	<b>20,400</b>
Travel	21,200			21,200
Information & Public Relations	11,915			11,915
Office Costs	50,633			50,633
Communications	18,000			18,000
Financial Charges				0
Other General Expenses				0
Shared Office and Services Costs				0
<b>Total GENERAL EXPENDITURES</b>	<b>101,748</b>	<b>0</b>	<b>0</b>	<b>101,748</b>
Partner National Societies				0
Other Partners (NGOs, UN, other)				0
<b>Total TRANSFER TO PARTNERS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Programme and Supplementary Services Recovery	80,046			80,046
<b>Total INDIRECT COSTS</b>	<b>80,046</b>	<b>0</b>	<b>0</b>	<b>80,046</b>
Pledge Earmarking & Reporting Fees	3,500			3,500
<b>Total PLEDGE SPECIFIC COSTS</b>	<b>3,500</b>	<b>0</b>	<b>0</b>	<b>3,500</b>
<b>TOTAL BUDGET</b>	<b>1,315,022</b>	<b>0</b>	<b>0</b>	<b>1,315,022</b>
<b>Available Resources</b>				
Multilateral Contributions				0
Bilateral Contributions				0
<b>TOTAL AVAILABLE RESOURCES</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NET EMERGENCY APPEAL NEEDS</b>	<b>1,315,022</b>	<b>0</b>	<b>0</b>	<b>1,315,022</b>