Strategy 2020 voices the collective determination of the IFRC to move forward in tackling the major challenges that confront humanity in the next decade. Informed by the needs and vulnerabilities of the diverse communities with whom we work, as well as the basic rights and freedoms to which all are entitled, this strategy seeks to benefit all who look to Red Cross Red Crescent to help to build a more humane, dignified, and peaceful world.

Over the next ten years, the collective focus of the IFRC will be on achieving the following strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disasters and crises
2. Enable healthy and safe living
3. Promote social inclusion and a culture of non-violence and peace
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Working with and for vulnerable migrants across the world is one of the long-standing traditions of the International Red Cross and Red Crescent Movement.
Introduction

The approach of the International Red Cross and Red Crescent Movement to migration is strictly humanitarian and based on recognition of each migrant’s individuality and aspirations.

It focuses on the needs, vulnerabilities and potential of migrants, irrespective of their legal status. In order to capture the full extent of humanitarian concerns related to migration, our description of migrants is deliberately broad.

Migrants are persons who leave or flee their habitual residence to go to new places – usually abroad – to seek opportunities or safer and better prospects. Migration can be voluntary or involuntary, but most of the time a combination of choices and constraints is involved.

Our use of the term ‘migrant’ therefore includes:

- **Labour** migrants.
- **Stateless** migrants.
- **Migrants** deemed irregular by public authorities.
- **Migrants** displaced within their own country.
- **Refugees** and asylum-seekers.

Working with and for vulnerable migrants across the world is one of the long-standing traditions of the International Red Cross and Red Crescent Movement.

The Red Cross Red Crescent has a mandate to provide humanitarian protection and assistance to migrants in need, irrespective of their legal status. The Policy on Migration, adopted by the Council of Delegates in November 2009, clarified that our role is to address the humanitarian concerns of migrants ‘living at the margins of conventional health, social and legal systems’, throughout their journey; while Resolution 3 of the 31st International Conference requests States to ensure that necessary laws and procedures are in place to allow National Societies to have effective and safe access to all migrants.
In recent years, there has been a dramatic increase in the number of casualties among migrants moving from Africa and the Middle East as they attempt to reach and cross the Mediterranean. A Migration Coordination Cell, established in May 2015, was asked to boost the Movement’s capacity to respond to the plight of people fleeing across the Mediterranean Sea. The Cell developed a Response plan to address the humanitarian needs of migrants in the Mediterranean and neighbouring regions, which outlines concrete measures being undertaken to respond to current migration challenges and has informed the Europe Migration Strategy described in Section II.

National Red Cross and Red Crescent Societies offer a variety of programmes and services to assist and protect migrants according to their needs. Based on an extensive mapping of 25 countries along the main migratory routes, the response plan identifies three main lines of response.

**Humanitarian assistance**

National Societies and other components of the Movement provide reception services at borders and transport hubs, which offer food, shelter, clothing, healthcare, first aid and psychosocial support to migrants throughout their journey, and restore family links. Conflict, social and economic distress, and lack of services and opportunities for development are often major causes of migration; National Societies in migrants’ host countries may provide immediate support to address food insecurity, as well as health and education and humanitarian relief at community level, to reduce the number of people who feel their only option is to migrate to another country.

**Protection**

National Societies and other components of the Movement develop protection activities that protect lives and human well-being and secure respect for individuals. Protection activities aim to ensure that authorities and other actors respect their obligations and individual rights in order to preserve the safety, physical integrity and dignity of migrants. This definition of protection also includes activities that seek to make individuals more secure and limit the threats they face by reducing their vulnerability or their exposure to risks. Protection remains a constant concern for the Movement and is a particular priority for the ICRC.

**Public awareness and promotion of respect for diversity, non-violence and social inclusion**

National Societies and other components of the Movement help migrants to overcome barriers of exclusion and discrimination, support the social inclusion of migrants, and work to reduce the potential for community tension. They also help to establish new community links for migrants, as links with their families and communities at home are frequently weakened and isolation can increase their vulnerability, thereby fostering social participation and solidarity. Migrants are often engaged as Red Cross Red Crescent volunteers.

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At the train station by the migrant reception centre in Gevgelija by the Greek border a mother drags her son as they rush to board the train that will take them across the former Yugoslav Republic of Macedonia towards the border with Serbia.

Advocacy

The Movement calls on governments to ensure that relevant laws and procedures are in place, permitting National Societies to have effective and safe access and provide assistance to all vulnerable migrants without discrimination and regardless of their legal status.

Humanitarian advocacy on behalf of migrants can include interventions with the authorities, public statements, messages, or campaigns. National Societies encourage public authorities to act against racism, xenophobia and the exploitation of migrants. They may also work with governments to alleviate hardship and the pressure to migrate, by improving services and economic development.

The purpose of the Consolidated Red Cross European Migration Framework

The European Framework asserts the strategic intent of the Red Cross Red Crescent with respect to migration to Europe from Africa and Middle East across the Mediterranean.

Building on the Response Plan to meet the humanitarian needs of vulnerable migrants: A Movement coordinated approach focusing on the Mediterranean and neighbouring regions, the European Framework shows the collective action of the European-wide Red Cross Red Crescent in assisting migrants from their entry into Europe to their arrival in final destination countries, and highlights how individual National Societies contribute to that collective action.
The European Framework serves to demonstrate adherence to Red Cross Red Crescent policies and commitments using case studies and stories that evidence success and good practice.

The European Framework also highlights the unique offer of the International Red Cross and Red Crescent Movement: it assists national government and local authorities in an auxiliary role while maintaining its independence and putting the rights and needs of migrants at the centre of its humanitarian mandate.

Scope

The Consolidated Red Cross European Migration Framework addresses the humanitarian and protection needs of migrants and their families, the majority of whom have entered Europe by crossing the Mediterranean Sea.

Situational analysis and on-going response

The IOM estimates that more than 1,011,700 migrants arrived in Europe by sea in 2015, and almost 34,900 by land. The EU’s external border agency, FRONTEX, which monitors the different routes that migrants use and the numbers that arrive at Europe’s borders, put the figure crossing into the EU in 2015 at more than 1,800,000. This compares with 280,000 arrivals by land and sea for the whole of 2014. The figures do not include those who arrived undetected. At the end of May 2016, UNHCR reported an estimated 200,000 migrant arrivals by sea to Europe. The Mediterranean crossing has proved to be the most dangerous in the world, with 8,562 fatalities reported in the last two and a half years.

This movement of people constitutes one of the largest across European borders since World War Two. The majority coming by boat from Turkey have escaped war-torn countries, primarily the Syrian Arab Republic, the Islamic Republic of Afghanistan and the Republic of Iraq.

The number of arrivals in 2015 obliged many European countries to take on the challenge posed by migration across their borders along the western Balkan migratory route into western Europe. Governments called on Red Cross National Societies and other humanitarian actors to provide relief and health assistance at borders and reception centres. National Societies reported that they were providing assistance and protection in emergencies, as an auxiliary to public authorities, in many places that had not experienced emergencies in recent times. National Societies in northern Europe launched effective large-scale responses to support migrants without multilateral support, while Red Cross Emergency Appeals raised CHF 20 million on behalf of the National Societies of Croatia, Greece, Hungary, Italy, the former Yugoslav Republic of Macedonia, and Serbia, in addition to a Regional Appeal for CHF 2.3 million. An Emergency Appeal on behalf of the Turkish Red Cross Population Movement was launched in November 2012 for CHF 32,311,219.

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3 Sources: UNHCR, governments, coast guards, navy vessels, media, and civil society.
4 Croatia MDRHR002, Greece MDRGR001, Hungary MDRHU004, Italy MDRIT002, FYROM MDRMK005, Serbia MDRRS011, Turkey MDRTR003, Regional Appeal MDR65001. At: http://www.ifrc.org/en/publications-and-reports/appeals/
The majority of migrants on the move did not intend to apply for asylum in arrival and transit countries, and many States along the western Balkans route saw their main role as the fast facilitation of migrants through their territory. Towards the end of 2015, to reduce the flow of migrants, some countries started to erect physical obstacles, tightened their border controls or resorted to detention practices, thereby redirecting the flow of migrants to other countries. Policies that denied entry to individuals who had certain nationalities or lacked valid entry documents caused large numbers of migrants to be stranded at border crossing points. In advance of an agreement in March between the EU and Turkey to return to Turkey all new migrants not in need of international protection who crossed from Turkey into the EU, as well as all irregular migrants intercepted in Turkish waters after 20 March 2016, some borders were closed completely, stranding migrants who became unable to proceed or return. In June 2016, UNHCR reported that there were around 60,000 migrants between Turkey and Austria who were not applying for asylum, 96 per cent of whom were in Greece. The overall impact of the EU-Turkey deal so far has been to reduce the flow of migrants entering the EU from Turkey without stopping it entirely.

Another major migration route across the Mediterranean Sea, from Libya to Italy, saw an increase in arrival numbers in March with the onset of spring and better crossing conditions. According to UNHCR, by the first week of June 2016, 48,514 migrants had arrived by sea to Italy, compared to 153,842 for the whole of 2015.

As the number of migrants arriving in many European countries has diminished in 2016, most National Societies have shifted from emergency response mode to longer-term assistance in reception centres and the community. Nearly all National Societies had programmes and services to migrants in place (see Section III), though rapidly changing EU and national policies on migration, and the increased number of migrant arrivals in 2015, forced some to review, revise or scale these up.

Vulnerabilities experienced by migrants

Loss of life in the Mediterranean Sea is just one of several dramatic consequences of migration. But migrants who have limited options for safe and regular migration are vulnerable in many other respects. Migrants must often rely on the services of smugglers to make dangerous sea and land journeys, and high-risk routes may add physical and psychological traumas to pre-existing vulnerabilities. The risks that migrants may experience include:

- **Limited** access to rights and services when they are deemed to be in an irregular situation. In the absence of a suitable legal framework for regular admission, stay and transit, migrants may have no other choice than to enter and remain in a particular country clandestinely. Their irregular situation can contribute to their stigmatisation and criminalisation. Even when migrants have a legal right to services such as health care, they may experience problems in benefiting from these services due to administrative, linguistic or cultural barriers. This may in turn give rise to additional vulnerabilities; failure to treat illnesses at an early stage, for example, can lead to serious or chronic conditions. Migrants in an irregular situation can also face difficulties in accessing legal services and counselling. Some may

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5 Red Cross EU Office, Perilous Journeys: Vulnerabilities along migratory routes to the EU (2015).
be tempted to hide from the authorities, or be reluctant to ask for help and redress, even when their rights have been violated, because they fear punishment due to their irregular status.

- ** Arbitrary arrests and detention and other forms of deprivation of liberty are all common risks experienced by migrants. The detention of migrants has become an increasingly common sanction for failure to present valid travel documents. No one should be deprived of their liberty other than for reasons provided by law. In practice, however, migrants are sometimes detained following arbitrary arrests or decisions. Often, no procedural safeguards accompany such detentions. As a result, migrants are also likely to be deprived of adequate services, including proper legal representation or effective remedies, access to consular, interpretation or translation services, health care and psychosocial support, and procedures to identify and respond to specific needs they may have. Deprivation of liberty has a significant impact on the wellbeing of migrants. Medical and sociological studies show that detention can seriously affect an individual’s physical health and psychological wellbeing, both in the short and long term. Certain groups of individuals are especially vulnerable in detention, and are therefore disproportionately affected. They include children, the elderly, and victims of torture, among others.

- ** Violence and human trafficking are more likely where migrants suffer the loss of family or community support mechanisms, have limited access to reliable information along the migratory route, or have only

partial knowledge of local legal frameworks or changes in their own legal status. They may also be deceived by smugglers and compelled to engage in activities under exploitative conditions in order to repay debt. Migrants are specifically vulnerable to labour exploitation and human trafficking, in countries of origin, transit and destination. The physical violence, mental abuse, and intimidation that often characterize trafficking usually have long-lasting physical, moral and psychological consequences.

- **Family** separation and the loss of family links can occur during the migratory journey, even when families are travelling together. Separation forces people to take critical decisions based on a limited number of options: wait for the missing person, initiate a search, or stick to the original plan in the hope that the rest of the family will follow. From the moment contact is lost, the level of anxiety is such that it may interfere with a person’s capacity to take decisions. It can affect not only their wellbeing, but also their future choices, including decisions that families have made regarding their migratory project. Furthermore, the effects of losing contact with a family member can extend beyond the profound psychological burden that rapidly results. Uncertainty as to the fate of a family member may hinder a migrant’s ability to successfully start a new life, and prevents any kind of mourning process. In addition to these psychosocial consequences, the absence of official news as to the whereabouts of a spouse or parent may have a direct impact on family members’ rights and entitlements.

- **Deaths** during the journey usually occur while migrants are in transit, often before they have reached a European frontier. Causes of death differ widely depending on the route taken, the type of border and the mode chosen for crossing the border. More than 8,500 individuals have drowned while crossing the Mediterranean in the last two and a half years. Migrants who attempt to cross razor-wire fences, fast-flowing rivers, deserts, and dense forests face multiple dangers, including wounds, starvation, dehydration, hypothermia and drowning. Even when using means of transport that are generally considered relatively safe, migrants are exposed to risk because they travel clandestinely. It is not uncommon for migrants to hide underneath lorries, in aircraft landing gear, within sealed containers, or in the engine rooms of ships to avoid being caught. When they do so, they risk suffocation, freezing, or falling to their deaths. The majority of dead migrants remain unidentified, which means that their families are deprived of the right to know their fate, and to mourn and honour them.

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7 UNODC/IFRC, Factsheet: Combating violence against migrants (December 2014).
Key Challenges for the Red Cross Red Crescent

Moving from an emergency response to sustainable reception

Many National Societies in the EU have expressed concern that insufficient accommodation or relevant services are in place to welcome the increasing number of newcomers in a sustainable and dignified way, in line with EU member states’ obligations under the reception directive.\(^8\)

Where the Red Cross Red Crescent supports public authorities, it aims to ensure that all migrants are guaranteed access to temporary emergency accommodation during the first stage of their arrival. In the second stage, asylum seekers should be offered more permanent solutions and procedures. It is essential to guarantee that the needs of those who have turned to Europe for protection and safety are duly taken into account in a sustainable and dignified way, beyond the emergency response phase.

States’ migration policies and practices systematically include return, and National Societies have to take a position regarding their involvement with humanitarian services for migrants who are to return.

Identifying and responding to specific vulnerabilities

Many migrants arriving in Europe have been forced to leave their home because of conflict, violence, persecution and repression. Often, they have no choice but to undertake perilous journeys to reach safety. Some have experienced tremendous dangers and threats along the migratory route and as a result suffer from different types of trauma that require additional medical and psychological support. Migrants may be particularly vulnerable for many reasons, including absence of legal status, family separation, economic hardship, violence, disability, and nationality.

The situation of unaccompanied minors is particularly worrying. Reception systems for unaccompanied minors in several countries are under severe strain because of the high number of arrivals. Children now represent nearly 40 per cent of recent arrivals in Greece; for an over-burdened and underdeveloped asylum system it is a challenge to meet their needs and respect their rights.

Recruitment and training of volunteers

National Societies are in a unique position to provide front-line services. This attracts spontaneous volunteers who want to ‘do something’, based on their concern and empathy for migrants. During 2015, hundreds of new staff and volunteers were recruited by National Societies across Europe. The proper recruitment, orientation and training of new volunteers is crucial, both to ensure the continuity and effectiveness of Red Cross Red Crescent responses

Many National Societies have expressed concern that insufficient accommodation or relevant services are in place to welcome the increasing number of newcomers.
and guard against giving volunteers licence to act in ways that might compro-
mise the Movement’s principles and values, but it is challenging in practice. Beyond recruitment, volunteers need to be accompanied to ensure that they are able to deal with difficult situations in a sustainable way.

