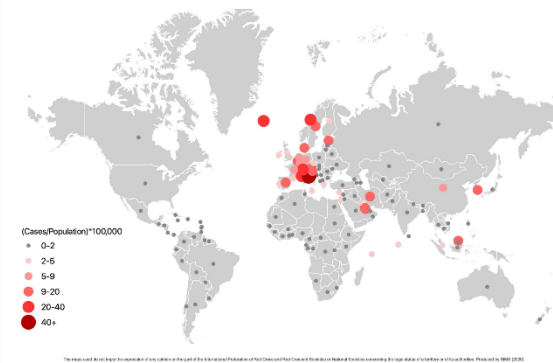


## Situation Update\*

**208,000** COVID-19 cases  
**166** Countries, territories, & areas

COVID-19 Global View  
 Produced 18 March 2020



## Funding\*\*

**32,000,000** CHF required

**16%** **106%**

■ Hard pledges ■ Soft pledges

\*Number of cases and countries as reported by WHO 16 March morning (GMT+1)  
 \*\*The Emergency Appeal is currently under revision and anticipated to require additional funding to support National Society scale-up for the response.

## National Society Response

**81** National Societies engaged in...

**53** **50** **55**  
 Health RCCE Institutional  
 Readiness

### Number of National Societies engaged in selected activities:

#### Health:

- 25** Screening & contact tracing
- 29** Psychosocial support
- 18** Clinical, paramedical, or homecare services
- 20** Emergency social services for quarantined individuals

### Risk Communications & Community Engagement (RCCE):

- 34** Misinformation management
- 19** Community feedback mechanism
- 20** Stigma prevention messaging

### Institutional Readiness:

- 32** Contingency planning
- 15** Business Continuity planning
- 43** Internal Risk Communications

## Useful links

### Health

- Technical guidance available on [GO](#)
- New Mental Health and Psychosocial Support (MHPSS) guidance available - [EN](#)

### Risk Communication and Community Engagement

Online [table](#) includes available RCCE resources and be updated regularly with new content and links.

- Tips on using social media for COVID-19 (with all social media assets) - [EN](#)
- How to include marginalized & vulnerable people in risk communication & community engagement - [EN](#)
- Rapid assessment tools: rapid survey - [EN](#)
- Focus Group Discussion (FGD) for volunteers ([EN](#), [FR](#)) and communities ([EN](#), [FR](#))

### Communication

- Media statements on the COVID-19 response available - [EN](#)

### Protection, inclusion and gender

- Technical guidance note: How to consider protection, gender and inclusion in the response to COVID-19 - [EN](#)
- Protection, gender and inclusion and COVID-19 basic guidance (key messages and groups) - [EN](#)

For the detailed up-to-date information on the situation and guidance documents please visit [go.ifrc.org](http://go.ifrc.org) or [FedNet](#).

## OPERATIONAL UPDATE

The Emergency Plans of Actions for COVID-19 operation are available [here](#).

### **Red Cross and Red Crescent activities globally**

#### **Health (including MHPSS)**

The IFRC, in close collaboration with global and local health partners, is continuing to provide risk assessment and guidance to support National Societies to implement high-quality, effective and appropriate epidemic response, social support and epidemic impact mitigation activities. In the last week, along with various National Societies and external partners, IFRC attended a webinar which focused on sharing experiences between countries and organizations working in prehospital and intensive care service provision. IFRC is coordinating various internal thematic groups (e.g. Quarantine and emergency medical services (EMS)) which allow regions and National Societies to share experiences, discuss challenges and share resources. In addition, IFRC Geneva is working with regions to map out clinical and prehospital services currently being provided by National Societies.

#### **Risk Communication and Community Engagement (RCCE)**

IFRC, in coordination with UNICEF and WHO, finalized the global RCCE response strategy which defines recommended activities for four scenarios. New guidance, tools and material are being produced, in close coordination with all regions, with emphasis on community action and ownership for embracing public health measures, motivating social solidarity and responsibility to slow down the epidemic, alleviate stretched health systems, and protect the most vulnerable. IFRC is also leading the roll out of community feedback systems (including online platforms) to gather community perceptions and insights (rumours, beliefs, concerns and suggestions) that can inform public health measures and community engagement strategies. This online [table](#) has all available RCCE resources and will be updated regularly with new content and links.

#### **Business Continuity Plans (BCPs)**

Business continuity plans are continuing to be adapted due to the changing situation. Further analysis is underway to assess how restrictions are affecting other operations globally, while constant support is provided to National Societies, especially those that provide emergency medical services, to guarantee continued service provision.

#### **Global Rapid Response**

Travel restrictions in several countries are impacting surge deployments globally. In response, remote support is being provided, with guidance being developed to ensure continued effective support. Additional adaptations include identifying support from National Societies in neighbouring countries who have not introduced travel restriction, and reassigning IFRC personnel in other position to support COVID-19.

#### **Communications**

Communications on COVID-19 is focused on promoting Red Cross Red Crescent response, supporting National Societies communications, and addressing misinformation and stigma. Media statements the COVID-19 response are available [here](#).

Key messages and a list of spokespersons are updated/shared regularly within IFRC, with ICRC and with National Society communication focal points. Media interest and coverage of Red Cross Red Crescent response remains high. Cross media assets for all National Societies have been created and are communicated across all IFRC social platforms, as part of the collective risk communication effort, to help our audiences understand ways to protect themselves and their loved ones, as well as showing the different aspects of the Red Cross Red Crescent response.

A new set of infographics reflect our call for action for people to learn, act and help. Social media highlights including: [Twitter](#), [TikTok videos](#), [WEF Interview](#) with IFRC Director of Health. **Facebook:** [#StayHome Be there for your loved ones](#), Instagram: [#StayHome Wash your hands](#), LinkedIn [#StayHome Wash your hands](#)

#### **Supply Chain**

A team composed of a medical logistics coordinator and a surge supply chain coordinator, together with the Logistics Procurement and Supply Chain Management team (LPSCM) in Geneva continue leading global supply chain

coordination with external stakeholders, to ensure consistency and potential reallocation of supplies, as well as supporting preparedness activities among the logistics hubs and Operational LPSCM units.

## **Red Cross and Red Crescent activities by region**

### **ASIA**

### **PACIFIC**

#### **Regional Overview**

The IFRC Asia Pacific Regional Office (APRO) continues to provide guidance and coordination support to National Societies through five CCSTs and eight COs, with regular communications and coordination at all levels and through the weekly joint task force calls with the global headquarters in Geneva. APRO has been constantly monitoring the evolving situation in Asia and the Pacific and is actively keeping the region informed through the weekly meetings with COs and CCSTs. In the same manner, CCSTs and COs have been constantly updating the APRO on the progresses in-country for preparedness measures, trends in the number of confirmed cases, governmental actions, and activities being implemented or planned by National Societies.

#### *Mental Health and Psychosocial Support (MHPSS)*

MHPSS has been provided to affected people and general public through online Psychological First Aid (PFA) at the various call centres by the Red Cross Society of China (RCSC), Korea National Red Cross (KNRC) and the Hong Kong Red Cross branch. KNRC provided 26 PSS experts to the Ministry of Health to support the Hotline centres, and PSS IEC materials have been translated into some local languages like Bangla and have been distributed to the public in Bangladesh.