National Societies have reported that volunteers are progressively becoming exhausted because assisting migrants makes such intense demands. Some volunteers may only have intended to help out in the short term when the flow of migrants was a daily news item. A shortage of volunteers with the right skills may compromise a National Society’s ability to provide consistent protection and assistance, and may require certain responsibilities to be fulfilled by paid staff for whom additional funding may be required.

**Ensuring assistance reaches all migrants at all locations**

Many migrants arriving in southern Europe transit through these countries for no more than 12 to 48 hours. This has required National Societies to relocate their humanitarian services to areas in which they previously did not have a presence, at border crossing points and in transit and detention centres.

Since the closure of some borders, migratory routes have changed. Many migrants have been stranded, unable to continue on their intended route, while others have been forced to seek unsafe routes or means of travel offered by smugglers. This has required National Societies to further adapt to assist migrants by offering services such as social support and health care.

**Tackling racism and xenophobia**

Promoting social tolerance and respect is at the heart of Red Cross Red Crescent action. The Movement is committed to countering stereotypes that feed discriminatory and xenophobic attitudes towards migrants. But such advocacy may generate resentment if local populations have the impression that the needs of migrants are being addressed at the expense of local people in need, such as veterans, the unemployed or the homeless. Especially when the issue of migration becomes politicised, it is essential to emphasize that all Red Cross Red Crescent actions are needs-based and rights-informed and that the Movement makes no distinctions on grounds of nationality, race, religious belief, class or political opinion.

**Reputational risks**

It is important that all components of the Movement are seen to actively engage on migration; any lack of effort in one or more territories in which there are migrants could undermine our protection and assistance role elsewhere. IFRC is critical in reinforcing individual National Societies when their capacity to provide humanitarian assistance is overwhelmed, and the ICRC remains available to provide support to National Societies within its areas of expertise, to restore family links, assist detained migrants, and deliver other forms of protection, for example.

The Red Cross Red Crescent sometimes has to withhold services (for example, demands to determine the legal status of individual migrants), or refuse contributions that are inappropriate or of poor quality, that are associated
with a political agenda, or that target nationality not need. In such cases, we need to make clear why we refuse, to ensure that neither the Red Cross Red Crescent nor migrants themselves are accused of being selective.

National Societies may also be providing humanitarian assistance in detention centres. The Movement needs to stress the humanitarian justification for providing assistance in such facilities, otherwise we run the risk of being seen as part of the enforcement structure.

A failure to communicate the distinct ways in which the Red Cross Red Crescent supports refugees, asylum seekers and irregular migrants, and vulnerable groups within each of these categories, may confuse the public and reduce its support, not only for our migration work but for our work with other vulnerable groups.

**Speaking with a common voice: advocacy on EU and national migration policies**

As migration is a highly politicized issue in Europe, the ability to influence decision makers depends on developing clear shared messages and policy recommendations which ensure that operational and policy responses are adequate to address the situation. It is equally important to review and adjust messages, to ensure they focus not only on the immediate response but also support a longer-term vision on EU border, asylum and migration policies.

The impact of EU migrant and border policy choices, and particularly the absence of safe legal avenues for migration, may create more difficulties and additional vulnerabilities for asylum seekers. Efforts are required to advocate for better, more sustainable EU policies in the field of migration and asylum that take into account the humanitarian needs of all migrants.

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Migration Scenarios

The following scenarios were inspired by the exercise conducted by ACAPS in March 2016, to which the IFRC and several National Societies contributed.

The situation in Greece is likely to remain volatile for some time. More than 50,000 migrants are stranded in 48 sites, including closed facilities, where conditions have yet to meet basic humanitarian standards for health, hygiene, protection and shelter. As of 31 May 2016, 1,142 asylum seekers had been relocated from Greece to 19 EU countries and Switzerland under the EU relocation and resettlement scheme. The high volume of asylum applications overwhelms Greek authorities, who are unable to offer specialized public services to a possible 20,000 successful applicants due to the country’s economic crisis.

In Greece and elsewhere, the potential for violence between migrants or between migrants and the authorities is high, as a result of forcible returns, inter-ethnic fighting, tension over prioritisation of Syrians in relocation assistance, mass detentions, loss of hope of onward movement, frustration over service provision, host population fatigue and anger, dwindling money supply, or increased petty crime. A growing proportion of rejected asylum applicants remain in arrival countries without access to public services. The risk of smuggling and exploitation increases significantly as people seek alternative paths into Western Europe, putting them beyond the reach of aid organisations, while family separations spike as stranded migrants are unable to join relatives already in destination countries.

Migrants’ needs change as they shift from being ‘on the move’ to being stranded. They require integration assistance, education, and longer-term health interventions. Whereas camp conditions in Greece may improve with smaller camp populations, migrants who lack residency documents and choose urban areas over camps are particularly vulnerable, because aid organisations can reach them less easily and they are more likely to attempt dangerous routes into western Europe. As smugglers adapt their operations, making migrants less visible, migrants need more protection; monitoring of unaccompanied minors becomes especially important. Attempts to forcibly return stranded migrants from Greece to Turkey may lead to increased human rights violations.

Reactivating officially-facilitated routes through the western Balkans would take advantage of existing infrastructure, though medical needs could spike as authorities use punitive measures in failed attempts to stop the flow. The continuation of selective entry sparks tension and might spark clashes between eligible and ineligible groups of migrants.

<table>
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<tr>
<th>Scenario</th>
<th>Description</th>
<th>Triggers</th>
<th>Likelihood</th>
<th>Impact</th>
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<tbody>
<tr>
<td>The number of stranded migrants in Greece and Turkey stabilizes; new arrivals neither increase nor decrease.</td>
<td>The number of new arrivals is balanced by returns to Turkey and by migrants reaching destination countries via smugglers and new routes. Balkan routes are closed to new arrivals.</td>
<td>Implementation of EU-Turkey deal.</td>
<td>Likely</td>
<td>Medium</td>
</tr>
<tr>
<td>The number of stranded migrants falls.</td>
<td>No significant new arrivals occur. Migrants are able to reach destination countries via new routes.</td>
<td>Implementation of EU-Turkey deal. Transit routes offered by smugglers.</td>
<td>Possible</td>
<td>Low</td>
</tr>
<tr>
<td>The number of new arrivals increases; migrants are stranded in arrival countries.</td>
<td>Migrants enter Europe through other countries and routes. European countries keep their borders closed to migrants. Arrival and transit countries host increasing numbers of migrants.</td>
<td>EU-Turkey deal not implemented. Reinstatement of Dublin returns to Greece. Calmer waters in summer months encourage arrival by sea.</td>
<td>Possible</td>
<td>Major</td>
</tr>
<tr>
<td>The Balkan route is reopened and new arrivals continue to arrive in transit and destination countries.</td>
<td>New arrivals increase. Fewer migrants are stranded; more migrants are in transit. Asylum is refused to some nationalities who remain stranded in arrival countries.</td>
<td>Borders are reopened across Europe.</td>
<td>Unlikely</td>
<td>Major</td>
</tr>
</tbody>
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movement migration commitment: what we say we will do

The International Red Cross and Red Crescent Movement has a longstanding commitment to work with governments, host populations and migrant communities to meet the humanitarian needs of vulnerable migrants. This commitment is rooted in the Fundamental Principles and was formally elaborated in the IFRC’s Policy on Migration in 2009 and recalled by States in Resolution 3 on Migration: Ensuring Access, Dignity, Respect for Diversity and Social Inclusion, adopted at the 31st International Conference of the Red Cross and Red Crescent Movement in 2011.

The role of the Movement on migration is strictly humanitarian, and focuses on the needs, vulnerabilities and potential of migrants, regardless of their legal status. The Movement does not encourage or discourage migration, but instead seeks to ensure that vulnerable migrants, including refugees and asylum seekers, receive the protection to which they are entitled under international and domestic law. Our activities are adapted to migrants’ needs and vulnerabilities, which vary from one place to another and can be exacerbated by limited access to rights and services, arbitrary arrest and detention, violence and human trafficking, family separation and the loss of family links, or death during the journey.

With the commitment to address the needs and vulnerabilities of migrants comes the obligation to tailor our responses accordingly. Gender and other social factors – such as age, disability, health status, including HIV/AIDS and other chronic illnesses, social status, and ethnicity - all shape the extent to which people are vulnerable to, affected by, respond to and recover from crises. Strengthened analysis of gender and diversity is required across all Red Cross Red Crescent interventions to ensure alignment with existing strategic commitments to incorporate gender and diversity in all operations, and prevent and respond to sexual and gender-based violence.

At a Regional Conference for European and Central Asia in 2014, National Societies adopted a Call for Action which requested governments and par-

13 IFRC, Minimum standard commitments to gender and diversity in emergency programming (pilot version).
14 Resolution 3 on Sexual and gender-based violence: Joint action on prevention and response, 32nd International Conference of the Red Cross and Red Crescent.
15 Florence Call for Action, June 2014.
liamentarians, the corporate sector, communities and National Societies to engage with the Movement and invest in innovative and long term solutions to turn the tide of the migration crisis and bring hope to those most affected.

A Partnership meeting in Tunis in 2015 further called upon the public and decision-makers to:

1. Review policy and legal frameworks in order to ensure protection of migrants’ dignity, irrespective of their legal status. The scaling up of humanitarian services and response should be based on addressing vulnerabilities and needs regardless of legal status.

2. Promote the creation of legal and safe migration channels.

3. Emphasize the role of, and further support for, local actors and host communities in our continued efforts to build community resilience.

4. Ensure a gender and diversity-sensitive approach.

A Movement-coordinated response plan to meet the humanitarian needs of vulnerable migrants in the Mediterranean and neighbouring regions identified the following main lines of response:

- Humanitarian assistance
- Protection
- Public awareness and promotion of respect for diversity, non-violence and social inclusion.

The scale of humanitarian need also requires effective coordination and cooperation. Collaboration is sought both within the Movement and outside it, with civil society and the wider humanitarian community, in regional and global forums and, in Europe particularly, with EU institutions.

Whilst there is a need for more concrete and effective action to respond to migrants’ needs and to avoid tragedies such as the loss of life in the Mediterranean Sea, there is also a need to remind governments of their responsibilities. Everyone must be treated in a humane and respectful way; every human being must be recognized as a holder of rights. Our advocacy efforts must put humanity and human dignity at the centre of migration policies.

IFRC’s global campaign ‘Protect humanity, stop indifference’ is an initiative designed to build solidarity and empathy for vulnerable migrants, and to call for their protection as a matter of collective responsibility. It calls on people, partners and decision-makers to guarantee migrants’ safety and protect their dignity, without discrimination, at every stage of their journey. Specifically, people, partners and decision-makers are asked to:

16 Tunis Commitment to our shared humanity, September 2015.
17 A response plan to meet the humanitarian needs of vulnerable migrants: A Movement coordinated approach focusing on the Mediterranean and neighbouring regions (September 2015).
18 #ProtectHumanity.
Protect the dignity and ensure the safety and wellbeing of all migrants, wherever they may be and regardless of their legal status.

Grant migrants access to international protection determination procedures and ensure their access to relevant services, such as Restoring Family Links.

Stop labelling migrants as ‘illegal’.

Promote respect for diversity and non-violence and enhance social cohesion between migrants and host communities.

A Movement European Migration Conference in London agreed on the way forward to support migrants in 2016 and beyond, balancing an operational response with advocacy. The European Migration Strategy (outlined below) includes country level activities and regional components to enable resources to be moved to where they are most needed. An IFRC Head of Migration was appointed to coordinate and promote information management, operational and contingency planning, advocacy, bilateral and peer technical support, and resource mobilisation, as well as act as a focal point for National Societies.

Strategy

At the London Conference there was a sense of solidarity that the migration crisis is a collective problem that requires a collective solution. The Conference highlighted the need for the Movement to adopt a clear and distinct position vis-à-vis the migration crisis in the European context. It was noted that this is a humanitarian, but also a political and solidarity crisis, and there is great need for a humanitarian voice in the midst of it.

The actions outlined in the Strategy below are not applicable to all National Societies at all times. The actions are dependent on the needs of migrants, the capacity of each National Society, and the roles and responsibilities of other stakeholders to provide assistance and protection to migrants. However, there is a role for all National Societies to ensure that the needs of migrants are met, in accordance with humanitarian standards, and to advocate on behalf of migrants when they are not.

Goal: To reduce the vulnerability of migrants through coordinated and trans-regional support, and to strengthen and better coordinate advocacy efforts to protect migrants

Assistance

Outcome 1. Meet the immediate and longer-term needs of migrants who are stranded, in transit, or have reached their destination countries

Provision of humanitarian aid

We will provide search and rescue, post-rescue and landing assistance at harbours, land and sea borders, airports, train stations and hazardous crossing points. Immediate assistance on arrival may include the distribution of emergency food and water, access to first aid, health care and psychosocial
support, restoring family links, orientation, information, and legal counseling; this practical assistance may continue throughout a migrant’s journey.

In reception centres, we will provide shelter and accommodation, protection from the climate, and safety, privacy and dignity, and ensure that acceptable food, water, non-food items, hygienic conditions and information are available, as well as access to health services, including psychosocial support. We will provide child-friendly spaces for children, and recreational and social activities for adults and families.

We will provide longer-term assistance to migrants as they wait for resettlement or relocation. This can include longer-term shelter and accommodation, cash-based assistance to cover basic needs, impartial legal advice, information on safe practices and access to services, skills training, and professional competency tests to secure employment. In arrival and destination countries, assistance to resident vulnerable groups, such as the homeless and destitute, may be provided alongside that to migrants.

Advocacy

We will work towards ensuring that relevant laws and procedures are in place to enable National Societies to enjoy effective and safe access to all migrants for the delivery of services, and to facilitate the application of asylum seekers’ rights.

Protection

Outcome 2. Protect lives and human well-being and secure respect for the individual

Immigration detention

The ICRC works in immigration detention alone or in collaboration with National Societies. During its visits, the ICRC assesses whether detained migrants are treated humanely and held in conditions that preserve their dignity and afford due process of law. It maintains a confidential and constructive dialogue with the authorities. Restoring Family Links services and direct assistance can also be provided if needed.

Safety in the community

National Societies will work with the authorities to ensure that, while waiting for their status to be determined, migrants enjoy appropriate living arrangements with minimum restrictions that enable them to live in dignity and safety.

Broader protection activities

By monitoring migrants along their journey, we will be able to assess how the authorities are upholding respect for the human rights of all migrants at borders and entry points, as well as monitor shelter and accommodation conditions and migrants’ access to health services. Practical assistance to meet basic needs and reduce vulnerability is provided, as outlined above, by humanitarian aid as well as advocacy to secure a legislation framework that allows safe access to all migrants. To enable migrants to make informed
decisions regarding the risks and threats facing them, we can provide advice on legal entitlements and ways to prevent and protect themselves from exploitation and trafficking in human beings.

Where families are at risk of being separated, for example at border crossings and transport hubs, we will maintain a presence to safeguard family unity by providing guidance on maintaining contact, and following up individual cases where separation has occurred.

In our respective areas of expertise and roles, we will also ensure that specific provision is made for especially vulnerable groups of migrants, including unaccompanied minors and separated children, persons fleeing violence and persecution, women, disabled, the elderly, and victims of trafficking.

Advocacy

We will seek to work with States to promote and protect migrants’ rights in line with the Fundamental Principles and meet humanitarian needs. We will advocate for secure access to all migrants so that we can provide humanitarian aid. We will work to ensure that the rights of asylum seekers, refugees and other vulnerable migrants are protected, will develop strategies to address and respond to the humanitarian consequences of human trafficking, will improve detention conditions and respect for the rights of asylum seekers whose claims have been unsuccessful, will look at alternative legal avenues for migration, and will ensure that returns are conducted in a humane and dignified way. We will negotiate with the authorities regarding the protection and care of unaccompanied minors and separated children (UAM/SC), to ensure they are well cared for, that cases are dealt with in a timely fashion, and that a person is appointed to ensure the best interests of each child. We will strive to prevent destitution among migrant populations by advocating swifter integration into the labour market and access to education.