At the Asia Pacific regional level, there has been an increased provision of technical support to COs and CCSTs in regard to scaling up the implementation of PSS activities by different National Societies. Online support has been provided to Malaysian Red Crescent when planning for their PFA trainings to volunteers. Coordination with different MHPSS actors in the Asia Pacific region has been initiated. The first MHPSS technical skype call was held with WHO, UNICEF and IFRC and discussed ways of continued sharing of experiences, materials and tools. More MHPSS partners will join the team to form a regional MHPSS technical platform that will further support National Societies.

#### *Risk Communication and Community Engagement (RCCE)*

Over the course of the week, a seminar on risk communications and Community Engagement and Accountability (CEA) for the Asia Pacific region was held and was attended by colleagues from both the IFRC and the National Societies. The seminar covered what risk communications entailed, its importance in health emergencies, and methodologies and tools for documenting and addressing rumours and misconceptions. The presentation slides used in the webinar will be shared with voice-overs embedded.

As part of its ongoing development of tools and resources, the IFRC Feedback Starter Kit's feedback form was translated into Chinese (simplified/traditional), Malay, Bahasa Indonesian, Myanmar, Bangla, Hindi, Japanese, Thai, Vietnamese and Korean. These will be uploaded onto sharing platforms as soon as possible. In addition, RCCE activities from the Nepal Red Crescent Society (NRCS), Bangladesh Red Crescent Society (BDRCS), Palang Merah Indonesia (PMI) and Philippines Red Cross Society (PRCS) will be presented in the regional 4W dashboard. An upcoming event that has been planned is a co-chairing conference call with wider risk communications and community engagement actors in the Asia Pacific region. The exact date and time will be confirmed in the coming days.

Other RCCE Working Group updates include the following:

- 4W dashboard on risk comms & community engagement is being updated every Friday [here](#).
- [Guidance note](#) on the inclusion of marginalized and vulnerable groups has been published by the RCCE group (with input from IFRC). This will be translated into Arabic and Bahasa Indonesia, and possibly into Khmer as well.
- IFRC has also been planned to give input on WHO risk communications document on communication of large-scale transmission.
- Google Drive for RCCE resources to be set up. In the meantime, many resources can be found [here](#).
- Considerations are being made to set up a country-filtered regional dashboard to share feedback.

### *Logistics*

With China's market gradually opening up and ramping up its production output, and with the PPE Mapping completed, the Logistics team is working on the allocation of PPE to meet the demands from the various National Societies.

### **Red Cross Society of China (RCSC)**

As of 14 March, 1,490 individuals from 30 provinces have donated 488,325ml of convalescent plasma – of these, 878 individuals from Hubei Province donated 315,825ml of convalescent plasma. RCSC National Headquarters (NHQ) now offers pick-up services for plasma donors. As of 14 March, 137 donors requested for the service.

### *Psychosocial and Medical Support*

As of 15 March, the Red Cross branches in Hubei Province have organized 180 psychological counselling volunteers, and provided 36,200 sessions of psychological counselling for the public, frontline medical workers, volunteers, etc. RCSC NHQ dispatched a medical expert team to guide the application of Tocilizumab in designated hospitals in Wuhan to treat patients with COVID-19. As of 14 March, 433 patients in 14 designated medical institutions had been treated with Tocilizumab.

### *RCRC Movement Support*

As of 17 March, RCSC supported two more medical experts to support the prevention and control efforts in Iran. In the week on 12 March, a team of 9 Chinese experts were deployed to Italy to support the Italian Red Cross COVID-19 response, led by Mr. Sun Shuopeng, Vice President of the RCSC, and Mr. Xiao Ning, Deputy Director of the Chinese Center for Disease Control and Prevention. The other members come from the Ministry of Health, Chengdu Branch of RCSC, West China Hospital of Sichuan University - West China School of Medicine, Sichuan Province Center for Disease Prevention and Control, Sichuan University, and China National Biotec Group Company Limited (CNBG). The team also brought 31 tons of medical materials such as intensive care equipment and Personal Protective Equipment (PPE). Following the discussion between President Rocca and Dr Chen on 17 March, Italian Red Cross accepted RCSC's offer of the deployment of 150 medical doctors and 300 intensive care nurses to Italy to augment the local health care team to provide support on intensive care and resuscitation.

### *Hong Kong branch of RCSC (HKRC)*

In collaboration with the Auxiliary Medical Service, HKRC has been providing medicine pick-up services for persons under quarantine, with a total of 65 cases having been followed-up. HKRC has also provided clothing, blankets and personal sanitary items to the quarantine centres through the Social Welfare Department for emergency use of the persons under quarantine. As of 16 Mar, a total of 11,000 sets of clothing, blankets and personal sanitary items have been provided.

### **Red Cross Society of the Democratic People's Republic of Korea (DPRK RCS)**

With the full mobilization of 1,000 RC volunteers and four provincial and five branches, the DPRK RCS is scaling up its health and hygiene promotion activities against COVID-19. The daily health promotion conducted by Red Cross volunteers in the communities against COVID-19 have been recognized and highly appreciated by local population as well as local authorities.

In the words of Kim Chun Kyong, a 63 years old female from Masong Ri, Tongrim County, North Phyongan Province, she endorsed the actions, claiming "Through the RC volunteer who regularly visits my family for health promotion, I came to know better the importance of simple personal hygiene such as handwashing in preventing COVID-19. More in specific, through several practice (sic) with the help of the volunteer, I realized that correct handwashing is much dependent on right methods, not on timing. Now I am using these knowledge and skills for my grandchildren as well as myself every day."



DPRK RCS volunteer delivering key preventive messages against COVID-2019 to the elderly people in Inpyong-ri, Sinyang county, South Phyongan province. **(Photo: DPRK RCS)**

DPRK RCS, in its emergency preparedness against COVID-19, is further strengthening its cooperation and coordination with key partners including Emergency Anti-Epidemic Command, Ministry of Public Health and IFRC. Given the increasing risk of COVID-19 globally, the DPRK government is strengthening its pre-emptive emergency anti-epidemic measures across the country. The intensive medical clearance and examination for the people to be released from quarantine is taking place and those with no signs of symptoms are released and followed by medical monitoring. On a daily basis, the situation report of COVID-19 all over the world, emergency measures taken by the respective countries and the guidelines for self-care and self-protection are covered by mass media. Epidemiological data on DPRK shared by MoPH as of March 16 states that 7,283 people (foreigners: 194, locals: 7,089) arrived in country. So far, 11,485 (foreigners: 86, locals: 11,399) have been quarantined, including two new admissions of foreigners, and 13,866 people (foreigners: 296, locals: 13,570) have been released from quarantine. In total, laboratory test results for 590 people (foreigners: 8, locals: 582) have been negative.

### Japan Red Cross Society (JRCS)

Since the outbreak, more than 30 hospitals are still actively involved in treating patients. A Canadian Red Cross team, supported by a translator from JRCS, have been in Japan to provide treatment and care for over 40 Canadian patients infected in the Diamond Princess cruise ship. This Canadian Red Cross mission has since ended, and the team has returned to Canada on 17 March.