Public Awareness

Outcome 3. Migrants are fully integrated into local communities

Awareness raising

We will counter racism, discrimination, xenophobia and the stigma that migrants often face by highlighting in the media and in our external communications the many positive contributions and diverse skills they bring to society. We will support community initiatives that stimulate respect for diversity and non-violence, in order to sensitize public opinion and promote social cohesion. We will work with academic and policy institutions to gather statistics and data to support evidence-based messaging and dialogue, and will promote legal and safe migration to facilitate the application of refugees, asylum seekers and migrants’ rights.

Advocacy

We will use our global reputation, our image, and our voice to advocate with governments, the corporate sector, civil society and the public for the right of migrants to have aspirations for their future.
Through our Protect Humanity, Stop Indifference campaign, we will inform and mobilize the media and politicians.

We will work with youth as agents of behavioural change, empowering them to take an ethical leadership role on migration in their community.

We will encourage migrants themselves to engage with National Societies, as staff and volunteers, as decision-makers, and as members of community groups.

**Coordination**

**Outcome 4. Increase understanding of migrant vulnerabilities and migrant value, and support for the Movement’s humanitarian role**

**Strengthen response management**

In 2015 and 2016, IFRC launched emergency appeals on behalf of the Red Cross Societies in Croatia, Greece, Hungary, Italy, the former Yugoslav Republic of Macedonia, and Serbia; an appeal on behalf of the Turkish Red Crescent Society was launched in 2012. IFRC has also launched a Regional Emergency Appeal to enhance coordination, strengthen technical support and capacity building, strengthen communication and advocacy, and build operational and strategic partnerships.

Going forward, where there is a need to scale up country-level operations in the future, these will be included in regional emergency appeals, with the exception of the three main arrival countries – Greece, Italy and Turkey - which will retain country-level appeals.

The Regional Emergency Appeal will be the main multilateral mechanism to prepare for future sudden influxes of migrants into Europe. Preparations will be based on rigorous scenario planning, early warning systems and contingency plans capable of scaling up and delivering a response within 48 hours. The Regional Emergency Appeal must therefore have sufficient flexible financing for a future influx of migrants, which can be used to mobilize immediate human and material resources as required. In order to ensure rapid deployment, the necessary human resources, logistical and finance systems will be in place together with a register of disaster management and migration expertise that will include both global tools (Field Assessment and Coordination Teams, Emergency Response Units) and regional tools (Regional Disaster Response Teams). The multilateral approach will not exclude bilateral support between National Societies; indeed, this will be actively encouraged through a coordinated response approach. All emergency interventions will include exit strategies where assistance to migrants is incorporated into National Society regular programmes and services. A real time evaluation of the European Migration Operation is scheduled for mid-2016; its findings and recommendations will be used to improve preparedness and response interventions.

**Technical support**

The development and dissemination of Red Cross Red Crescent position papers and guidelines will assist National Societies to develop services to help
migrants in their national contexts. Evidence-based reporting will be used to learn lessons and improve our operational and advocacy work. A common monitoring and evaluation framework on migration will allow us to measure our success in living up to the principles set out in the Policy on Migration.

- **National Societies** will be supported when they transition from an emergency response to a longer-term approach to assist migrants.

- **Existing European Red Cross** networks on migration, on assistance to and protection of victims of trafficking, on volunteer management, and on psychosocial support, will continue to share information and evidence-based reporting on migration.

- **Workshops on immigration-related detention** are an opportunity to discuss best practices and share experiences.

### Positioning and Advocacy

A European Migration Communications Strategy will aim to make the Red Cross Red Crescent the main reference when it comes to the delivery of effective assistance to and advocacy for migrants. This will be accomplished through clear, focused, coherent and consistent messaging and communications throughout the Movement network.

Our advocacy work will bring attention to the suffering of migrants on the move and their situations of high risk and vulnerability. We will promote the strength and potential of migrants to contribute meaningfully to their communities and highlight the positive aspects of migration. We will assist National Societies to leverage their auxiliary role and influence EU and national migration policy developments. We will facilitate the exchange of best practices and communication.

### Assumptions

Critical assumptions for successful implementation

- **The Red Cross Red Crescent** has access to migrants wherever they are.

- **There is effective communication** and coordination across the Movement.

- **National Societies coordinate effectively** on migration with government, UNHCR, IOM and other humanitarian actors.

- **National Societies have sufficient risk management** and preparedness capacity.

- **IFRC and ICRC have institutional readiness** in line with standard operating procedures at country, regional and headquarters levels.

- **There is sufficient and sustainable core funding**, and timely and flexible response funding.
National Society Action

A particular challenge of the migration crisis in 2015 was the fast changing context: the flow of migrants changed as new and secondary routes emerged and new countries were affected.

The routes taken by migrants from Turkey and other countries into Europe remained fluid, with changes precipitated by border closures. By the end of the year, border controls had been imposed in Austria, Croatia, Hungary, the former Yugoslav Republic of Macedonia, and Slovenia. These controls resulted in bottlenecks in Greece, the former Yugoslav Republic of Macedonia and Serbia, and pushed people to undertake new routes, for example from the Black Sea to Romania, from Greece to Albania, and from Turkey or Greece to Bulgaria. All arrival and transit countries were under tremendous strain coping with the large numbers of people passing through their borders, and the same applied to many of the main destination countries, including Germany, Sweden and Finland, some of which also imposed border controls.

Looking forward, the longer-term future is uncertain with regard to resettlement, relocation and return, and National Societies need to be prepared.

Many migrants travelling to, and settling in, Europe face multifaceted challenges: complex and sometimes inadequate mechanisms for identifying and addressing vulnerabilities of migrants along shifting migratory routes; limited systems for regular and safe access to asylum and protection; limited access to basic services; the risk of refoulement; a lack of readily available and timely information on shifting and mixed migratory routes; national border deterrence measures that increase risks and therefore the vulnerability of migrants; inadequate reception conditions; and intolerance, violence, discrimination, and lack of respect for diversity, as well as inadequate action to counter these trends.

The presence of the Movement in all countries affected by the migration crisis is acknowledged as a strength, while their unique mandate and auxiliary status enable National Societies to provide dignified assistance, protect the most vulnerable, and influence policies that prioritize humanitarian needs.

Substantial and sometimes exceptional work was done in 2015, for which staff, volunteers and Movement organizations are to be commended. As the crisis continues, National Societies and other humanitarian actors need to continue to expand, strengthen and adapt to meet the complex needs of migrants in 2016 and beyond.
As the crisis continues, National Societies need to continue to expand, strengthen and adapt to meet the complex needs of migrants in 2016 and beyond.
The narrative below highlights the scope and scale of the support that National Societies provide to migrants at points of arrival to Europe, in transit countries, and in destination countries for resettlement and integration. In 2015 and 2016, many National Societies have extended the services they have provided to migrants for many years, and done so on a much larger scale. Other National Societies have been required to adapt their structure and ways of working, or to request assistance from sister National Societies, the IFRC and the ICRC.

Albanian Red Cross

In 2014 and 2015 fewer than 2,000 migrants a year entered Albania; only 140 are currently requesting asylum. The Albanian Red Cross has distributed food, blankets and hygiene kits to asylum seekers at centres in Barra and Vore Tirana.

The Albanian authorities have declared the borders closed to migrants, though some will be welcomed under the EU-Turkey Agreement. Reception centres are being established in Gjirokaster and Korce, and the Albanian Red Cross is working closely with the government, UNHCR, IOM, UNICEF, Save the Children, Caritas, World Vision and others to plan for a scenario of 500-600 migrant arrivals per day should new migratory trails open across Europe. The Albanian Red Cross is preparing to provide relief, first aid and psychosocial support for up to 5,000 migrants through its network of 39 branches and 500 volunteers.

Austrian Red Cross

Since September 2015 the Austrian Red Cross has assisted approximately 800,000 migrants and asylum seekers with food and non-food items, medical care, psychosocial support, and restoring family links. It runs transit shelters in more than 100 locations across Austria. A field hospital in the largest government asylum seekers’ camp treated nearly 5,000 migrants in two months.

The Austrian Red Cross continues to provide more than 4,000 asylum seekers with long-term shelter and essential services, as well as social and integration programmes. So far, more than 19,300 volunteers and staff have been mobilized.

Elsewhere, 24 Austrian Red Cross experts have been deployed to Greece and Hungary to support assessment, coordination and WASH activities. A team has been providing health care services at the Idomeni camp on Greece’s border with the former Yugoslav Republic of Macedonia.

Belgian Red Cross

Since 1989 the Belgian Red Cross–French Community has acted as auxiliary to the Government in providing reception and assistance to asylum seekers.
Today, the Belgian Red Cross–French Community delivers a range of services to migrants, refugees and asylum seekers. These services include:

**Reception centres for asylum seekers.** The Belgian Red Cross-French Community provides accommodation, food, clothes and hygiene items, child care, education, vocational training for adults, social counseling, and a wide variety of volunteer activities. Special projects are set up for more vulnerable groups, including women and unaccompanied children.

**Trainings provided to asylum seekers in reception centres.** The Belgian Red Cross-French Community designs, implements and supports training modules for asylum seekers in reception centres. These modules provide information on key concepts and aim to support and strengthen people’s skills. They assist migrants to face the challenges that arise during their migratory journey. The most important topics discussed during training courses include autonomy, responsibility, and the idea of ‘living together’. Upon completion, the participants better understand the society around them and have a clearer view of their journey and the opportunities that exist. Modules are provided in French, Arabic, English, Russian, Pashto and Dari. This variety of languages is intended to maximize participation and meet a wide number of people’s needs. Topics discussed during the trainings concern practical, professional and civic aspects of life in Belgium. They include health care, budgeting, asylum procedures, life after reception centres, vocational orientation, and Belgium as a country (history, political institutions, citizens’ rights etc.). Partnerships with Promotion Sociale schools and other training organizations ensure access to literacy and French courses. Vocational trainings in carpentry, masonry, and domestic and kitchen help are organized through similar partnerships.

**Reception centre for asylum seekers with special psychological needs.** Asylum seekers with psychological needs were not being adequately supported in the normal Belgian reception system, so a specific center called CARDA was created to fill the gap. The centre provides residential counselling to asylum seekers with a focus on those in need of intensive care. CARDA treats depression, post-traumatic stress, psychosomatic symptoms and behavioral problems, but does not provide more specialized care (addiction or severe psychiatric issues). CARDA has the capacity to host 40 people, including singles, couples and families, and has five places specifically reserved for unaccompanied minors. The centre is staffed by 23 specialists, including psychologists, educators, nurses and a psychometrician. These specialists provide psychological assessments and decide whether to keep asylum seekers for further care in the centre, recommend regular sessions, or discharge them. CARDA also works in close cooperation with psychiatric hospitals and is able to refer acute cases in need of further treatment to these institutions. Asylum seekers in other reception centres in Belgium can be hosted at CARDA during crisis periods or when they need psychological treatment. Staff from other reception centres have been trained to identify asylum seekers who show symptoms of psychological issues and to refer them to CARDA for further support.

**Initiatives and activities to fight stereotypes and xenophobia, and disseminate positive images of migrants and refugees in Belgian society.** The National Society has organized workshops, conferences, seminars and
trainings; produced information materials in different languages; taken part in national and EU-level projects; and actively collaborated with state institutions, local authorities, schools and NGOs.

**International family tracing activities.** During the influx of migrants into Europe and Belgium in the summer of 2015, the Belgian Red Cross–French Community successfully scaled up its operations, from managing 18 reception centres to managing 29 in December 2015. In six months (from July to December 2015) the Belgian Red Cross-French Community opened 6,000 new places in reception centres. This quick action was possible because the people working in reception centres were highly prepared. Since January 2016, the influx has decreased each month. At the moment, the Belgian Red Cross–French Community manages 27 reception centres.

**British Red Cross**

For over a century, the British Red Cross has helped to assist and protect people in the UK and abroad who have been forced to leave their country fearing persecution - beginning in 1897 when a large number of Thessalonian and Cretan refugees fled Crete. Other key dates include the Great War and World War II, 1956 when 7,500 Hungarian refugees came to the UK, 1972 when 60,000 Asians were expelled from Uganda, the 1970s when more than 19,000 Vietnamese were resettled in the UK, and the 1990s when 1,000 Bosnians were accepted. Throughout, the British Red Cross offer of support to refugees has always included family tracing and message services.

Today, the British Red Cross delivers services to refugees and asylum seekers at 60 different delivery points in 17 areas of the UK. Services include:

**Orientation.** The British Red Cross provides short-term support to help vulnerable and newly arrived refugees adapt to life in a new country. Since many trained Red Cross volunteers are refugees themselves, they speak a wide range of languages and can offer valuable support and advice. All information materials are translated into the main refugee languages, and a signposting and information service in many areas helps people navigate the UK’s complicated dispersal and asylum process.

**Destitution support.** From new arrivals to failed asylum seekers, thousands each year find themselves cut off from government support or welfare benefits. In such cases, the British Red Cross can provide short-term emergency support and expert advice on how to access whatever limited resources are available.

**Life skills.** Short-term group work programmes build life skills and confidence. Programmes vary from region to region but can include English language workshops, first aid training, wellbeing courses, IT skills, employability training, and volunteering opportunities.

**Casework support.** Advice and guidance is available at any stage of the asylum process, including low level legal advice. The kinds of problems addressed include accommodation issues, asylum process delays, difficulties in accessing benefits, and financial hardship.
Integration. Short term integration support assists people through transition and builds independence. Initiatives might include providing a welcoming place to meet friends and socialize, or providing opportunities to play sport, volunteer or take part in other activities.

Support for young refugees. The British Red Cross works with local authorities to better protect and safeguard arriving unaccompanied children who seek asylum in the UK (specifically in Kent and Portsmouth), and ensures that young people receive the services to which they are legally entitled. The aim is for young refugees to understand their rights and entitlements and acquire the skills they need to cope with and respond to their situation.

Refugee family reunion. The British Red Cross provides specific support to separated family members around the world who have been allowed by the government to join their families in the UK. It provides travel assistance, refugee family reunion visa application support, and integration support to newly reunited families.

Syrian Vulnerable Persons Resettlement Programme. Since the government expanded its resettlement programme for vulnerable Syrians to 20,000 people in September 2015, the British Red Cross has provided assistance on arrival, reception accommodation, orientation, and longer-term casework and integration support to new arrivals.

Anti-trafficking. In 2014 the British Red Cross, together with the Croatian Red Cross, launched PROTECT, an anti-trafficking project, to build a more coherent and consistent Red Cross response to trafficking. One-to-one casework support is provided that includes support in group settings and support for people coming out of exploitative conditions, including destitution support, advocacy and guidance. In April 2016 the British Red Cross and Croatian Red Cross launched an anti-trafficking online e-module course and all staff and volunteers are now encouraged to complete this training.

International family tracing. The British Red Cross provides tracing services in 35 locations around the UK. In 2015, 1,236 cases were opened. (The number of initial enquiries is much higher.) Since 2007, the British Red Cross has delivered RFL assistance in places of immigration detention in the UK. In 2015, IFT teams provided support to detainees in all eleven immigration removal centres, by providing tracing services or referring migrants to other organizations for further assistance. The British Red Cross also provides psychosocial support sessions and first aid education in immigration removal centres.

In the UK, the British Red Cross partners with a number of institutions and other charities at local and national level: the Home Office Strategic Engagement Group (a high level Home Office stakeholder group); the National Asylum Stakeholder Forum’s sub-groups on children, detention, and asylum support; Regional Migration Partnerships; the Refugee Children’s Consortium and the Human Trafficking Advisory Forum; local authorities on the Syrian Resettlement Programme; and the National Crime Agency and local police forces on some of the anti-trafficking work.