In addition, there has been success in its campaign to appeal for blood donors and continued donations. Having broadcast this appeal to the public via mass media channels, the number of blood donors (repeated donors) has been increasing and donors have actively cooperated to donate blood. Thus, sufficient blood stock levels have been ensured. JRCS has also initiated their MHPSS task force team to produce IEC material concerning PSS and social stigma to the general public to address concerns and to reduce anxiety.

### Korean Red Cross (KNRC)

Over the weekend, the Seoul chapter of KNRC reached 3,085 vulnerable people and the Jeju chapter reached 3,000 vulnerable people, providing them with meal kits, masks and hand sanitizers. With the designation of RC hospitals in Sangju and Yeongju as exclusive hospitals, 7 doctors and 6 nurses from other hospitals were redeployed, while 3 doctors and 14 nurses dispatched to other exclusive hospitals in Seoul and Daegu have completed their mission.



In a bid to regain public confidence and trust, KNRC has conducted tests for 1,432 nurses working at blood centres - all tests were negative for the virus. KNRC has also published a series of video clips to promote KNRC's activities related to COVID-19 prevention and response efforts. These video clips can be viewed [here](#).

A layout of the items in Meal Kits delivered to self-isolated people. (Photo: KNRC)

### Malaysian Red Crescent Society (MRCS)

MRCS is currently providing ambulance service in some areas of the country and has transported 24 suspected cases of Covid-19 to the designated hospitals so far. This service is provided in coordination with the Ministry of Health of Malaysia and is in accordance to the protocols and guidance defined by the local authorities. MRCS has also organized four training sessions in the use of PPEs and hygiene promotion for 250 ambulance staff and volunteers, as well as one training session for 26 volunteers in CEA for COVID-19.

### Nepal Red Cross Society (NRCS)

As of 17 March, a total of 478 samples have been tested in the lab out of which only one case has been tested positive - the infected person has recovered. With the increase in containment efforts, up to 40 health desks have been planned to be established by the government at various entry points – NRCS will be assisting in this initiative through its district chapters, and will also be deploying RC Emergency Clinic

personnel to Sukraraj Tropical hospital to establish help desks with operations expected to commence from 18 March. COVID-19 awareness IEC materials will be distributed at the health desks.

With plans to scale up community outreach in communities and schools in all districts, current efforts have led to a total of 2,713 people (including 1,511 female and school students) having been reached through sessions in COVID-19 awareness and preventive measures. In addition, seven episodes of radio programme on COVID-19 have been produced by NRCS radio and have been aired through different FM stations in coordination with the government line agency. IFRC and NRCS are regularly coordinating with UNRCO/HCT and have been participating in HCT contingency planning for COVID-19. At the conclusion of discussions led by the Ministry of Home Affairs, the IFRC CO has been requested to work together with the Department of Urban Development and Building Construction (lead of the shelter cluster) to prepare COVID-19 response plans. IFRC CO has since developed the Business Continuity plan and has organized consultations with in-country PNSs as well as ICRC as an observer. The plan is expected to be finalized by this week.

### **Sri Lanka Red Cross Society (SLRCS)**

According to the Epidemiology Unit and Health Promotion Bureau of Sri Lanka (17 March), there has been a total of 29 confirmed cases and 204 individuals remain under observation. The confirmed cases are treated at the Infectious Diseases Hospital (IDH) hospital in Angoda, Colombo. SLRCS has maintained national and district-level coordination with health and non-health sectors for wider awareness, and has supported hospitals with the provision of water tanks.



Reading IEC material distributed by the SLRCS. **(Photo: SLRCS)**

On 16 March, SLRCS conducted a special meeting for the Branch Executive Officers (BEOs). A session on COVID-19 was conducted at the Branch Disaster Response Team (BDRT) training, First Aid Coordinator meeting and with the Red Cross building staff (including non-RC floors). Another training session was conducted for volunteers involved in the COVID-19 activities, focusing on precautions and handling PPEs with simulated drills enacted. As part of its efforts in raising awareness about COVID-19, IFRC IEC materials have been printed and distributed to all 25 branches across the country, and short video montages are in the process of production. The SLRCS Business Continuity Plan has also been activated, providing staff with hand sanitizers, and establishing an emergency operation roster. A briefing note will be prepared every two weeks.

### **Thai Red Cross Society (TRCS)**

King Chulalongkorn Memorial Hospital (KCMH), under TRCS, is one of the hospitals in Thailand that can test and diagnose COVID-19 in patients. During the period from 1 Feb - 16 Mar, a total of 3,262 people has been screened at KCMH for COVID-19, and 1,546 people were transferred to Emerging Infectious Diseases (EID) clinic for further treatment. Of these, 257 patients are under investigation. Currently, there has been 19 confirmed cases of COVID-19.



Mask distribution to homes and vulnerable groups in Thailand. **(Photo: TRCS/IFRC)**

TRCS has prepared and implemented a quarantine plan for staff who are or might have contracted COVID-19, and has coordinated with provincial authorities on quarantine and prevention plans in local areas, especially in provinces with high number of workers returning from South Korea. TRCS continues to support local communities in distributing masks to those in need - especially vulnerable groups.

### **Vietnam Red Cross Society (VNRC)**

As part of its outreach efforts, VNRC provincial chapters have organized the following activities: integrating the dissemination on COVID-19 prevention with the blood donation collection; distributing masks,

handwash liquid, and soaps; surprising the public with a flash-mob dance at a public place; and disseminating COVID-19 prevention messages at supermarkets, banks and schools, bus stations. These have been augmented by the production and distribution to high-risk provinces of 2,700 posters (A0 size) and 60,000 leaflets (A4) on COVID-19 prevention, together with 20,200 masks, 8,072 soaps, and 489 bottles of sanitizers.

VNRC representatives have attended the four-times-per-week meetings at the National Steering Committee on COVID-19. An SMS fund-raising campaign has also been launched and will be active from 24 March to 23 May. Other productions that have gained traction include an [outdoors handwashing video](#) and a [video news montage](#) capturing VNRC activities.

## AFRICA

### Regional Overview

The Africa Regional office support the 6 Country Cluster Offices and 7 Country offices that covers 49 National Societies in Africa. As of 18 March, 27 countries (55%) have reported cases of COVID-19 with a total number of 233 confirmed cases in the region. Countries with more than one-digit cases, as of 18 March, includes South Africa (116), Senegal (27) and Burkina Faso (20), all in the initial phase of community spread of COVID-19. While Nigeria, the first country to identify a COVID-19 case has successfully contained further spread from the first 2 index cases after 14 weeks of quarantine/isolation, 4 new imported case were again reported.

The Africa region could be one of the least affected by COVID-19 globally, but the weak health systems and poor health indicators places the continent at high risk for infection and hence requires heightened preparedness. Governments across the African continent have started taking stringent measures by restricting movement from high-risk countries, intensified screening at the port of entry, closure of educational institutions etc. The key updates of the Region for this are given below.