Overseas, the RFL team has worked with the Croatian Red Cross and the Romanian Red Cross on their contingency planning for RFL and production
of RFL materials. Emergency relief was delivered with the French Red Cross to four migrant camps in France, where there is continued assistance with a medical clinic, RFL services with interpreter support, and first aid training. The British Red Cross supports staff and volunteers working in refugee services and RFL through the provision of local clinical supervision/reflective practice groups and one-to-one sessions that take place on either a monthly or twice monthly basis. This offer is delivered by professionally qualified professionals, including consultant clinical psychologists, consultant psychotherapists, and senior social workers. This year the workshops have focused on assisting staff and volunteers to support those who are suicidal or present safeguarding concerns. Last year we focused on mental health awareness and the year before on delivering news.

Bulgarian Red Cross

The Bulgarian Red Cross has partnered with UNHCR since 1993 on projects that integrate refugees and promote the social integration of persons seeking international protection in Bulgaria. The Red Cross Law in Bulgaria, passed in 1995, states that the National Society “helps foreigners who have been seeking or have received international protection” and in 1997 the Bulgarian Red Cross established a Refugee/Migrant Service.

23,000 asylum seekers or persons granted international protection in Bulgaria received assistance from the Bulgarian Red Cross between 2013 and 2015. The Law on Asylum Seekers and Refugees is currently being revised by the National Assembly.
The Bulgarian Red Cross’ main support to migrants is through humanitarian assistance and protection to individuals in reception centres and in the community. It targets vulnerable beneficiaries with special needs, including the elderly, the chronically ill, single parents, pregnant women, unaccompanied minors, and people with disabilities. It provides:

- **Food** and non-food material relief such as diapers, hygiene packages, food packages, disinfectants, household utensils, blankets, bedding, shoes and clothes.

- **Daily** social counselling, guidance and referrals.

- **Assistance** in obtaining medical, psychosocial, psychological and psychiatric care, and the provision or purchase of prescribed medicines and medical supplies.

- **Hygiene** promotion.

- **Regular** Bulgarian language courses free of charge, and summer camps that give children an intensive course in Bulgarian.

- **Financial** assistance.

- **Family** tracing services (through the ICRC network).

A team of Bulgarian Red Cross social workers are present in reception centres. Red Cross volunteers include Bulgarian nationals, migrants and refugees.

To protect migrants, the Bulgarian Red Cross monitors the conditions of asylum seekers in reception facilities and detention centres run by the State Agency for Refugees under the Ministry of Interior’s Migration directorate. It provides information sessions on the rights and obligations of persons seeking and receiving international protection in Bulgaria, prevention of sexual and gender-based violence, and prevention of unwanted pregnancy and sexually transmitted diseases.

The Bulgarian Red Cross focuses on building a positive image of refugees in Bulgarian society by lobbying and advocacy. It celebrates cultural and religious holidays; organizes workshops, conferences, seminars and trainings on social and health issues; produces information materials in different languages; participates in working groups, committees and conferences; takes part in national and EU level projects; and collaborates actively with state institutions, local authorities and NGOs.

The Bulgarian Red Cross’ migration activities are funded by UNHCR, the Global Fund to Fight HIV/AIDS, Tuberculosis and Malaria, the European Refugee Fund, the State Agency for Refugees, and Red Cross Movement partners.

The main partners of the Bulgarian Red Cross are UNHCR, the State Agency for Refugees at the Council of Ministers, the Ministry of Interior - Border Police and Migration, the Ministry of Health, IOM, the Bulgarian Helsinki Committee (BHC), Caritas Bulgaria, the Council of Refugee Women, the Association for Integration of Refugees and Migrants, and the Bulgarian Council...
on Refugees and Migrants (established in 2005 by the Bulgarian Red Cross, Caritas and the BHC).

In 2016, the Bulgarian Red Cross will focus on providing assistance and protection to asylum seekers and beneficiaries of international protection in Bulgaria, improving reception and integration conditions, language training, social counselling and referral to third countries, preventing TB among migrants in detention, and providing social mediation to asylum seekers in the reception facilities of the State Agency for Refugees in the regions of Haskovo and Sliven.

**Croatian Red Cross**

During the 1990s, the Croatian Red Cross contributed to providing assistance to almost one million refugees and internally displaced persons following the conflicts in Croatia and in Bosnia and Herzegovina. As refugees and IDPs started to return or resettle, the Croatian Red Cross supported their integration process, providing community-based assistance to different ethnic groups for more than 20 years.

The Croatian Red Cross has a long-standing partnership with the government and UNHCR in its work to support migrants, based on cooperation agreements with each. As auxiliary to the public authorities in the humanitarian field, and in response to the needs of asylum seekers in Croatia, the Croatian Red Cross started to work in the reception centre for asylum seekers in 2003, providing psychosocial support, social services, RFL, and other forms of practical support, in cooperation with UNHCR.

Croatian Red Cross staff and volunteers provide support to persons granted international protection during their integration process. Assistance includes helping them to settle into a new neighbourhood; provision of basic supplies; facilitating access to services, rights and entitlements; monitoring the integration progress; and providing psychosocial support and empowerment. Educational and public awareness activities to prevent human trafficking include activities in reception and transit centres for asylum seekers. The Croatian Red Cross also provides assistance to adult victims of trafficking, identified by the relevant authorities.

In accordance with its legal mandate, and building on already established partnerships and resources, the Croatian Red Cross had strengthening its capacity to respond to the humanitarian needs of migrants before the crisis. Preparations included regular communication with relevant authorities, humanitarian diplomacy, mobilisation of material resources at all levels, education of staff and volunteers, and media and public awareness activities. From the onset of the crisis, all available resources at headquarters and branches level were mobilized and significantly increased. At the peak of the crisis, some 777 staff and volunteers were deployed in 17 different entry and exit border points and transit reception centres.

Since September 2015, when migrants started to arrive to Croatia in large numbers, their movement within Croatia has been organized and facilitated by the government; transport, humanitarian aid and all services were provided free. The Croatian Red Cross provided emergency humanitarian aid in
Croatian Red Cross staff and volunteers have made continuous efforts to assist vulnerable groups of refugees and migrants, by facilitating their access to protection as well as relevant services.
all transit reception centres and at entrance and exit border crossings, distributed water, food, clothes, hygiene items, and non-food items, and supported programmes that trace family members, restore family links and give psychosocial support. In addition, Croatian Red Cross staff and volunteers have made continuous efforts to assist vulnerable groups of refugees and migrants, by facilitating their access to protection as well as relevant services.

With the aim of coordinating and streamlining the efforts of all humanitarian agencies involved, the Croatian Red Cross was appointed by the Ministry of Interior to coordinate the work of all international and national humanitarian organizations assisting migrants. It held daily interagency coordination meetings and established other mechanisms involving more than 20 organizations and institutions. The Croatian Red Cross coordinated closely with the Crisis Coordination Headquarters, led by the Ministry of Interior, and used this opportunity to regularly advocate for improvements in conditions in transit reception centres, based on evidence gathered in the course of its daily work.

In transit reception centres, the Croatian Red Cross provided assistance to refugees and migrants from their arrival by train until they boarded trains at departure. Rapid needs and vulnerability assessments were made and immediate assistance provided, including humanitarian aid, emotional and practical support, psychological first aid, health care, RFL, and relevant information. RFL activities focused on searching for family members, restoring and maintaining contact, and helping to reunite separated family members by using traditional but also new RFL tools that have been adapted to meet the circumstances or made use of new technological possibilities. Special attention was paid to preventive measures designed to keep family members together during their journey.

As the situation evolved in March and April 2016, the Croatian Red Cross adapted its response and included specifically tailored activities to address the humanitarian and protection needs of migrants. The Croatian Red Cross Protection and PSS/RFL teams were granted access to the transit reception centre for stranded migrants, and allowed to provide them with food and non-food items as well as organize access to health care, psychosocial support and RFL services.

Following the closure of this transit reception centre in April 2016, the work of the Croatian Red Cross teams focused on asylum seekers and migrants accommodated in reception centres for asylum seekers and detention centres. Activities included psychosocial support to individuals and families, and social, educational, creative and sporting activities. The objectives were to empower, build resilience, and protect vulnerable groups, and advocate on behalf of irregular migrants.

Successful initiatives

**Multi-disciplinary teams.** In the transit reception centre in Slavonski Brod, four teams composed of psychosocial support, protection, RFL staff and volunteers were established. Working in three shifts, each team of about 20 people provided round-the-clock practical assistance and protection services to migrants and vulnerable individuals. The teams included interpreters in Arabic, Farsi, Urdu and Pashtu. The Croatian Red Cross teams conducted
rapid needs and vulnerability assessments, provided emotional and practical support, psychological first aid, RFL and information, and facilitated access to health care (by making referrals and accompanying to health facilities). Tailor-made care was provided to specifically vulnerable groups, including children, pregnant women, older persons, persons with disabilities and special needs, and individuals under extreme stress. Individuals with specific protection risks, such as separated children, women travelling alone, and potential victims of sexual and gender-based violence (SGBV) and human trafficking, required particular attention and support, which was provided in accordance with relevant procedures and took account of the fast transit timeframe. Thanks to tireless humanitarian diplomacy efforts and the reputation of the Croatian Red Cross, its teams were granted access for humanitarian purposes to all parts of the transit reception centre at all times.

**Staff and volunteer support.** The Croatian Red Cross has been developing a tailor-made system of care for staff and volunteers in order to prevent work-related stress and burn out. A Volunteer Support Coordinator was deployed in the transit reception centre and established a functional structure of basic support including psychosocial-education, supervision of staff, and debriefing/unburdening sessions for the Crisis Intervention team members. Croatian Red Cross staff and volunteers have received practical training and tools and basic skills that enable them to facilitate debriefing sessions with frontline practitioners. In the future, much effort will need to be made to reach all staff and volunteers and to establish a functional and practical system that will gradually become an integral part of the organization’s crisis response work and an integral component of any deployment.

**Life skills project.** In this one-year pilot project, Croatian Red Cross volunteers help migrants to access vocational training and improve their employability, using a holistic approach. The project trains volunteers and migrants in skills needed for successful integration, including life skills, problem solving, and job search and job-retention skills. Red Cross volunteers act as mentors for vocational trainees and support refugees as they apply these life skills in everyday situations.

**Cyprus Red Cross Society**

Since the autumn of 2015, there has been a rapid increase in the migration activities of the Cyprus Red Cross Society. The government operates a Reception Centre for migrants near the village of Kofinou, which lies near the geographical centre of the island and is around 40km from three of the major cities on the island, including the capital Nicosia. The Asylum Service of the Republic of Cyprus is responsible for the centre, while a private company has undertaken its day-to-day administration. At the same time, the Cyprus Red Cross Society has taken a number of initiatives to improve living conditions for its residents, including monitoring and helping to cover most basic needs, and psychosocial support activities.

At the Menoyia Detention Centre, where people are detained pending deportation, the Cyprus Red Cross Society has completed a project on the development and provision of psychosocial services for detainees. Based on a
survey, recommendations designed to improve detention conditions were submitted to the government.

The Cyprus Red Cross Society has a Migration Committee, which has been inactive for the past few months due to restructuring, but it is expected to resume its activities in the summer of 2016. With funds from the Icelandic Red Cross, the Cyprus Red Cross has appointed a part-time Migration Officer to provide legal support to migrants and coordinate cooperation with the government and with non-governmental organizations. In addition, a part-time Psychosocial Support Officer is responsible for training volunteers in psychosocial support and coordinating psychosocial support activities in the field.

Danish Red Cross

The Danish Red Cross and the Danish Red Cross Youth have decades of experience of assisting and advocating for refugees in both the asylum and integration phases, and more recently of providing health services to undocumented migrants and humanitarian aid to migrants in transit.

Since 1984 the Danish Red Cross has acted as auxiliary to the government in receiving and providing assistance to asylum seekers. First reception centres provide accommodation, food, clothes and hygiene, and medical and psychological screenings, as well as psychosocial support, child care, education, vocational training for adults, medical clinics, individual psychological support, social counselling and a wide variety of volunteer activities. Special centres are set up for more vulnerable groups, including single women, unaccompanied children, victims of torture and those traumatized and in need of special care. All unaccompanied children are appointed a guardian, most often a Red Cross volunteer or, in certain cases, a professional Danish Red Cross guardian.

For a number of years the Danish Red Cross has undertaken advocacy on behalf of asylum seekers and refugees. Recent efforts over the last couple of years have prioritized integration into society for those who have obtained protection status. This includes the right to family reunification, and a holistic approach to integration that focuses on employment, education and social integration in society as well as the needs and rights of unaccompanied children.

Towards the end of 2015, the Danish Red Cross mobilized ad hoc reception centres at the borders to provide emergency assistance, first aid and information. A Safe Zone was set up at the main train station which provides psychosocial support and includes a children’s corner, 24-hour shelter, food and water, clothing, guidance on contacting the authorities to request asylum, health system referral, and practical support (for example, on charging mobile phones and internet access).

In 2015, of the estimated 90,000 people who crossed the border into Denmark, 21,500 applied for asylum. The Danish Red Cross operated 34 asylum centres in 2015. In January 2016, the influx started to decline and has continued to fall each month. In 2016, it is estimated that there will be 25,000 asylum seekers in Denmark.
Since 2011 the Danish Red Cross has been responsible for running a health clinic for undocumented migrants in cooperation with the Danish Medical Association and Danish Refugee Council. The staff are all Red Cross volunteers with a professional medical background and at least five years’ experience.

Since the early 1990s, the Danish Red Cross has provided extensive psychosocial support and networking activities to refugees granted residence permits. 2,300 volunteers in more than 90 branches are actively engaged in integration activities that include a friendship programme, social networks, bicycle and language training, and women’s and men’s clubs. Activities that target unaccompanied children include guardianship, homework support and holiday camps. In addition to this, the DRC Youth runs free programmes for children and youth in both the asylum and integration phases.

The Danish Red Cross is engaged in numerous partnerships and bilateral support outside Denmark. It has considerable experience of psychosocial support projects in the Middle East, Greece and the Balkans, and a pool of psychosocial support volunteer trainers is already active in Hungary, Romania, Norway and Bulgaria, and is ready for deployment elsewhere. In addition, the Danish Red Cross has an emergency roster with expertise in relief, logistics and IT.

Successful initiatives

Local community dialogue meetings. Whenever a new asylum centre opens, the Danish Red Cross invites the local community to discuss its concerns about having an asylum centre in the neighbourhood. Once an asylum centre is established, there is at least one Open House day a year, when the local community is invited to visit the centre and participate in activities together with asylum seekers, while the asylum seekers prepare a meal for the community.

Involving asylum seekers. Since 1995, the Danish Red Cross has published New Times, a magazine written by asylum seekers and refugees (at www.newtimes.dk). An Asylum Seekers Information Group has been formed to provide public presentations, tell their personal stories, and discuss broader migration matters including pathways to social inclusion and integration (at http://newtimes.dk/newwaystoinclusion).

Private sector cooperation. Since 2015 the Danish Red Cross has initiated cooperation with Danish private firms in projects that target refugee participation in the labour market. So far these projects have proved very successful and have helped many participants to find employment. In addition, the Danish Red Cross cooperates with a phone company that provides free mobile credit to all new asylum seekers as part of restoring family links.

Humanitarian citizens’ meetings and buddy programme. In 2015 the Danish Red Cross initiated a series of humanitarian citizens’ meetings which had very high attendance and media coverage. As a result of these meetings, the Danish Red Cross developed recommendations to local authorities and central Government on refugee policies. Based on the success of the humanitarian citizens meetings, the Danish Red Cross is taking the lead in civil society in ensuring there is dialogue and co-operation with all
municipalities, with the purpose of ensuring that all new refugees will have the opportunity to have a ‘buddy’ in their local community. The ‘buddy’ programme, and dialogue and cooperation, are vehicles that bring migrant and resident communities together. With their emphasis on awareness-raising and personal meetings, they help to address the discrimination that migrants face, as well as link local authorities and humanitarian organizations together in joint action.