- Africa Regional Director released the Business Continuity Plan on 17 March, declaring Yellow Phase for the Africa Regional Office, EA CCST, and Somalia CO. The RO will simulate Orange Phase working modalities—rotations of teams working from home—for the coming week to prepare in the event of a spike in cases.
- South Africa Cluster Office has activated Orange Phase with the community transmission of COVID-19 in the country. West Cost Cluster, Other CCST/CO are preparing the BCPs.
- Africa Intervention Approach was released to all African National Societies and IFRC CO/CCST structures and Partner National Societies, detailing the RO approach to decision-making on financial allocations from the Global Appeal.
- A coordination architecture was established by AfRO with the CO/CCST's to reach out to 49 NSs in Africa. Weekly coordination meetings established, regular information flow and technical guidance is happening through the Health Coordinators.
- The movement operations group met online on 18 March to coordinate response action across the Region (ICRC, PNS, and IFRC).
- **IFRC West Cost CCT** is attending the meetings on risk communication pillar meetings and emergency operation centre at NCDC. They also participated in donor partner meetings organized by the World Bank and having numerous key stakeholders (e.g. Dangote foundation, USAID, WHO, UNICEF, MoH, NCDC etc).
- The **South Africa CCST** has proactively reached out to the Partner National Societies and ICRC in the cluster. There have also been in-country partner coordination actions in Malawi, Zimbabwe, Mozambique and Zambia. Partner National Societies that have so far committed to support National Societies in the South Africa CCST include - Belgian Red Cross, German Red Cross, Finnish Red Cross, Norwegian Red Cross, Danish Red Cross, American Red Cross and British Red Cross. ICRC has shown interest to support in places where they are having active engagement/ongoing programmes.

#### *National Society Contingency Plans and BCP*

With the guidance given by AfRO, many of the NSs are in the process of updating its COVID-19 Contingency Plans and BCP. The following NSs have already activated their CPs; South Africa, Zambia,

Malawi, Zimbabwe, Botswana and Lesotho, Tanzania, Uganda, Kenya, Seychelles, Mauritius and Madagascar.

#### *Technical Support to NSs on Risk Communication and Community Engagement*

- The mapping of the capacity of RCCE in the NSs is on-going; response received from 26 NSs. The IFRC CEA focal points in the CCST/CO is supporting NSs to develop EPoA for countries or developing preparedness plans. The CEA focal points are also supporting NS to strengthen their visibility in coordination meetings as auxiliary to the government.
- Translation of RCCE materials in French has been done and share with Francophone National Societies. All the RCCE resource materials are put together into document with a description of the document and links to access it online and shared with the NSs.
- Feedback received from the community is being logged in a logsheet. Monitoring the perceptions, fears, rumours, questions and suggestions about COVID-19 in communities is going on.
- The CEA Coordinator co-hosted the regional RCCE inter-agency working group meeting with UNICEF (East and Southern Africa)

#### **Nigerian Red Cross Society**

Nigerian Red Cross Society is in its peak of intervention with support from the Global Appeal. Mass awareness activities is on-going in the states of Lagos and Ogun. The channels for feedback mechanisms include WhatsApp, Toll-free lines, FGDs, social media is activated and have received 277 feedbacks as of 17 March 2020. The nature of feedback collected so far are on false information about COVID-19, misconceptions, and RC gratitude. Volunteers observations show that people continue to shake hands, are not observing social distance, eating without washing their hands at the market, and the stigmatization of Asians is continuing. This indicates the need for further risk communication activities. Three radio shows (out of 4) have been completed in the two states, 3 jingles produced by the NS and approved by the Nigerian Centre for Disease Control (English, Pidgin & Yoruba) was aired 32 times.



Nigerian Red Cross Society mass awareness actions in collaboration with Family FM radio station.

#### **Senegal Red Cross Society**

Senegal has 31 confirmed cases and have reported community transmission from one imported case from Italy. Apart from the funding from the global appeal, Senegal Red Cross Society has mobilised resources from Belgium Red Cross and MoH. It has deployed the head of the Disaster Management Service of the Senegal Red Cross Society in Touba for the integration of the Red Cross of Mbacké in the Incident Management System at the local level. Training of volunteers for social mobilisation in the community, point of entry screening in 3 locations and sensitisation of students and staff of Cheikh Anta Diop University happened in the last week.

#### **Burkina Faso Red Cross Society**

The National Society started with the internal capacity building of the staff on COVID-19, routes of transmission and modes of prevention. It installed hand washing point in front of the different services and offices of the Red Cross headquarters and distributed hydro-alcoholic gel to staff and volunteers. Training of 150 volunteers for contact tracing, management of 2 hotline numbers, intra-domiciliary disinfection following request from Burkina Faso government.

#### **South Africa Red Cross**

South Africa Red Cross has accessed financial support from the global appeal and technical support from the IFRC and are currently working with the government to respond to the outbreak.

#### **Gabon Red Cross**

The Gabon Red Cross was in the forefront of preparedness for COVID-19. It trained 126 volunteers and started preparedness activities on 11 March in Libreville, Ostende and Akada. Awareness raising activities



on COVID-19 were organized twice a week in these areas through household visits. 1040 household were visited and 5859 people (2883 women, 2976 men) reached with key messages on COVID19. Mass sensitization on COVI-19 were held twice a week in markets and bus stations reaching 1292 people.

### **Niger Red Cross Society**

The Ministry of Health requested Niger Red Cross Society to provide volunteers for the screening of people with thermo flash, providing hand sanitizers for hand cleaning and filling information forms for all suspects cases upon their arrival at the Hamani Diori international Airport. Ten volunteers were deployed for this task since 18 March. COVID-19 intervention is being integrated in the DM Appeal currently been implemented in Niger.

### **Red Cross Society of Seychelles**

The Red Cross Society of Seychelles has activated its Contingency Plan and is using 12 tents to set up clinics around the island to conduct tests and/or for point of entry screening in the boarders. Twenty volunteers are working with MoH health personnel from 17 March 2020, to assist with contact tracing. The Seychelles NS is represented in the multi-stakeholder Integrated Disease Surveillance and Response Committee of the Ministry of Health, along with other partners like the Police and Department of Tourism.

### **Malawi Red Cross**

Malawi Red Cross has worked in a joint proposal with UNICEF with focus on RCCE and Health systems strengthening for the Country in readiness for COVID-19.

## **THE AMERICAS**

### **Regional Overview**

The Americas Regional Office IFRC has activated its internal Emergency Operations Center (EOC) as of 9 March 2020. Coordination meetings are being scheduled from 9 to 11 am daily. Internal coordination meetings are being held to give IFRC Staff Health Guidance.

ARO IFRC Business Continuity Plan and Contingency Plan developed. Scenario Planning has been shared. Rapid Response Members deployed to Panama to support regional actions:

- Pandemic Preparedness
- Risk Communication
- Community Engagement and Accountability (CEA)
- Three rapid response Data visualization specialists

In addition:

- Disaster Managers are coordinating regional meetings with NSs per region.
- A global activity monitoring system has been developed. Information has been shared with NSs through official communication.
- A Rapid Response Preparation Alert for availability for potential deployment has been activated.
- ARO, through the Country Cluster Support Teams (CCSTs), is monitoring and assessing the situation and taking actions to help NSs prepare for the outbreak and manage risks.
- ARO has organized a coordination team, consisting of staff from the Disaster and Crisis Prevention Response, and Recovery Department (DCPRR), Health and Water, and Sanitation, Logistics, Finance, Partnerships, and Resource Development, and Communication. The team has regular weekly meetings and teleconferences in English and Spanish to share updates on the epidemic with National Societies and IFRC groups.
- A group was opened in Teams Microsoft with content in Spanish and English, as well as a forum for National Societies to share questions and materials. You can request access to the group [here](#).
- A template for Contingency planning has been shared with NS.

### **American Red Cross (ARC)**

The ARC is supporting government agencies to assist evacuees returning from China and providing relief items such as blankets, comfort kits, food, and children's toys to partners managing quarantine facilities. It is supplying blood products to hospitals and patients. It has activated two disaster response specialists: information management (IM) as SIMS coordinator and Communications.

It is contributing to the IFRC emergency appeal to assist the IFRC as it coordinates the global Red Cross Red Crescent response to the outbreak. It is supporting public health agencies to help communities to prepare.

### **Canadian Red Cross (CRC)**

The CRC has been supporting the Public Health Agency of Canada (PHAC) in the quarantine operations in for Canadian's evacuated from Wuhan and Japan Diamond Cruise Line. The PHAC has requested support from the CRC of non-urgent clinical services on-site at the quarantine area in Trenton, Ontario and the CRC is mobilizing a customized ERU mini-clinic for 14 days for a new group of Canadians that are being repatriated from the Grand Princess cruise. The CRC, at the request of the Government of Canada, has sent a team of 9 people to Japan to support Canadians being treated for COVID-19 in Japanese hospitals for the Princess Diamond Cruise Ship. The remaining delegates returned to Canada on March 17th. At the request of the Government of Canada, it facilitated an in-kind donation of personal protective equipment by the Government of Canada to the Red Cross Society of China and is supporting the return of Canadians from China. It has also launched a [national campaign](#) through its media resources to raise funds for the Red Cross Society of China's response to the Coronavirus (COVID-19).

### **Mexican Red Cross (MRC)**

The MRC is strengthening its protection measures for doctors, nurses, and emergency medical technicians in the institution in the face of the outbreak of COVID-19. Permanent participation of the State Delegation of the Mexican Red Cross in the State Health Committee. Ambulances are being equipped to have the necessary equipment to proceed with isolation, especially of the airways, when it is detected that the patient, they are helping is sick with Covid-2019. It is holding awareness campaigns in schools about prevention measures for hygiene promotion and sharing awareness material through social media.

### **Costa Rica Red Cross (CRRC)**

The National Sectoral Health Bureau is coordinating with the health structures that have responsibility for the initial approach, care, and transfer of suspected and confirmed patients (Costa Rican Red Cross, the Costa Rican Social Security Fund [CCSS], and the Ministry of Health). The CRRC protocols are being reviewed for this outbreak and other influenza-type diseases and providing training to health personnel. The CRRC response protocol for patient care and pre-hospital services staff has been updated. The CRRC is working with the Ministry of Health, the CCSS, and the National Emergency Commission tracking rumours and dissemination information and prevention measures through Media and Social Media. NS Contingency plan and Emergency Plan of Action developed and shared with IFRC.

### **Salvadorean Red Cross Society (SRCS)**

The SRCS is coordinating with the Ministry of Health for the development of Operational Plans for the Protection of Health Services. The government has issued an active red alert on March 13, and a state of exception has been set up on March 15. 31 Centers for quarantine have been set up. The SRCS has donated 400 mats and 1,000 blankets. The SRCS is currently working in a proposal to provide PSS services to the population that is on quarantine at the centers. It is sharing prevention plans to Municipal and Departmental Commissions in conjunction with Civil Protection. Staff and volunteers are being trained in disease prevention. It is sharing prevention and hygiene promotion messages through Social Media. It has printed documents on hygiene promotion (handwashing) and COVID19 in the migrant's home. Alcohol gel will be provided for communities with internal displacement rates.

### **Guatemalan Red Cross (GRC)**

The Guatemalan Red Cross has carried out preparedness and response actions in coordination with local authorities. The GRC has set up a prehospital service at the international airport to transport suspicious cases of COVID 19 from the airport to the hospital. Communication campaigns are being carried out in the press and social networks. GRC staff and volunteers are being trained. A contingency plan developed. Briefing is being provided on the use of hygiene kits distributed at return and transit centres, information messages on VIDOC-19, and preventive measures. Printing of banners on the 12 handwashing steps for all humanitarian migrant service posts and branches providing services to migrants. Talks on COVID19 in return centres for migrant children. Talks to children and young people about COVID19 in schools. It is planned an awareness campaign in the community where the methodology of friendly neighborhoods is

carried out. Protection and cleaning equipment are being provided for the volunteers who work in direct assistance to migrants. Purchase of cleaning supplies for the branches. NS Contingency plan and Emergency Plan of Action developed and shared with IFRC.

### **Honduran Red Cross (HRC)**

The Honduran Red cross is updating its protocols for diagnosis, management, surveillance and quarantine of cases in coordination with PAHO and the Government. The National Health Committee has been activated, and weekly meetings are being held, in which HRC participates. The HRC has activated its steering committee. Twenty technicians trained in technical emergencies and monitoring protocol for suspicious cases have been made available to the government for hospital transfers. Twenty-one HRC Branches have been trained. One hundred protection kits have been distributed among the HRC Branches. A Banner is planned to be printed on handwashing at the Childhood Return Center. It is planned an awareness campaign in the community where the methodology of friendly neighborhoods is carried out. Talks have started in schools about COVID19 and prevention. NS Contingency plan and Emergency Plan of Action developed and shared with IFRC.

### **Nicaraguan Red Cross (NRC)**

The NRC Emergency Operations Center has been activated. Institutional green alert active. Preparedness actions are being carried out. Training of community networks is being carried out through municipalities and border entry points. 27 Branches have been trained in prehospital services. Nine hospitals already trained in case management and quarantine. Strengthening of prevention and hygiene promotion actions. Protocols and contingency plans have been updated. Activation of PSS focal points. Protocol for branches already approved and shared. Coordination is underway for the purchase of protection and hygiene kits for branches at border points. Simulations carried out with the government, in case management. Educational talks are taking place, and material is being shared through social media. NS Contingency plan and Emergency Plan of Action developed and shared with IFRC.

### **Red Cross Society of Panama (PRC)**

A National Action Plan has been developed. The PRC is part of the national emergency operations centre. Health personnel in contact with suspected cases were trained in the use of personal protective equipment and handling of pre-hospital care material. Hospital quarantine zones are being planned. The database of Panamanian RC staff and volunteers trained was shared with the government in case support is needed.

### **Antigua and Barbuda Red Cross Society (ABRCS)**

During the reporting period Antigua and Barbuda Red Cross Society kept conducting school campaigns and distributing information through various business places in the country. The ABRCS is actively using communication materials from the IFRC website and related technical guidance. Additional activities to raise awareness include using the materials in electronic billboards and adapting it to prepare parents to speak to their children about COVID-19.

### **Bahamas Red Cross (BRC)**

The Bahamas Red Cross has received IFRC support to develop internal operating procedures for COVID-19. Basic preventive measures were taken, including provision of hand sanitizers, soaps distributed to all IFRC and BRC premises. COVID-19 Posters were printed and distributed within IFRC and BRC (on the doors and handouts).