Volunteer induction and training, and training of trainers. The Danish Red Cross has developed training materials and a pool of trainers of volunteers to ensure that all volunteers engaged in migrant integration services receive an induction and on-going psychosocial support. A team of volunteer trainers is ready to share and train across borders. The Danish Red Cross has successfully developed an online training programme for guardians of unaccompanied children.

The Resilience Programme for Young men. This is a resource for programme managers and trainers and provides psychosocial support for young men living in vulnerable or unstable situations. It has two components. The psychosocial handbook provides guidance in managing psychosocial support programmes and sets out a two-day training workshop with psychosocial activities specifically designed for young men living in difficult conditions. The activity catalogue suggests relevant activities that can be organized for young men; the catalogue complements the handbook. Experienced psychosocial support facilitators can use the catalogue independently of the handbook as a source of inspiration for activities (at www.rodekors.dk/resilience).

Support to unaccompanied children. The Danish Red Cross has worked with unaccompanied children for many years. On arrival in Denmark, unaccompanied children are accommodated in a special Red Cross Children’s reception centre. The Danish Red Cross is also formally the primary actor in providing guardianship of children in both the asylum and post-asylum phases in Denmark.

Guardians are primarily volunteers. The most recent initiatives include a new project on the transition to adulthood at the age of 18, holiday camps, and economic support programmes in Denmark in collaboration with funders.

Finnish Red Cross

The Finnish Red Cross received the first resettled refugees from Chile in 1973. At the beginning of the 1990s, the Finnish Red Cross was actively involved in establishing a reception system for asylum seekers in Finland and from the mid-1990s onwards it has focused on integration activities, awareness raising, and work against racism. Currently, the Finnish Red Cross runs receptions centres for refugees and a tracing service, assists in family reunification, supports integration through volunteering, and raises awareness against racism and discrimination.

The Finnish Red Cross has an agreement with the Finnish Immigration Service that covers the reception of resettled refugees, travel arrangements
for family reunification of resettled refugees, the maintenance of reception centres for asylum seekers, and preparedness to assist the authorities when large numbers of refugees and asylum seekers need to be received.

In 2015, 32,476 asylum seekers were registered in Finland compared to 3,651 asylum seekers in 2014. The Finnish Red Cross opened 100 new reception centres around the country with a capacity of nearly 19,000 places, 93 of which are still open.

The Finnish Red Cross starts the integration process for asylum seekers when they arrive at a reception centre, prior to an asylum decision. On average, the asylum application process in Finland takes six months, during which time asylum seekers stay at the reception centre. Early integration activities are provided during this period, including Finnish language classes up to basic proficiency. Events are held to familiarize people in the community with asylum seekers, including football matches, community fishing, and communal clearing of snow. An activity that has proved particularly successful is engaging asylum seekers to install winter tyres on vehicles for a small fee. This meaningful activity provides asylum seekers with a small income and relieves residents of a task many do not enjoy. Integration activities have improved perceptions of asylum seekers because people are given an opportunity to see migrants in normal settings, and so can empathize better with them.

The Finnish Red Cross works together with immigration officials, the International Organization for Migration (IOM) and municipalities, to distribute information and find suitable arrival procedures for resettled refugees. Volunteers trained by the Finnish Red Cross receive refugees at the airport and accompany them to the municipalities that receive them. In 2015, 2,050 refugees were resettled.

The Finnish Red Cross helps families separated by disasters and conflict situations by providing information, advice and help and cooperating with sponsors living in Finland, guardians for unaccompanied minors, municipal authorities, Finnish diplomatic missions abroad, IOM and the Finnish Immigration Service.

The Finnish Red Cross organizes a number of activities that help migrants in the first steps of their integration. A friendship service provides refugees with networks of local contacts and friends and helps migrants settle in their new neighbourhoods and get to know the people and services. Finnish Red Cross language clubs provide a chance for migrants to practice their newly-acquired language skills. Homework clubs assist migrant children to integrate in Finnish schools. International clubs and camps promote integration and interaction between people from different cultural backgrounds.

Successful initiatives

Reception of asylum seekers. During the influx of migrants into Finland in the summer of 2015, the Finnish Red Cross successfully scaled up its operations, from managing six reception centres to a managing a maximum of 109 in March 2016. To achieve this, the Finnish Red Cross mobilized surge capacity from its International delegate roster and logistics centre as well
as its network of volunteers and support from citizens. This quick action was possible because the organization was highly prepared for this scenario, roles had been pre-agreed, and agreements established with the authorities. Volunteers were provided a set of clear guidelines on how to set up reception centres. Volunteers and delegates managed some centres until permanent staff were hired. The Finnish Red Cross activated over 10,000 volunteers in activities to support asylum seekers. In the beginning, volunteers prepared accommodation facilities, distributed food and sorted donated clothes. At later stages, volunteers taught Finnish language, culture and habits, organized different kinds of clubs and courses, and made friends with asylum seekers. The great interest in Finnish Red Cross volunteering was a positive counterforce against strong negative, even racist attitudes to asylum seekers in Finland.

Operations Centre. The Finnish Red Cross established an Operations Centre in 2015 to monitor the asylum seeker situation and reception capacity. The Operations Centre manages a cloud-based database that shows the location and current and planned capacity of each reception centre. Each centre informs the Operations Room of its capacity and vacant beds by email, phone call or an SMS programme specifically designed for this purpose. The database is shared with Red Cross staff and national authorities involved in asylum seeker reception operations. The Operations Centre also publishes a regular report that provides a summary of current reception capacities and the asylum seeker situation in Finland and in transit countries. Originally the report was published twice a week, but, since the number of asylum seekers has fallen and the situation has stabilized, it is now published fortnightly. The Operations Centre continues to monitor the migrant situation in countries of origin and transit, and uses the findings to develop scenarios of a possible future migration influx to Finland.

Advocacy for integration. The Finnish Red Cross headquarters, districts and branches have advocated with municipal authorities across Finland for accommodation for migrants who have received a residence permit, drawing on the Finnish Red Cross Council’s commitment, guidelines for advocacy work. It also serves as a practical tool for promoting integration.

German Red Cross

Due to the high number of refugees coming to Germany in 2015/2016, German Red Cross regional, district and local branches increased their services. Staff and volunteers provide a variety of services: medical assistance, psychosocial support, distribution of clothes, distribution of food and in-kind donations, tracing services, and consultations on legal and social issues. Red Cross interpreters help asylum seekers to operate the admission procedures. At the beginning of 2016, a total of 25,000 full-time staff and volunteers worked in 490 refugee camps, assisting more than 140,000 refugees. The total capacity available was 160,000 beds. When the Balkan route was closed in March 2016, the influx of refugees into Germany decreased significantly. After adapting to changes in the international situation, the German Red Cross in June 2016 is in charge of 30,000 refugees in 369 facilities with a capacity of 111,000 beds.

As auxiliary to the German Federal Government authorities, the German Red Cross was tasked with setting up and operating two Waiting Areas
Benjamin Drewelzki repairs donated bicycles which are then given for the refugee children in a temporary accommodation centre.
in Bavaria. In these Waiting Areas migrants are pre-registered by Government authorities, before being transferred to ordinary reception centres in Germany. During their 1–3 days of stay in Waiting Areas, the German Red Cross provides accommodation, catering and other humanitarian services, including reception, first aid, health care and basic medical services. Since September 2015, the camps have received about 172,000 migrants. Contributions of in-kind and operational support have been received from the National Societies of Canada, Denmark, Finland, the Netherlands, Norway, Sweden, Switzerland, and the United States, as well as from the ICRC, making this the first German Red Cross relief operation in Germany in recent history to receive coordinated international support. So far, 82 delegates from Canada, Denmark, Finland, the Netherlands, Norway, Sweden, Switzerland, and the United States have been deployed to Germany. Since March 2016 no migrants have been transferred to the two Waiting Areas, which have been on standby since 1 July 2016.

With the Balkans migratory route no longer open, the influx of refugees into Germany has significantly decreased. Since March 2016, an average of around 500 refugees have arrived in Germany per week. The focus of the German Red Cross work has therefore shifted from emergency accommodation centres to programmes that contribute to social inclusion and the integration of refugees in German society.

Every year, tens of thousands of people turn to the German Red Cross Tracing Service, which runs 200 information centres nationwide. Even 70 years after it ended, many of the enquiries concern the whereabouts of people with whom contact was lost in the Second World War. Thanks to its extensive records and newly available information from Russian archives, the Tracing Service can in many cases provide information that clarifies the fate of individuals whose location is requested. When tracing requests by or about refugees and migrants, the German Red Cross works closely with sister national societies around the world and also with the ICRC. If family reunification in Germany is desired, the German Red Cross can advise on legal requirements and provide assistance with visa applications.

The German Red Cross also supports the Hellenic Red Cross in Greece. Together with the Finnish Red Cross, a Basic Health Care Unit was deployed for four months, which provided health care to 120 patients a day in the emergency accommodation camps of Nea Kavala and Cherso. German Red Cross teams have also helped distribute food and non-food items in Greece and the former Yugoslav Republic of Macedonia.

**Successful initiatives**

**Assistance for unaccompanied children.** The German Youth Welfare Service takes care of unaccompanied children and adolescents who arrive in Germany. The German Red Cross operates facilities that provide services for these unaccompanied minors.

**Refugee Advisory Centres.** The German Red Cross branches use these centres to provide information on asylum procedures and asylum counselling services, as well as guidance to refugees on accessing social services and medical treatment in Germany.
Gender specific health prevention (such as HIV prevention) and addiction treatment. The German Red Cross provides opportunities for young refugees to volunteer in social centres.

Youngsters Bicycle Workshop and Mobile dress shop. In the local branch of Mannheim (Baden-Württemberg), 60 young volunteers take care of the needs of migrants arriving in refugee camps. They support a bicycle workshop and run it together with the migrants. They also teach young people how to repair bicycles using a ‘learning by doing’ approach. In addition, they collect, prepare and hand out clothes for refugees at a mobile dress shop. The project is also a successful exercise in integration since half the project’s young volunteers were born abroad.

Garage for bicycles. In Altötting (Bavaria), volunteers have collected and repaired 180 bicycles donated by the local population. So far 85 bicycles have been fixed and given to refugees and other people in need. Once a week the garage is open to anyone who wishes to repair his or her bicycle.

Skateboard project. In Cologne, a joint venture with the skateboard company Blue Tomato offers lessons in skateboarding to refugee children.

Hellenic Red Cross

In the last 20 years, the Hellenic Red Cross has provided assistance to refugees, asylum seekers and displaced persons through programmes for their reception, temporary accommodation and local integration, in partnership
with the Ministry of Labour, Social Security and Social Solidarity. Particular attention has been given to unaccompanied children, vulnerable groups, single-headed families, people with chronic health problems or special needs, the elderly, and victims of torture. Six temporary accommodation centres for asylum seekers across Greece have provided accommodation, nutrition, psychosocial support, medical care, hygiene supplies, relief assistance, legal aid, mediation with community agencies, Greek language and computer courses, and cultural, intercultural and athletic activities. Longer-term integration support includes advocacy for rent subsidies and improved access to education for asylum seekers who are minors.

More recently, the Hellenic Red Cross mobilized 470 staff and 950 volunteers to respond to the influx of migrants in 2015. All departments of the national society are involved: nursing (health and care), the Samaritans (search and rescue, and first aid), the social welfare division (shelter and relief), and tracing services (restoring family links). Overall coordination has been managed by the International Relations department. These departments have been reinforced by an IFRC Field Assessment and Coordination Team (FACT) and Emergency Response Units (ERU), as well as sister national societies, which have sent experts and material supplies to Greece.

The Hellenic Red Cross is currently active in northern Greece and around Athens, and on the islands of Lesvos, Kos, Samos, Chios, Rhodes and Crete. Key interventions include:

- **Delivery** of food parcels, bottled water, hygiene and baby kits, and winter clothing.
- **Cash-based** assistance to financially destitute migrants stranded in Greece for long periods, and to migrants with acute or chronic health conditions, disabilities or protection-related difficulties.
- **Delivery** of basic health care and initial psychosocial support, with a special focus on children, health and hygiene promotion, and disease prevention.
- **Adaptation** of water and sanitation infrastructure to provide safety and privacy, menstrual hygiene management, solid waste management, drainage, and vector control.
- **Restoration** of family links, mobile wifi communication, charging of mobile phones, identification and registration of unaccompanied minors, forensic identification of the dead following shipwrecks.
- **Provision** of critical information to migrants.

**Hungarian Red Cross**

From July to October 2015, 390,705 migrants transited Hungary on their way to Austria and countries further north. At the request of the authorities, the Hungarian Red Cross provided psychosocial support and first aid at the Roszke Police Pre-registration Centre, the main entry point into Hungary
from Serbia, and then clothes, water, food, first aid, health assistance and information for up to 7,000 migrants a day at the main railway station in Budapest, along the M1 highway and at exit border points. 203 staff and 508 volunteers have been mobilized to support these migration activities.

Since the closure of the Balkans migration route, there has been a sharp decrease in the number of arrivals in Hungary. Only about 5,300 migrants of various nationalities have been allowed to cross legally through Hungary in 2016, and very few remain in the country. Those that remain are sheltered in open reception centres or closed asylum detention facilities; irregular migrants are detained in public prisons.

The Hungarian Red Cross continues to provide first aid, psychosocial support, health checks, hygiene promotion, and restoration of family links to migrants transiting the country and in reception centres. It has also prepared food and non-food contingency stocks to assist up to 3,000 people.

The Hungarian Red Cross is a member of the Charity Council, a body established in mid-2015 to help asylum seekers reach reception centres and to coordinate humanitarian assistance to migrants. The Council meets regularly with the Hungarian Ministry of Human Capacities, the Office of Immigration and Nationality, the Police, the Ministry of Interior, and Hungarian State Railways. The Hungarian Red Cross also enjoys close cooperation with UNHCR.

Since the number of migrants transiting Hungary has declined, the Hungarian Red Cross allocated human and material resources to sister national societies in Slovenia and Croatia to support their assistance to migrants. The Hungarian Red Cross also deployed a mobile health team to the Idomeni border crossing in Greece.

In September 2015, on behalf of the Hungarian Red Cross, IFRC launched an Emergency Appeal for CHF 3.5 million to assist 120,000 people. In April 2016, the Appeal was revised to CHF 1.07 million to assist 5,000 people to the end of June 2016.

In addition, the Hungarian Red Cross has had significant success in raising funds from a wide variety of donors, including the Hungarian government, corporations (including Tesco, Aldi, Audi, Decathlon, Mondelez, Sio-Eckes Granini and Telenor), the Ammado fundraising platform, the US Embassy to Hungary, NGOs, religious institutions, and the general public.

Icelandic Red Cross

The Icelandic Red Cross has been working with refugees in Iceland since 1956 when the first resettled refugees arrived in the country. The Icelandic Red Cross has never been as active in the field of asylum and refugee matters as it is now. Currently 12 staff members and more than 100 volunteers are working on migration activities.

The Icelandic Red Cross provides legal assistance at an administrative level to all asylum seekers in Iceland. Additionally, the Icelandic Red Cross provides social and psychosocial support to asylum seekers and regular social events.
The Icelandic Red Cross is also a part of Iceland’s resettlement plan for refugees and provides host families for all resettled refugees in the country.

Last year asylum applications doubled relative to the previous year and it is predicted that they will double again in 2016. This has drawn attention to inequalities in the support services that the authorities provide to resettled refugees and those granted asylum in Iceland. The focus in 2016 will be on equal support for both groups and the fight against xenophobia in Iceland.