For the moment, all regional and local meetings are cancelled; and gatherings are more than 5 people. All contacts are through skype or zoom. IFRC Business continuity plan is drafted based on ARO. Before the restrictions, BRC attended Government briefings/conferences of the situation – coordination is still ongoing with MoH.

### **Barbados Red Cross Society**

The Barbados Red Cross Society keeps working with national response system to coordinate actions after the appearance of fist cases. At the moment, IFRC is supporting National Society volunteers' preparedness to respond.

### **Belize Red Cross Society**

During the reporting period, the Belize Red Cross Society maintained liaison with donors to identify funding support and participated in coordination meetings with the Ministries of Health and Education; UNICEF, PAHO, and civil protection. For the moment, the National Society has provided jerrycans to education facilities for storage and distribution of water; reprinted IFRC posters and shared them with partners; and developed a plan of action: Some of the actions foreseen include:

- Update the contingency plan
- Planning TV media spots on TV
- Partnering with UNICEF for PSS for children
- Organizing training of staff and volunteers with support of Ministry of Health
- Meeting with Ministry of Health to plan trainings with volunteers to share information with the elderly.

### **Dominica Red Cross**

The Dominica Red Cross has begun educational awareness with posters on information for COVID-19 being placed in public areas and schools. At the moment, it also plans to host a sensitization session for volunteers and staff being facilitated by the Ministry of Health officials. The session will be facilitated by the Epidemiologist and the infection control nurse from the MOH.

### **Grenada Red Cross Society (GRCS)**

The GRCS is monitoring the development of the virus and is working closely with the Ministry of Health to support public awareness and education initiatives. During this period, the GRCS attended the meeting of the Health Service Committee to plan the national approach to COVID-19. Foreseen actions include:

- Developing a guideline for staff and volunteers for Covid19 based on IFRC guidance
- Source PPE; face masks and hand sanitizers.

### **Guyana Red Cross Society**

The NS has been conducting information sessions with their volunteers, students, and the general public through social media. The NS is preparing to conduct an epidemic control training with volunteers. The NS is in direct contact with the Ministry of Public Health and has indicated their support and the availability of volunteers in the event of an outbreak in Guyana. The NS has started to conduct sensitisations on prevention and have developed and distributed risk communication material

### **Jamaica Red Cross**

The NS has been sharing risk communication materials, has activated its Emergency, Care and Youth sections. The NS is attending planning meetings with Govt and is preparing a proposal for the purchase of hand sanitizers. The NS was commended publicly on the work being done to assist the distribution of care packages to persons in quarantine.

### **Saint Kitts and Nevis Red Cross Society**

The NS has attended stakeholder briefing on COVID-19 with the Ministry of Health, Chief Medical Officer, and the National Disaster Office to discuss the current status in the country and the response mechanism. They are working on updating volunteers in terms of prevention and giving them guidance Looking for PSS support and looking for volunteers on CBHFA and epidemic control. The focus is on CEA and Risk Communication. No PPE available. No contingency plan for COVID-19, but they have a general plan, and it includes a Business Continuity Plan. The Health Team at the NS is also sensitizing the community on proper hygiene measures as a part of their overall health programme.

### **Saint Lucia Red Cross**

The Saint Lucia Red Cross has printed the coronavirus risk reduction infographic and handcrafted it to make bookmarks for schools and adults. It planned a workshop on Epidemic Control for volunteers. It is disseminating information to parts of the island. Participated in meeting with NEMO and other stakeholders.

**Saint Vincent and the Grenadines Red Cross**

The NS is in communication with MOH and attending briefings. The Saint Vincent and the Grenadines Red Cross has sensitized volunteers about the COVID-19 situation and has trained them in personal prevention measures such as proper handwashing.

**Suriname Red Cross**

Sensitization sessions done for volunteers and staff in the Suriname Red Cross. Further activities currently under consideration.

**Trinidad and Tobago Red Cross Society**

The Trinidad and Tobago Red Cross Society has been asked by the National Government to offer volunteers for tracing activities. Communications materials to dispel rumours and related to hygiene prevention has been shared. The NS is also assessing the capacity of their stock, PPE, masks for internal and external distribution when required. The NS is in the process of procuring hand sanitisers and disinfectant for staff and volunteers and sensitising all on preventive measures. It also held a sensitisation session with staff of the airport about preparedness measures. The NS has partnered with the Government to provide 50 volunteers who have been trained in contact tracing to support the current national response.

**PIRAC – French Red Cross on overseas territories (French Guiana, Martinique, Guadeloupe, St Martin, St Barthélemy)**

French Red Cross on overseas territories - PIRAC is supporting the reception in airports and transportation of patients and providing information and guidance. It also is supporting collective centers for the care of positive cases and providing caretaker services at home/accompaniment of confirmed cases (non-critical and non-hospitalized). Information on personnel and volunteers is being updated and collected to mobilize them if needed.

**Cuban Red Cross**

The Cuban RC is coordinating the response of the authorities at the community, municipal and provincial levels. Hygiene promotion messages against the virus are being shared. It also has shared messages in school centres. Prevention, symptomatology, and case referral messages are being shared. Ten members of Cuban RC operations and relief are being mobilized to support community actions. It is planned to provide individual protection equipment for the team, and the printing of prevention material is planned.

**Dominican Red Cross**

The Dominican Red Cross is strengthening its 911 ambulance service capacities through the implementation of protective measures for staff and public attended during interventions. Specific COVID-19 protocols are being designed and implemented, in strong coordination with authorities and the Ministry of Health. DRC will implement public awareness campaigns based on material made available by the Ministry of Health and the IFRC. Humanitarian diplomacy actions are being planned to support enhanced coordination between the Dominican Republic and Haiti. Business continuity plans and preparedness measures have been taken for all Dominican Red Cross activities, including the blood bank and the 911 ambulance service.

**Haiti Red Cross Society**

A direct line of contact is established between the President of the HRC and the Ministry of Health. The HRC has created a working group/task force to enhance monitoring and preparedness. The task force is composed of HRC Senior staff and volunteers, as well as Movement partners. The HRC is implementing staff and volunteer health and safety framework made available by the IFRC. It has designed a preparedness and response plan based on their existing capacities and support from the IFRC. The HRC is strengthening and adapting its ambulance service to better attend a potential surge of demands due to a possible outbreak. With the direct support of IFRC, the bi-national agreement is activated to enhance support between Haiti and the Dominican Republic, through their respective National Societies. Activation of a humanitarian corridor to improve the procurement of items in the Dominican Republic.

### **Argentine Red Cross**

The ARC is sharing prevention messages, focusing on recommendations to address isolation, including gender-based violence prevention issues. It is also considering expanding its telecall service for groups at risk. Due to government regulations on home isolation, the National Society has established work from home for the population at risk and has also suspended regular volunteer activities and classes in institutions and first aid courses. The ARC has been developing an action plan, including an intervention strategy; it maintains communication and coordination with the Ministry of Health, in addition to issuing Go warnings. Specific Contingency Plan developed to continue supporting people in a situation of human mobility. The Government has asked the Argentine Red Cross to provide support through the telecall service for the orientation of the population at risk.

### **Brazilian Red Cross**

The Brazilian RC is working with the ministry of health, carrying out joint activities and disseminating IFRC material in the media. The Migration project with ICRC has purchased 350 hygiene kits for the migrant population at risk from COVID-19.