**Successful initiatives**

**Host family project.** The Icelandic Red Cross has linked refugees with host families in Iceland since the 1990s. Each refugee family is provided between two and four host families who become friends away from home and help to establish a personal network. The programme is designed for one year and the aim is to create a sense of welcoming, inclusion and active participation. The host families provide support that refugees would normally receive from family and friends at home. This helps them to take their first steps in a new country and at the same time increases the public’s understanding of refugees, the nature of a multicultural environment and the power of humanity.

**How to survive in Iceland.** Icelandic Red Cross volunteers have prepared a course for asylum seekers on the unwritten rules in Icelandic society and basic things a person needs to know when living in Iceland. The classes are given on a special theme each time and aim to combine learning and fun. They are designed so that new arrivals and people that have been in Iceland for some time can participate at the same time. A pilot version of these classes has already been run once and the volunteers aim to start the classes again in September 2016.

**Legal assistance.** The Icelandic Red Cross has a team of lawyers to assist asylum seekers during their applications. The lawyers provide individual counselling, accompany asylum seekers to interviews with the immigration authorities, submit written arguments, and assist with appeals. The legal assistance programme started as a volunteer programme in 2009-2011, when law students assisted asylum seekers to put together written arguments for asylum seekers to hand to the authorities. This led the state to provide free legal assistance to all asylum seekers in the country, a service that, since September 2014, has been provided by Icelandic Red Cross lawyers. The legal team aims to provide a service of good standard to all asylum seekers.

**Irish Red Cross Society**

The Irish Red Cross Society has a long-standing tradition of assisting with the reception, care and integration of people fleeing their home countries. In the 1950s it assisted Hungarians who fled the Soviet invasion, in the 1970s families from Northern Ireland and Vietnam, in the 1980s members of the Baha’i community, and in the 1990s Bosnians escaping the Balkans war.

In September 2015, the Irish Government established the Irish Refugee Protection Programme (IRPP), under which Ireland will accept up to 4,000 persons under EU resettlement and relocation programmes during 2016-17.
Chaired by the Department of Justice and Equality, a cross-departmental and inter-agency taskforce was established to coordinate and implement logistical and operational matters associated with the new programme. The Irish Red Cross Society sits on this Task Force, which also includes representatives of government departments, local authorities, the Health Service Executive (HSE), and UNHCR.

At the request of the Irish Government, and as a member of the IRPP Taskforce, the Irish Red Cross Society is coordinating offers of support to individuals and families impacted by the migration crisis who arrive in Ireland during 2016-2017. These offers are coordinated via an online register of pledges (at [www.redcross.ie/register](http://www.redcross.ie/register)). The offers received are mainly for accommodation. It is anticipated that this accommodation will be matched to the needs of migrants arriving in Ireland via relocation and resettlement. Some smaller items (such as hygiene and welcome kits) have been distributed to migrants.

In scaling up the response to the migration crisis, the Irish Red Cross Society has created an internal Migration Taskforce, recruited two new staff members and allocated €100,000 to activities.

**Italian Red Cross**

The Italian Red Cross provides first line primary health support at landing points in Italy. When migrants arrive, doctors from the Ministry of Health conduct an on-board medical check. Italian Red Cross volunteers take care of the migrants as they disembark from ships at the ports; volunteers perform triage on the docks to identify the most vulnerable migrants. Depending on the severity of their condition, migrants are either referred to hospitals or treated at medical posts. Other services provided by the Italian Red Cross at disembarkation include hospital transportation, distribution of relief items, RFL, psychosocial support, and advice regarding health issues and services. In Sicily, Apulia and Calabria, the regions most affected by landings, at least 2,650 volunteers have participated in first response.

Safe Points are essentially Italian Red Cross help desks that provide information and basic support to all migrants regardless of their status. They aim to provide services and reduce the vulnerability of all migrants in need, particularly those who do not have access to the reception system. Services include legal information and advice, information on rights, first aid, basic health care and orientation, psychosocial support, and RFL. Additionally, Safe Points provide referrals to other available assistance, for example the location of safe sleeping spaces in municipalities. Migrants are also advised on how to access the health facilities of the National Health Service and referred to professional psychiatric care where relevant. When Safe Points were established, the Italian Red Cross leveraged its reputation and relationship with municipalities to ensure that it would be allowed to provide support for all migrants regardless of status. This became especially important when the number of migrants increased after the introduction of the ‘hotspot approach’. Two Safe Points in Catania and Trapani have been opened so far, with plans for more.
Several Italian Red Cross branches have developed programmes to help asylum seekers integrate in communities and become volunteers of the Italian Red Cross. In this way their social inclusion is easier. Migrants have the possibility to participate in the community’s daily life and they are not seen as a ‘problem’, but rather as a resource for hosting communities.

When migrants seeking asylum arrive, primarily from West and East Africa, they are registered and undergo medical evaluations at Italian Red Cross reception centres. They also receive an information session on their location, their rights and the asylum process in Italy, as well as material assistance and accommodation. Most long-term beneficiaries end their reception experience with a job. Access to safe employment opportunities allows migrants to become self-sufficient, and regain any dignity they may feel they have lost during their journey to Italy. In Settimo Torinese in Turin, the Italian Red Cross manages a hosting centre for asylum seekers, where around 100 people have found safe employment thanks to collaboration with local Institutions and factories.

**Successful initiatives**

**Youth on the Run.** At national level, the Italian Red Cross has been involved in the Youth on the Run project, an activity that raises awareness in young people by making them experience the migration journey. The Italian Red Cross is implementing Migration 2.0, a project implemented by Red Cross Youth, that organizes events with citizens to promote the role of migrants in society.
Lithuanian Red Cross Society

The Lithuanian Red Cross Society provides assistance to asylum seekers and refugees from the moment they cross the border of Lithuania until their successful integration into Lithuanian society.

As an implementing partner of the UNHCR, the Lithuanian Red Cross Society monitors reception conditions at border crossing points and the Foreigners’ Registration Centre as well as initial asylum procedures. It also provides legal assistance to asylum seekers, focusing on detention cases and refugee status determination procedures.

The Lithuanian Red Cross Society social team provides psychosocial assistance to detained asylum seekers, acts as an intermediary between asylum seekers and state institutions, and supports state institutions by providing information to asylum seekers and contributing to their well-being.

When asylum seekers are granted international protection and their integration process begins, the Lithuanian Red Cross Society’s integration centre in Kaunas makes available a team of dedicated and professional staff and volunteers to assist refugees with legal and social questions, health and education issues, and access to various public services.

The Lithuanian Red Cross Society legal team advocates in various ways on behalf of migrants. For example, it makes public statements and interventions, and drafts legal proposals on asylum legislation to ensure that Lithuania’s legal regime is in line with the EU asylum acquis.\(^\text{19}\)

The Red Cross Society of the former Yugoslav Republic of Macedonia

As auxiliary to the state authorities, the Red Cross Society of the former Yugoslav Republic of Macedonia has played an extremely important role in the provision of assistance to migrants transiting through the country in 2015 and early 2016. According to UNHCR, over 725,000 migrants crossed the border at Gevgelija. The National Society distributed food and non-food items, and provided health care support, first aid and medicines in reception centres seven days a week, as well as referrals to secondary and tertiary medical institutions and psycho-social support, water and hygiene promotion, restoring of family links, and information on available services.

These activities are carried out by 11 mobile teams stationed in the registration/reception centres at the southern border with Greece (Gevgelija) and the northern border with Serbia (Tabanovce). Each team is comprised of a driver, a paramedic, a doctor and a logistician, supported by two translators. The Red Cross Society of the former Yugoslav Republic of Macedonia maintains a 24-hour presence at the border crossings and the mobile teams provide first aid support and transports ill and injured migrants to the nearest hospitals in Gevgelija, Skopje and Kumanovo. At the end of 2015, the Red Cross Society of the former Yugoslav Republic of Macedonia had provided

\(^{19}\) The *acquis* is the body of common rights and obligations that is binding on all EU member states.
In March 2016, the Government of the former Yugoslav Republic of Macedonia passed a decision that appointed the Red Cross as lead agency for the distribution of all humanitarian assistance.
first aid support to some 134,486 persons, including 21,087 children and 2,562 pregnant women, and had distributed food and non-food items as well as other type of support to a total of 340,150 persons.

Following the decision of the Government of the former Yugoslav Republic of Macedonia and the governments of neighbouring countries on the Balkan route to close their borders to migrants in February 2016, around 1,600 migrants were stranded in the former Yugoslav Republic of Macedonia.

In March 2016, the Government of the former Yugoslav Republic of Macedonia passed a decision that appointed the Red Cross as lead agency for the distribution of all humanitarian assistance (food and non-food items), and for running kitchens to provide food for migrants in the country. In mid-2016, the Red Cross Society of the former Yugoslav Republic of Macedonia was supporting 380 migrants stranded in the country until the end of 2016, plus 620 migrants in an open centre for asylum seekers at Vizbegovo, Skopje.

**Successful initiatives**

**Open opportunities for volunteering in Reception Centres.** The Red Cross Society of the former Yugoslav Republic of Macedonia offers opportunities for migrants to start volunteering in the two reception centres. So far four young people have volunteered as translators (English/Arabic) and to help with distribution of aid. Volunteering helps migrants to feel useful and welcome and, if they stay in the country, they are encouraged to continue to volunteer for the Red Cross Society of the former Yugoslav Republic of Macedonia.

**Culture sharing booklets.** The Red Cross Society of the former Yugoslav Republic of Macedonia is preparing booklets on local culture for migrants coming from Syria, Afghanistan and other countries, in order to reduce stigmatization and promote integration in the former Yugoslav Republic of Macedonia.

**Norwegian Red Cross**

The Norwegian Red Cross has a longstanding tradition of providing support to migrants coming to Norway, by means of three main services provided across the country: the refugee ‘buddy’ programme, activities in asylum centres, and Norwegian language lessons. Programmes focus on immigration detainees, destitute migrants, victims of trafficking, and undocumented migrants.

The number of asylum seekers arriving in Norway increased from 11,000 in 2014 to 31,100 in 2015. Although these numbers are small compared to many other European countries, the rapid increase and changing situation put the Norwegian asylum authorities under considerable pressure. There were particular challenges relating to registration of asylum claims, access to health care and shelter, and follow-up of vulnerable groups. In response, the Norwegian Red Cross engaged in three extraordinary activities: it established an emergency shelter for unaccompanied minors (which closed in February 2016 after arrivals fell); it provided professional psychosocial support at three main points of arrival in the country (a service later taken over by local volunteers); and it organized psychosocial and practical support at nearly 50 emergency shelters across the country. The latter activity engaged many...
hundreds of volunteers who worked day and night to meet the needs of newly-arrived asylum seekers. Volunteers with a migrant background, who possessed relevant cultural knowledge and language skills, made a particular contribution to the Red Cross’ efforts in such an extraordinary situation.

All these activities have been closely coordinated with public authorities at both national and local level. In addition to regular meetings with the immigration authorities, the Norwegian Red Cross engaged in dialogue and information exchange with the parliamentary ombudsman, child protection services, county governors, health authorities, and various local municipal services. The emergency shelter was established at the request of the national immigration authorities.

**Successful initiatives**

Refugee ‘buddy’ programme. To reduce feelings of isolation, a Red Cross volunteer and a newly settled migrant are brought together for a 9-month guiding period. Age, gender, family situation, hobbies and profession are criteria used to match them. They meet regularly for activities both enjoy, enabling the migrant to become familiar with local Norwegian culture and the community and the volunteer to learn more about the migrant and his or her previous life. So far about 1,400 migrants have benefited from this programme.

**The Red Cross of Serbia**

The Red Cross of Serbia has a long tradition of providing support to refugees. Since the beginning of the conflict on the territory of the former Yugoslavia, the Red Cross of Serbia has assisted refugees by providing food, hygiene and clothes. In the 1990s, Serbia hosted 700,000 refugees from Bosnia and Herzegovina.
govina and from Croatia and continued to provide assistance over many years. In June 2015, when there was a sudden increase in the number of migrants crossing from the former Yugoslav Republic of Macedonia and the Republic of Bulgaria, the Red Cross of Serbia was able to respond, in large part because people in Serbia have a positive attitude towards, and empathize with, migrants and refugees. Moreover, the staff and volunteers of the Red Cross of Serbia include former refugees, who have a special empathy for and sensitivity to people in this situation. The Government of Serbia opened a processing centre in Presevo and made the Red Cross of Serbia responsible for providing food (food parcels, hot soups and tea), non-food items (hygiene items, clothes, thermal blankets, raincoats), and tracing services. In order to provide the most appropriate assistance possible, the Red Cross of Serbia distributed illustrations to explain the origin and type of canned meats it served, and to assure migrants that their nutritional habits were being respected. An effort was made to select brands of soup and tea that were already familiar to the migrants.

The Red Cross of Serbia provided assistance to migrants at various entry points: Presevo, Zajecar, Negotin, Dimitrovgrad, Pirot, Bujanovac, and exit points in the municipalities of Vojvodina, Kanjiza, Subotica and Sid, as well as in the city of Belgrade. The number of migrants varied from several hundred to a peak of 11,000 per day. So far, more than 610,000 rations of humanitarian aid have been distributed to migrants.

With the support of the ICRC, the Red Cross of Serbia set up two RFL offices in the transit centres of Presevo and Sid, open from 07:00 to 22:00 every day. 297 formal tracing requests were received from members of families where contact had been broken on the border between Turkey and Greece; 10 of these cases were registered in Serbia, which is important because it proves that the people missing had survived the sea crossing from Turkey. In addition, 17 requests were initiated from Serbia, with three positive outcomes (families restored contact with Red Cross assistance). In all, 344 families in Serbia and 68 families in different countries have been reunited. The tracing service helped 271 migrants to restore and maintain contact with family members in countries of origin and destination through the provision of free phone calls and SMS messages. RFL services in Presevo, Sid and Belgrade distributed 1,415 prepaid phone cards, while more than 100,000 persons received information on how to prevent separation.

The Red Cross of Serbia Branches in Belgrade, Sid and Zajecar held interactive workshops for children and young migrants on the prevention of human trafficking of children and youth. These served to raise the awareness of migrants coming from the Middle East, by informing them about the potential risks of becoming a victim of human trafficking, and how to take precautionary and protective measures during their journeys. The programme distributed materials, translated into the languages used by migrants, that provided the addresses of relevant government institutions to contact should they or someone they know become a victim of trafficking while in Serbia. Games were used to teach younger children about risky situations and how to take preventive measures.

The Red Cross of Serbia tried to preserve the well-being, dignity and safety of migrants in transit by doing proper assessments, and scaling up its opera-
tional capacity with support from the Government of the Republic of Serbia, IFRC and other partners.

**Swedish Red Cross**

The Swedish Red Cross’ work with refugees began in 1971, after it received a request from UNHCR to set up advisory services for Chilean refugees who were starting to arrive in Sweden. Cooperation with UNHCR intensified during the 1970s as the number of refugees fleeing to Sweden from various parts of the world increased, and the need for advice and support to asylum seekers grew accordingly. Work on behalf of refugees in Sweden soon became a natural part of the Red Cross’ work across the country and, over the years, the Swedish Red Cross has continued to influence the development of Sweden’s policy on refugees. Following Sweden’s entry into the EU in 1995, the Swedish Red Cross’ participation in various international networks increased. Since then, in continuous dialogue with the Swedish Government, the Swedish Red Cross has continued to work for a humane and fair asylum and migration policy, both in Sweden and the EU. As part of its regular support to migrants, the Swedish Red Cross offers several programmes and services.

**Support to asylum seekers and refugees**

**Legal advice service on asylum and family reunification.** A team of lawyers and RFL advisors associated with this programme work in close collaboration with the Swedish Red Cross’s rehabilitation centres. Given the specific experience of the Swedish Red Cross in assisting torture and trauma victims, as well as its extensive knowledge of gender issues, asylum cases linked to these concerns are currently prioritized, along with family reunification. The legal process of family reunification can be a lengthy and difficult one, for which the Swedish state does not provide legal aid. The team’s lawyers work closely with the advocacy team to highlight relevant issues and push for changes with policy makers.

**Restoring family links.** This programme is an important component of migration and integration work. It exchanges Red Cross messages, confirms a family member’s detention, and undertakes tracing and similar activities to clarify the fate of missing family members. Services also include family reunification activities, through the provision of practical and legal assistance, and a travel support programme. At the moment, unaccompanied minors account for the vast majority of tracing requests received.

**Social activities for asylum seekers at accommodation centres.** These include arranging café events and meetings with local communities, outdoor activities, distribution of civic and local information, and playing sports, as well as psychosocial support. Many of these activities are run in cooperation with local organizations.

The Swedish Red Cross also offers the following to migrants, including unaccompanied minors who represent a large beneficiary group:

- **Swedish** conversation classes, mentoring, and homework support, both for children and adult migrants.
International Federation of Red Cross and Red Crescent Societies
European Migration Framework
2016

- **Advice** about the asylum and return processes, assistance with family reunification, response to tracing requests, and exchange of Red Cross messages.

- **Treatment** for individuals who have suffered torture or trauma, at Swedish Red Cross rehabilitation centres.

- **Social** activities for unaccompanied minors who are awaiting a decision by the Swedish Migration Board: these foster communication and dialogue, break isolation, and facilitate everyday life.

'Buddy groups' of Swedish Red Cross Youth volunteers make weekly visits to the homes of unaccompanied children and youths who seek asylum. The purpose of the visits is to arrange meaningful activities and meet with other young people. The young asylum seekers share responsibility for the group’s activities with the volunteers. Many activities also aim to improve their language skills.

Since 1997, volunteer groups from Swedish Red Cross regularly visit four of the five immigration detention facilities run by the Swedish Migration Board (Åstorp, Källered, Flen and Märsta), to ensure that detained migrants are treated with dignity and with respect for their human rights. The visits also seek to reduce harm and increase the resilience of migrants in detention. In addition, the Swedish Red Cross raises issues of humanitarian concern to the Swedish Migration Board, in order to prevent abuse and improve detention conditions for the detainees.

The Swedish Red Cross offers support to rejected asylum seekers and others who are obliged to return. The starting point is the humanitarian needs and interests of the individual; counselling and assistance are provided based on the individual’s own requests. The support the Swedish Red Cross offers aims to ensure that the individual’s rights are respected, both during the asylum process in Sweden and after return to the country of origin, where possible. As with all support provided by the Swedish Red Cross, it is based on trust and confidence.

**Support to undocumented migrants**

In 2013, the Swedish Government introduced reforms to the health care system. These granted undocumented children under the age of 18 access to health care, including ordinary care, and granted all undocumented migrants access to health care “that cannot be deferred”, including dental care, maternity care, contraceptive counselling and sexual and reproductive care. The activities of the Swedish Red Cross health care centres take account of these reforms and also raise awareness of the new legislation and provide information on responsibilities associated with the reform. In addition, the centres offer free-of-charge consultations with volunteer general practitioners, nurses and psychologists to persons who, because of their legal status, do not have access to subsidized Swedish health care.

**Medical and psychosocial services**

Since 1985, the Swedish Red Cross has provided professional treatment to persons suffering from traumas linked to war or torture, including traumas
linked to difficult and perilous migratory journeys. There are currently six treatment centres in Sweden, and an expansion of activities - including mobile treatment teams in remote areas - is underway.

In Sweden, the health care entitlements of asylum seekers, refugees and migrants do not cover mental health care, so the Swedish Red Cross provides this service free-of-charge to an ever-increasing number of people. The most common problems of beneficiaries are post-traumatic stress disorder (PTSD), somatic problems, and secondary traumas among children of torture victims.

The treatment centres also raise awareness of these issues, and the services provided to address them, among a range of stakeholders, including reception centres, schools, public authorities, legal guardians, and doctors. Swedish Red Cross staff facilitate training and awareness-raising activities, and run lectures and conferences for the general public as well as public authorities and institutions. Staff work in close cooperation with Swedish Red Cross lawyers to identify and assess asylum claims that involve torture and trauma.

**Humanitarian diplomacy and advocacy**

The Swedish Red Cross monitors the implementation and application of national and EU law in Sweden and comments on proposed national and EU legislation; plays an expert role in public enquiries; is in continuous dialogue with relevant government ministries and public authorities at all levels, with other civil society organizations and stakeholders and with the Red Cross Red Crescent Movement; and pursues evidence-based advocacy. Studies that reflect its work on migration and integration have addressed:

- **Gaps** in the reception and integration of asylum seekers and newly established migrants.
- **Detention** in Sweden, and alternatives to detention in the EU (co-authored).
- **The application** of protection criteria.
- **Family** reunification (2012, 2013).
- **How torture** evidence is assessed in the asylum process (2014).

During the autumn of 2015 the number of migrants to Sweden increased drastically and some 162,877 people sought asylum in the country, arriving mainly from Germany and Denmark. Initially about half of the migrants chose not to seek asylum in Sweden and continued their journey to either Finland or Norway. As a result, Sweden shifted from being a traditional reception country to also becoming a transit country. Between September and December 2015, the Swedish Red Cross assisted migrants in Malmö, Gothenburg, Stockholm, Umeå and Luleå/Haparanda by creating reception centres at train and ferry stations. Services focused on provision of psychosocial support, practical information, information regarding the asylum
seeking process in Sweden, family reunification, and RFL. In addition, cooperating with Save the Children and Stockholms Stadsmission, its temporary accommodation centres for migrants in transit provided health care services, RFL and information on the asylum-seeking process. During this period, Swedish Red Cross mobilized 1,435 volunteers over 24,772 man-hours in the emergency response, not counting volunteers already involved in regular national migration programmes and services. Through the programmes mentioned above, the Swedish Red Cross gave support on 66,021 occasions. 3,329 migrants received psychosocial support in temporary accommodation for migrants in transit, 448 received health care counselling (including 255 transports to health care facilities), and 215 re-established contact with their relatives through RFL phones.

As the collective response, needs and politics evolved during the autumn, the location of Red Cross activities shifted in many cities. In December, migration flows decreased drastically after the Swedish Government decided to introduce border controls and ID-checks and announced legislative changes with the aim of curtailing migration to Sweden.

Swedish Red Cross coordinates and has partnerships with a variety of actors, including the government, state agencies such as the Migration Board and the Swedish Contingency Agency, local municipalities, border police, and UNHCR. In addition, it cooperates regularly with civil society organizations, including the Church of Sweden, Sociala Missionen, the Swedish Network of Refugee Support Groups (FARR), Amnesty International, Caritas, Save the Children, and Rådgivningsbyrån för asylsökande och flyktingar (Sweref).

The Swedish Red Cross continues to develop and enhance its preparedness to respond promptly and effectively to future emergency situations. Several measures have already been undertaken to meet this goal, focusing on capacity-building, improving surge capacity, and enhancing emergency training. The Swedish Red Cross is also currently undertaking an evaluation of its response to the migrant crisis in 2015 that will inform future measures in this area.

The Swedish Red Cross is a member of a number of networks and platforms. Its active participation in these helped to inform its response to the new arrivals in 2015 and its preparations for potential future arrivals.

**Asylum and migration.** The European Council for Refugees and Exiles (ECRE) and NOCRE (Network of Nordic countries within ECRE); the Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants (PERCO); the European Reintegration Support Organizations’ network on return.

**Restoring Family Links.** The Nordic RFL Group; the RFL Strategy Implementation Group; the European RFL Network.

**Torture and health.** The European Network of Rehabilitation Centres for Survivors of Torture; the International Rehabilitation Council for Torture Victims (IRCT).

Swedish Red Cross has a partnership with the ICRC on RFL and detention, and contributes to the IFRC’s Migration Cell and Migration Task Force.
Successful initiatives

The RFL programme is one of the most successful programmes of the Swedish Red Cross and the National Society is the sole provider of these services in the country. The Swedish Red Cross’ Restoring Family Links (RFL) activities are quite extensive and a very important part of its migration and integration work. Another successful service in the area of RFL is the training of legal guardians for unaccompanied minors. The training focuses on the role of legal guardians, and their obligations to inform and support unaccompanied minors during the tracing process. Information is also provided about the Swedish Red Cross’ RFL services and other services provided by the National Society that are relevant to unaccompanied minors.

The surge in social activities carried out by the Swedish Red Cross in reception centres can also be characterized as a success. After the rise in arriving asylum seekers in 2015, the Swedish Red Cross stepped up its presence in asylum reception centres around the country. Branches around Sweden began or extended their activities in reception centres, providing social activities, psychosocial support, language training, and other services.

The Swedish Red Cross has consistently advocated in the last few months against the legislative changes proposed by the Swedish government with respect to asylum and family reunification and the reintroduction of border controls. The proposed reversal of refugee policy, following the imposition of border controls in the autumn of 2015, marks a policy turn previously unthinkable in the Swedish context. The introduction of temporary residence permits for all persons in need of protection except quota refugees, and limits on the right to family reunification of persons in need of protection with temporary residence permits, are two of the main measures proposed. These measures imply the lowering of Swedish asylum standards to an unprecedented level. The fact that family reunification and other entitlements have been curtailed to such an extent will have severe long-term consequences for newly arrived asylum seekers. The Swedish Red Cross has played an important role in shedding light on the risks and consequences of these proposed legislative changes, by publishing editorials, organizing seminars, and designing a campaign that was launched on in June 2016.

Turkish Red Crescent Society

In 2011, Syrians requiring temporary protection started entering Turkey along the 911km border between Syria and Turkey. The Turkish Red Crescent, in coordination with the Disaster and Emergency Management Authority (AFAD) and partner institutions, responded in 2012 by setting up temporary accommodation in a series of camps where the Turkish Red Crescent assumed responsibility for providing shelter and nutrition. As of May 2016, the Turkish Red Crescent operates in 17 tent camps and eight container camps that provide shelter to 260,000 Syrians, deploying at any one time 187 staff under the supervision of the Syria Crisis Country Field Coordination Office in Gaziantep. A team of 20 staff work in the Migration and Refugee Services Department in Ankara.

Outside the camps, the Turkish Red Crescent has extended its assistance to Syrians living in large urban areas.
The Turkish Red Crescent operates 12 Border Assistance Points situated along the Turkish-Syrian border, at which humanitarian relief items, donated by national and international donors, are transferred to Syrian counterparts as part of the Zero Point Relief Operation. The relief items support the sectors of shelter, education, food, non-food, logistics, health and WASH. The Turkish Red Crescent implements a range of programmes and services, including routine non-food item distributions, in 80 (out of 700) branches across Turkey, assisting migrants under temporary protection as well as the resident population living alongside them.

The Turkish Red Crescent coordinates closely with AFAD and the Ministry of Interior’s Directorate General of Migration Management (DGMM), as well as WFP and UNICEF. It offers important services, including customs clearance and transportation and delivery of humanitarian in-kind assistance to a range of humanitarian actors, and takes part in regular coordination meetings.

**Successful initiatives**

**Kızılaykart.** Kızılaykarts were made available to Syrians living in camps in October 2012. This collaborative venture by the WFP and the Turkish Red Crescent allows migrants to purchase food and non-food items themselves in contracted markets. To date, cards have been distributed to nearly 30,000 families living in camps and more than 14,000 families living in urban areas. The programme was extended to Syrians living in urban areas in June 2015, and now operates in the cities of Gaziantep, Sanliurfa, Hatay, Kilis and Kahramanmaras. 50 TRY (USD 17) for each camp resident and 62 TRY (USD 21) for each resident in urban areas is uploaded monthly to Kızılaykarts by Halk Bank.

**Child friendly spaces.** In collaboration with UNICEF, the Turkish Red Crescent established child friendly spaces for Syrian children and adolescents of school age (4-18 years old) in Turkey. These spaces enable girls and boys to enjoy a safe environment as they learn Turkish and English, play games and other recreational activities, and receive psychosocial support and education. The children also learn about preventing bullying, trafficking and child marriage, forms of violence that are a major concern for child migrants. The programme is implemented in 22 temporary accommodation camps, four community centres and two mobile child friendly spaces by a team of 47 Turkish Red Crescent youth workers, a project field coordinator and 3 project assistants. Two professional social workers visit migrant families to understand their needs and challenges and help provide access to local health, psychosocial and protection services. So far, 142,278 Syrian children and adolescents have benefited from child friendly space activities, while 1,400 Syrian volunteer youth leaders have been trained.

**Community Centres.** Centres in urban areas provide Syrian migrants with psychosocial support, vocational training, language classes (for Syrians to learn Turkish and for host families to learn Arabic), other skills training, referral services, and orientation with host communities. Gender-based violence prevention classes and counselling are provided by the Ministry of Family and Social Policies. There are currently four community centres operating in Sanliurfa, Istanbul, Konya and Ankara with plans to open 20 more in other urban areas by the end of 2017. To date, more than 12,000 people have benefited from the community centres.
Regional and Pan-European Action

The International Federation of Red Cross and Red Crescent Societies (IFRC)

The Regional Office for Europe (ROE), located in Budapest, works with 53 National Red Cross and Red Crescent Societies in Europe and Central Asia. The office assists National Societies by providing coordination, financial and technical support for disaster operations, and longer term development programmes.

A Regional Emergency Appeal was launched in November 2015 to enable IFRC to support National Societies to deliver coordinated assistance to some one million people to the end of 2016. The appeal focuses on response management and coordination, disaster response preparedness, early warning and risk reduction, and National Society capacity development. In summary, it will:

- **Provide** a flexible regional pool of human resources and assets which can be moved between countries, supporting National Societies in Europe to manage the fluid and evolving needs of the current complex emergency.

- **Generate** the financial resources that National Societies in Europe and the IFRC ROE require to manage these surge operations.

- **Ensure** consistency and enable National Societies in Europe to adopt a common programmatic and principled approach to handling the emergency.

- **Provide** a contingency capacity to support longer-term humanitarian needs around the settlement of people, including a contingency plan and resources to respond to a possible renewed increase in migration flows, especially during expected peak seasons such as spring or summer time and following the opening up of new routes, or to scale up our response capacities to the humanitarian situation.

- **Ensure** common advocacy and positioning, joint messaging and guidance, and support the humanitarian diplomacy required by this humanitarian and protection-oriented emergency.
- **Enable** migrants to consistently access timely, accurate and trusted life-saving and life-enhancing information, provide feedback across countries and online, and thereby reduce factors that contribute to their vulnerability and suffering.

- **Strengthen** two-way communication between migrants and host communities and promote social inclusion, tolerance/non-discrimination, and attitudes of acceptance to migrants (both those in transit and those who stay for a longer period).

- **Provide** unified reporting, resource and data management, inclusively reflecting Red Cross Red Crescent deployment and action.

A Migration Coordination Cell was established in May 2015, based in Geneva, which was commissioned to boost the Movement’s capacity to respond to the plight of people fleeing across the Mediterranean Sea. The Cell developed the Response plan to address the humanitarian needs of migrants in the Mediterranean and neighbouring regions.

In November 2015, a Migration Task Force was created with the objective of expanding the scope of the response plan to other regions, recognizing that migration is a global phenomenon and that National Red Cross and Red Crescent Societies will continue to play a critical role in countries of origin, transit and destination. Initiatives taken by the Migration Task Force include:

- **A global study**: Smart practices that enhance the resilience of migrants. This report was commissioned to review and identify smart practices in migration assistance, protection, awareness-raising and advocacy. The study is based on extensive desk research and interviews with over 70 people, representing 30 countries and five country missions. It compiles smart practices from every region, during each phase of migrant journeys and across five dimensions of resilience. It also presents smart operational enablers that help National Societies and other actors to ensure that they have the right human, technical and financial capacities to identify and address migrants’ needs. The smart practices and operational enablers profiled in this study represent a wealth of ideas that can inspire National Societies and partners to develop new approaches for meeting migrant needs.