### **Chilean Red Cross**

The Chilean Red Cross is coordinating with the Emergency Operation Center, working table, and work plan of the Ministry of Health. Reinforcement of health systems, information, and preventive hygiene messages are being carried out. Prevention measures and messages are being shared in border areas on IFRC material. TV spots and announcements on handwashing and hygiene promotion are being carried out. Masks have been distributed to personnel and volunteers. Precautionary measures are being taken, and protocols developed for social mobilization. Regular activities in branches have been suspended to support quarantine actions. The National Society has been covering the coverage of public demonstrations with higher call and risk. In addition, it has been periodically updating GO alerts.

### **Colombian Red Cross Society**

The CRCS has supported actions for the repatriation of nationals. Dissemination workshops have been held for 1,100 volunteers and staff with branches, sharing a toolbox. Similar with Health Directors and Directives at the branches. Protective and preventive measures have been taken. Protective material has been purchased. The CRCS has a communications strategy in place, strengthening handwashing measures, hygiene habits, and stigma reduction. It is regularly updating GO alerts and status reports.

### **Ecuadorian Red Cross**

The ERC is sharing prevention and outreach information with staff and volunteers and with the population. The NS has been coordinating with Ecuador's Secretary of Risk Management through the Health roundtable. Specific ambulances have been set up to deal with suspicious cases at the request of the authorities. Due to government measures, the non-essential staff is working at home. Essential services such as blood bank, ambulance services, migrant care are still being provided. The National Society has cancelled all the courses, workshops, and activities. It is periodically updating GO alerts and status reports.

### **Paraguayan Red Cross**

The NS has been supporting health care centres with the installation of tents for triage support and support at border posts; personal protection equipment has been provided for volunteers. The Paraguayan Red Cross has been providing resources and personal protection equipment to its Maternal and Child Hospital in Asunción. Due to the declaration of a health emergency and the isolation of the population, regular activities have been suspended, and the personnel has been working from their homes. A Surge member was mobilized to provide care under the DREF Dengue Outbreak response and is providing support.

### **Peruvian Red Cross**

The Peruvian Red Cross has shared messages for hygiene promotion and prevention, and weekly situation reports in coordination with the Ministry of Health shared through social media. Information has been provided to Health personnel working on Migration, hygiene promotion, and care of personnel

and guides. The NS is participating in the inter-agency health committee. A mapping of agency actions and information sharing is pending. Care posts have been reinforced with personal protective equipment. Regular activities have been limited.

### **Uruguayan Red Cross**

The Uruguayan Red Cross is sharing prevention materials with branches and through social media, including a communications campaign to clear out rumors. The regular operation has limited assistance from staff at risk. Assistance programmes for migrants are maintained.

### **Venezuelan Red Cross**

The Venezuelan Red Cross is sharing information and hygiene promotion material and tracking rumors. Radio spots with national coverage are being produced. Current programmes and projects are including prevention information and sharing hygiene practices. With the declaration of emergency, emergency services are being continued at the level of the Venezuelan Red Cross network of hospitals and health centres. The National Society is coordinating the distribution of protection equipment to branches, volunteers, and essential personnel. Work is being carried out on an Action Plan, including psychosocial support, communications, health care, and epidemiological surveillance.

## **EUROPE AND CENTRAL ASIA**

### **Regional Overview**

IFRC Europe regional COVID-19 response team continued to provide technical support to the National Societies of the region. In this period 20 NSs of the region actively respond and requested financial or in-kind support for COVID-19 related actions: *Armenia, Azerbaijan, Belarus, France, Georgia, Greece, Italy, Kazakhstan, Kyrgyzstan, MDA, Israel, Moldova, North Macedonia, Russia, Serbia, Slovenia, Tajikistan, Turkmenistan, Ukraine and Uzbekistan*. All funding requests submitted to GVA Ops Team. USAID allocated 1,8 mln USD for five NSs of Central Asia. IFRC Regional Health and Care team organized and facilitated several thematic meetings, webinars and online-conferences: home care for older, disable and alone people (15 NSs), volunteers security and safety (bilateral support to 6 NSs). COVID-19 and elderly seminar gathered several good practices done by NSs such as 24/7 PSS hotline and food deliveries. Webinar on Emergency Medical Services (EMS) was organized and facilitated by MDA, Israel. Regional Health, Risk Communication and Comms teams jointly with Norwegian RC and Advisory Group on Voluntary Blood Donorship, hosted by Australian RC. Conference Call with EU RC office was organized jointly with GVA Team to consider possible needs and support for EU NSs in COVID -19 response.

IFRC Europe Regional Team, including its country and regional offices as well as Global Service Center located in Budapest considered necessary actions on Business Continuity Plans, distance work and other safety measures.

#### *General information from the EU Red Cross Office related to measures taken by the European Union*

European Union has issued temporary restriction on non-essential travel to the EU: The restriction should not apply to travellers' with an essential function or need, including: -Healthcare professionals, health researchers, and elderly care professionals; Frontier workers; Transport personnel engaged in haulage of goods and other transport staff to the extent necessary; Diplomats, staff of international organisations, military personnel and humanitarian aid workers in the exercise of their functions; Passengers in transit; Passengers travelling for imperative family reasons; - Persons in need of international protection or for other humanitarian reasons. The full text is available [here](#).

### **Turkmenistan Red Crescent Society (TRCS)**

As part of the National Society's mission, Plan of Action on COVID preparedness and response has been developed. RCS of Turkmenistan established contacts with public health authorities. Awareness actions among the population increase to prevent the spread of infection. Cycle of public campaigns, seminars for general public organized. Information on safety measures, compliance with personal hygiene rules disseminated via media coverage - radio, television, newspapers. The information material provided by IFRC has been translated into the local language, adapted, used in presentations, and included in the

seminars' module. NS handover personal protective equipment for employees - masks, gloves and hand-handling equipment to the Turkmenistan airlines as a part of joint COVID -19 prevention actions.

### **Italian Red Cross (ItRC)**

Italian Red Cross supports more than 70 % of the ambulance service provided in the country in the current situation and in the first period of emergency 50% of the airport check were provided by Italian Red Cross. The first measure is to insure all the other services run as usual in time of the emergency as this one. This means activation of the extra obligatory training for use of the DPIs and safety as an accent for the volunteers' wellbeing.

Ongoing activities include:

- Operation center that is running 24 h and run by 10 operators in every shift. Center provides direct information about emergency, to call in case of the need and to have PSS support online. The operating room of CRI for People is further enhanced and our operators will be able to respond to requests for help by hearing disable people.
- Service where food and medicines are brought to the persons directly to their doors. Volunteers are activated by the elderly and most affected for daily provision of the necessary groceries and medication.
- Temporary volunteer engagement: Platform that gives opportunity for people that are on lockdown and with a spare time to finish 4 hours of the online training and daily go support activities of the Italian Red Cross in their communities. Services is run 4th day and we have already 4000 people signed up.
- Additionally, Italian RC provided support to the ministry of health by providing logistical support in getting professionals (doctors and nurses) to the red zone areas.

### **Spanish Red Cross (SRC)**

The Spanish Red Cross (SRC) Response plan focuses on three key lines of action: 1. Preparedness 2. Information, communication and education 3. Coordination Preparedness: aimed to reinforce the National Society capacities for assistance.