- **A Migration Fund** will support selected National Societies to strengthen their capacities to respond in the areas of protection, assistance, public awareness and promotion of respect for diversity, non-violence and social cohesion.

- **Mapping** and development of technical guidance:
  - Development of a Red Cross Red Crescent operational guide on health and migration.
  - Shelter and migration. Technical mapping of practices and activities in migration and shelter is ongoing. Additional information on the topic is expected from all regional IFRC offices and National Societies.
• Migration database review. The migration team is reviewing the existing Migration Database, as well as previous issues of the Migration Newsletters, in order to identify relevant and up-to-date guidelines and tools on migration and humanitarian assistance, psychosocial support, social inclusion, advocacy, policy, and beneficiary communication.

• An IFRC Virtual Volunteer web application will provide geo-located information designed to assist migrants to stay healthy and safe. The application will be piloted in Greece and Sweden.

The Red Cross EU Office (RC/EU Office)

The Red Cross EU Office (RC/EU Office), located in Brussels, represents and promotes the interests of 29 EU National Red Cross Societies, Norwegian Red Cross and the IFRC, coordinating relations and communications between the Red Cross and EU institutions.

The RC/EU Office works to increase Red Cross influence on EU policy, legislation and practice in order to improve the humanitarian situation of the most vulnerable, and aims to increase EU resources for our work at home and abroad in order to maximize the reach and scope of our global network through a coordinated approach. The office also serves National Societies on EU-related issues, by monitoring the legal framework in which they operate, promoting information and knowledge-sharing, building capacity, and providing a tailored approach to technical support.

The Migration Unit within the RC/EU Office implements migration-related resolutions of the International Conference and IFRC Policy on Migration through a strategy adapted to the EU context and connected to the activities and capacities of EU National Societies. The migration Unit strives to influence the policies and practices of the EU by promoting the Movement’s approach to migration, and supports EU National Societies’ activities on migration, and cooperative efforts to address migrants’ vulnerabilities. This includes close collaboration with European Red Cross migration experts in the framework of the PERCO network, and support for PERCO’s activities.

In 2015 and 2016, in the context of a large number of migrant arrivals in Europe and the lack of durable solutions identified by the EU and Member States, the RC/EU Office boosted humanitarian diplomacy efforts to underline the resulting impact on the vulnerabilities of migrants and the need to increase access to safe and legal avenues to obtain international protection in the EU. The Migration Unit received a growing number of requests to speak at external events and contribute to EU policy processes and discussions, where Movement experiences and expertise were shared and agreed advocacy priorities promoted, including on resettlement, family reunification and humanitarian visas.

Following extensive consultations with members, the office identified policy recommendations, and produced formal position papers and publications on Resettlement in the EU.20 Addressing the Vulnerabilities Linked to Migra-
tory Routes to the EU,\textsuperscript{21} and Perilous Journeys – Vulnerabilities on Migratory Journeys to the EU,\textsuperscript{22} which showcased members’ activities and identified concrete recommendations for the EU and Member States. These publications were shared and discussed during an event in the European Economic and Social Committee (EESC), at which National Society experts exchanged views and experiences on the current situation with EU and national policy makers and other stakeholders.

The RC/EU Office has contributed to European Parliament public hearings and meetings on, among other subjects, “Asylum – reinforcing a holistic approach”, the situation of unaccompanied minors in the Dublin System, “Respecting Human Rights in the context of migration flows in the Mediterranean”, and human rights and migration in third countries. The RC/EU Office was also invited to an exchange of views on the Parliament’s strategic report on “The situation in the Mediterranean and the need for a holistic approach to migration”, participated in an expert roundtable on humanitarian visas organized by the Parliament’s Rapporteur on the Visa Code recast, and presented Red Cross views and positions in various public conferences on the topic of integration and migrant smuggling. The Migration Unit continued to participate regularly in, and to inform, key EU consultative platforms on migration policy and strategy, including the Migration Forum, the FRONTEX Consultative Forum, the EU Civil Society Platform Against Trafficking in Human beings, and meetings of the Fundamental Rights Agency and the European Asylum Support Office.

The International Committee of the Red Cross

The ICRC, in line with its expertise, provides National Societies with technical or financial support on Restoring Family Links (RFL) and immigration detention. The ICRC’s direct activities include visits to detained migrants and forensic support to national authorities and regional bodies.

Depending on the circumstances, the ICRC provides certain National Societies (including Croatia, the former Yugoslav Republic of Macedonia, Serbia and Slovenia as well as in Greece, Italy and Malta) with guidance, training, staff, equipment or financial support in the field of RFL. The ICRC provides technical support to develop ‘Trace the Face’. ICRC also supports the Regional Information Centre for RFL, set up by National Societies along the Central/East/South East Europe migratory route.

The ICRC offers forensic support and encourages communication and cooperation among forensic services and other relevant organizations. (For example, it convened a “Conference on the Management and Identification of Unidentified Decedents in the European Mediterranean Region” in Barcelona in October 2015).


The ICRC continues to conduct detention visits in Greece and has an ongoing protection dialogue with the authorities on conditions of detention and treatment of detained migrants. It helps detained migrants to keep in contact with their families, and under certain conditions provides them with some basic assistance.

The ICRC also provides technical advice to National Societies in Europe on immigration detention. It supports National Societies at three different levels: through the workshop on immigration detention held annually at HQ, including the development of policy positions and guidance; through regional workshops on RFL and immigration detention; and by bilateral cooperation between ICRC Delegations and concerned National Societies.

The Red Cross/Red Crescent Mediterranean Platform on Migration

The RC/RC Mediterranean Platform on Migration was established in 2013. It involves the 26 National Societies members of the Mediterranean Conference, the IFRC, the ICRC, and the CCM.

Given developments in the Mediterranean region in 2011, the Platform was established to improve responses to the vulnerabilities of migrants during their migration journeys and to strengthen the network of National Societies on both shores of the Mediterranean Sea. Through its annual meetings, the Platform aims to reinforce and improve the action of the RC/RC Movement at regional level by supporting the following activities: facilitating information flow between National Societies through the focal points; mapping RC/RC migration programmes at regional level; promoting and disseminating RC/RC best practices on migration; and exchanging experiences at Mediterranean level.

The European Red Cross Action for Trafficked Persons Network (ATN)

The European Red Cross Action for Trafficked Persons Network (ATN), founded in 2004, is a thematic network that is open to all European Red Cross and Red Crescent Societies as well as the IFRC and ICRC.

The network’s aims are: to contribute to the reduction of human trafficking, and to the improvement of protection mechanisms for victims of trafficking, by strengthening and promoting the exchange of experience, information and best practice among National Societies and with other stakeholders; to promote National Society initiatives on awareness-raising, assistance and protection in order to safeguard actual and potential victims of trafficking; to liaise closely with NGO networks, national and international agencies and PERCO; and to strengthen the advocacy role of European National Societies. In 2015, the ATN developed an International Conference Pledge, ‘Responding to human trafficking among migrants in Europe’, which was signed by 15 National Societies that thereby undertook to start or intensify action to protect
migrants from being exploited. The ATN organizes an annual meeting for participating National Societies and facilitates information sharing and transnational cooperation through e-bulletins, activity mappings and webinars.

The current Co-chairs of the Network include the Netherlands Red Cross, the British Red Cross and the Croatian Red Cross. The Network can be reached at EuropeanATN@redcross.nl.

Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants (PERCO)

The Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants (PERCO) was launched in Copenhagen in 1997 to further promote co-operation between National Societies in Europe in the area of asylum and migration.

PERCO serves to develop and strengthen Red Cross activities for migrants, asylum-seekers and refugees as well as promote cooperation, discuss common concerns and carry out relevant joint activities among European National Societies. The Network carries out regular activities to strengthen the advocacy role of European National Societies and influence European policies and developments in the field of asylum and migration; to improve the capacity of European National Societies and the Federation in their work with refugees, asylum seekers and migrants; and to promote tolerance and encourage National Societies to counter racism, xenophobia and social exclusion.

The current Co-chairs of PERCO include the Austrian Red Cross, the Belgian Red Cross and the Bulgarian Red Cross.

The Regional Information Centre for Restoring Family Links (RFL-RIC)

Supported by the ICRC, the RFL-RIC is a forum for exchanging information related to migration. It was set up by National Societies along the Central/East/South East Europe migratory route (including the National Societies of Albania, Bulgaria, Croatia, Hungary, the former Yugoslav Republic of Macedonia, Montenegro, Poland, Romania, and Serbia). By monitoring migratory trends, it makes it possible to provide a coherent RFL response in different countries along the migratory route.

Other European Red Cross Red Crescent platforms, whilst not wholly involved in working with migrants, have developed useful tools on how they engage on migration issues. For example, the European Youth Network has produced a Youth and Migration Handbook, a collection of best practices in the area of youth and migration.
IFRC Policy on Migration

Policy Principles

Each National Society and the International Federation shall take into account and adopt the following approach on migration:

- **Focus on the Needs and Vulnerabilities of Migrants**
  
  The International Red Cross and Red Crescent Movement strives to adopt an integrated and impartial approach, combining immediate action for migrants in urgent need with longer-term assistance and empowerment. It is therefore important that National Societies be permitted to work with and for all migrants, without discrimination and irrespective of their legal status.

- **Include Migrants in Humanitarian Programming**
  
  National Societies can opt for different approaches in assisting and protecting migrants. Some focus on migrants through special, targeted programmes or projects; others include migrants in their general humanitarian action, addressing the needs and vulnerabilities of the population in its diversity. Both approaches require sustained efforts by National Societies to guarantee impartiality and non-discrimination, taking into account the humanitarian needs of the host population.

- **Support the Aspirations of Migrants**
  
  Migrants have a legitimate claim to hope and opportunities to achieve their potential. They are also an important social, economic and cultural factor. Their skills, experience, and resilience can be a valuable contribution to their host communities. National Societies will consider migrants’ own needs and interests, and support their social inclusion, integration, and their aspirations.
Recognize the Rights of Migrants

National Societies provide assistance and protection to migrants, irrespective of their legal status. Yet, the degree to which migrants are able to enjoy their rights is an important factor in assessing their vulnerability. By working with migrants to ensure that their rights are respected – including the right to the determination of their legal status – National Societies will also promote their social inclusion and their aspirations.

Link Assistance, Protection and Humanitarian Advocacy for Migrants

Assistance to migrants goes hand in hand with efforts to protect them against abuse, exploitation, and the denial of rights. In making these efforts National Societies will respect the migrants’ own interest, and the imperative of doing them no harm. To enable migrants to overcome abuses and pressures, National Societies can provide legal advice, refer them to other relevant and competent organisations or entities, or undertake discreet or public forms of humanitarian advocacy.

Build Partnerships for Migrants

The humanitarian challenges of migration reach across borders, regions, and cultures. There is a Movement-wide responsibility for capacity-building, mutual support and coordination. Regional cooperation among National Societies is equally essential. In working with external partners on migration, a common and principled approach of the Movement is indispensable.

Work Along the Migratory Trails

The Movement is in a unique position to help bridge the gaps of assistance and protection for migrants. National Societies in countries along the migratory trails will work together to optimise their humanitarian action, including the restoration of family links. This requires a focus on situations and conditions in which migrants all along their journey are especially susceptible to risks. National Societies may sensitize potential migrants about risks of migration, but must not seek to encourage, prevent or dissuade migration.

Assist Migrants in Return

Return to the place of origin is not the necessary end or solution of migration. Migrants may prefer to stay where they are, for an extended period or permanently. While providing counselling and informing migrants about their options, National Societies cannot and shall not decide what solution is the best, and must at all times maintain their impartiality, neutrality and independence. When migrants do return they face particular challenges; to assist and protect them, cooperation and agreement between National Societies in countries of destination and return is essential.
■ Respond to the Displacement of Populations

Armed conflicts and violence, natural or man-made disasters, but also development or relocation schemes can force populations to leave their homes, leading to accelerated and collective, even massive movements. The displaced populations might seek assistance and protection within their own country, or might find refuge across international borders. Displacement of populations and migration of individuals and groups are distinct but often interrelated phenomena; where they are interrelated, National Societies will strive for a coordinated action that covers both, the displaced and the migrants.

■ Alleviate Migratory Pressures on Communities of Origin

Migratory pressures on communities of origin can be related to social and economic distress; they can be linked to environmental degradation as well as natural or man-made hazards; and they can be due to persecution, armed conflict, and violence. By supporting disaster preparedness and building resilience at community level, National Societies contribute to alleviating pressures that can induce people to migrate against their will and desire.

■ References

All relevant policies, strategies, studies, campaigns and fact sheets related to the Europe Migration Framework can be found at fednet.ifrc.org/migrationineurope

The information contained in this report was correct at the time of writing May 2016.
# Glossary

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<th>Abbreviation</th>
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<td>ACAPS</td>
<td>The Assessment Capacities Project</td>
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<td>ATN</td>
<td>European Red Cross Action for Trafficked Persons Network</td>
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<td>CCM</td>
<td>Red Cross Centre for Cooperation in the Mediterranean</td>
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<td>DREF</td>
<td>Disaster Relief Emergency Fund</td>
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<td>ECHO</td>
<td>European Commission Humanitarian Aid and Civil Protection</td>
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<td>ECRE</td>
<td>European Council for Refugees and Exiles</td>
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<td>ENPS</td>
<td>European Network for Psychosocial Support</td>
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<td>ERU</td>
<td>Emergency response unit</td>
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<td>EU</td>
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<td>FACT</td>
<td>Field assessment and coordination team</td>
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<td>GBV</td>
<td>Gender-based violence</td>
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<td>HIV</td>
<td><em>Human immunodeficiency virus</em></td>
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<td>ICRC</td>
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<td>IFT</td>
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<tr>
<td>IOM</td>
<td>International Office for Migration</td>
</tr>
<tr>
<td>Migrant</td>
<td>Labour migrant, stateless migrant, irregular migrant, as well as refugee and asylum seeker</td>
</tr>
<tr>
<td>Movement</td>
<td>International Red Cross and Red Crescent Movement</td>
</tr>
<tr>
<td>NDRT</td>
<td>National disaster response team</td>
</tr>
<tr>
<td>OCHA</td>
<td>Office for the Coordination of Humanitarian Affairs</td>
</tr>
<tr>
<td>PERCO</td>
<td>Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants</td>
</tr>
<tr>
<td>PSS</td>
<td>Psychosocial support</td>
</tr>
<tr>
<td>PTSD</td>
<td>Post-traumatic stress disorder</td>
</tr>
<tr>
<td>RC/EU Office</td>
<td>Red Cross/European Union Office</td>
</tr>
<tr>
<td>RDRT</td>
<td>Regional disaster response team</td>
</tr>
<tr>
<td>RFL</td>
<td>Restoring family links</td>
</tr>
<tr>
<td>RFL RIC</td>
<td>Regional Information Centre for Restoring Family Links</td>
</tr>
<tr>
<td>ROE</td>
<td>IFRC Regional Office for Europe</td>
</tr>
<tr>
<td>SGBV</td>
<td>Sexual and gender-based violence</td>
</tr>
<tr>
<td>UAM/SC</td>
<td>Unaccompanied minors and separated children</td>
</tr>
<tr>
<td>UNHCR</td>
<td>United Nations High Commissioner for Refugees</td>
</tr>
<tr>
<td>UNICEF</td>
<td>United Nations Children's Emergency Fund</td>
</tr>
<tr>
<td>WFP</td>
<td>United Nations World Food Programme</td>
</tr>
</tbody>
</table>
The Fundamental Principles of the International Red Cross and Red Crescent Movement

**Humanity** The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

**Impartiality** It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

**Neutrality** In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

**Independence** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

**Voluntary service** It is a voluntary relief movement not prompted in any manner by desire for gain.

**Unity** There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

**Universality** The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.