Ongoing activities include:

- Development of trainings and guidance for staff and volunteers on: COVID-19, proper use of PPEs and ambulances cleaning and disinfection
- Mapping of medical transport vehicles and trained volunteers available to support the case management of the regional health authorities
- Establishment of operations cell comprised by 1 focal point from every province in the country and a core team at Headquarters level
- PPEs purchase and distribution to the different branches involved in the response Information, communication and education
- Daily monitoring of the outbreak evolution reports from the health alert Center and other public organisms
- Weekly information updating and sharing with all the branches involved in the operation
- Webinars on Coronavirus for general dissemination Coordination with health authorities
- Establishment of a contact network with health authorities at regional level
- Identification of services and resources available to support the preparedness and response activities of the health authorities, i.e. urgent medical transport (for suspect/confirmed cases), support to health teams for cases management, medical logistics support for regional health centers, collaboration in information sharing, dissemination of key messages to the population and Psychosocial support teams ready to provide assistance to affected people.

### **French Red Cross (FRC)**

FRC is delivering a Social Delivery Service (Conciergerie solidaire) to support isolated people in country and to provide solutions against psychological risks linked to the fear of shortages of food or medications as well as exclusion of certain populations who cannot use the digital solutions to obtain supplies. Conciergerie solidaire includes both a psychological support 24-hour helpline as well as delivery of basic necessities such as food, medications and hygiene & cleaning products.



### **German Red Cross (GRC)**

GRC with its regional/local branches continues to provide essential health and care services for the general public and vulnerable people, and supports repatriated German citizens and their families. Related activities include the preparation and organisation of quarantine facilities, psychosocial support, support in outpatient clinics, conducting COVID-19 pre-tests, care for stranded travellers, various support services for people in home quarantine, infectious diseases transports, hotline services and other support services such as registration of people.

The GRC situation room has been deactivated on 09.03.2020. The ongoing response is now coordinated by a dedicated task force which assumes responsibility for collecting and sharing relevant information as well as the production/update of SOPs, guidance notes and pandemic plans for GRC's national activities.

On the international level, the GRC has supported the Wuhan Branch of the Red Cross Society of China with 5.000 sets of Personal Protective Equipment. In addition, the GRC supports the Lebanese Red Cross in conducting risk awareness -and communication activities in 650 nurseries and schools, targeting 260.000 children.

### **Norwegian Red Cross (NorCross)**

Norwegian Red Cross has modified some of its programming to focus more on digital support and engagement with target populations, both directly and indirectly related to COVID-19. NorCross continues their auxiliary role with the government and provide search and rescue services.

In addition, due to the closing of schools NorCross have scaled-up digital homework help activities. They are also supporting vulnerable populations during this time of isolation and quarantine. They are also exploring digital tools aimed at elderly without digital literacy during this time of increased isolation and quarantine.

### **Swedish Red Cross (SRC)**

Swedish Red Cross is conducting status assessment in 700 branches as well as adapting their activities to the ongoing situation. Ongoing activities include:

- Information sharing to the public and volunteers
- Coordinating ad hoc volunteers for local and national authorities
- Discussions about relief activities with national authorities in the auxiliary role
- Looking into new activities such as PSS help line phone and chat

### **Danish Red Cross (DRC)**

From March 11th Danish Red Cross has been running an aid network in-country that offers everyday help to Danes who are ill or quarantined due to coronavirus. Volunteers provide assistance with different everyday tasks from picking up packages at the post office to shopping at the supermarket.

Additionally, DRC has been providing support to the national COVID-19 hotline after the request from the National Police. The authorities' health care hotline is also under pressure, and the National Board of Health has approached the Red Cross and asked for help to contribute.

DRC will furthermore launch a digital service called "SnakSammen" ("TalkTogether") to give elderly and others a digital "visit" from a Red Cross volunteer using video on smartphone, tablet or computer without any installations.

### **Magen David Adom (MDA)**

In order to deal with the many calls of possible exposures to COVID-19, MDA together with the Ministry of Health and the primary health care providers opened a dedicated call center (as part of MDA system, under the Emergency number of 101). In the call center, MDA personnel conducts a preliminary triage, followed by an interview conducted by a primary health physician.

During the last days MDA operations centers are dealing with more than 30'000 calls per day above the 6'000 daily calls (15/3 46'123 additional calls, 16/3 33'821 additional calls). All MDA operations centers are reinforced with personnel to ensure efficient response to the calls, and a special dedicated call center to

answer CORONA related issue opened. Ad hoc volunteers joined MDA efforts, including volunteers from the largest cellular provider in the country.

MDA personnel are taking samples at suspected cases homes and transferring them to the reference labs. Up to date, MDA teams have taken over 6'000 tests. In order to speed up the testing, MDA will operate in the coming days a "drive through" testing center, where suspected cases, driving their own private car, arriving to the site to be tested.

MDA teams are treating and transporting patients that are under home quarantine and have a situation that requires medical assistance, or exacerbation of their condition, or become symptomatic and are tested positive for COVID-19. MDA is also transporting the patients who tested positive to the hospitals, and those who are discharged from the hospital to the quarantine hotel.

### **Red Cross Society of Bosnia and Herzegovina (DCKBiH)**

Red Cross Organizations have been involved in COVID-19 response at different levels of organization (National Society, Entity Red Cross Organization in Federation of BiH, Brčko district). All mentioned organizations are providing public awareness material through their social networks on internet and through leaflets and posters in several communities. Red Cross of Federation of Bosnia and Herzegovina (RCSFBiH) opened a hotline for providing psychosocial support for people currently in isolation by providing information on effective ways of dealing with stress that can help them in that situation. RCBIH is providing telephone PSS support for all citizens every day from 10 am -7 pm. RCBIH also prepared the informational materials with prevention advices on COVID-19 for deaf people.

RCSFBiH has ongoing contacts with the Federal Ministry of Health, Entity Government and other institutions at entity level that are involved in COVID-19 response. Red Cross of Brčko District together with Members of the Department of Public Safety (Civil Protection and Professional Fire Units), work daily to disinfect public spaces, public institutions, large gatherings and companies. It is expected that if situation worsens that strict quarantine rules will be implemented which will require people to stay at their homes or specific locations. This may lead to increased need to provide daily goods to those quarantined where Red Cross could play vital role.

### **Republic of North Macedonia RC (NRCM)**

Ongoing activities include raising public awareness on COVID-19, personal prevention methods, translation of WHO and IFRC educational materials for prevention of COVID 19 into Macedonian and Albanian languages Dissemination of these materials is done mainly through social media, raising public awareness about symptoms and individual prevention measures using social media (Facebook, webpage, twitter etc.) RCNM have mobilized all volunteers educated for hygiene promotion and also provide assistance to screenings at the borders.

### **Croatian Red Cross (CRC)**

The CRC is supporting CPD Republic of Croatia and government efforts to reduce COVID-19 transmission with community acceptance and to apply the proper containment measures, to ensure dignity and humanity. Since the Epidemic was declared in the RoC, the CRC took effective respond and emergency actions on regular activities such as: home care visits, care for older persons and psychosocial support for better local community engagement. CRC volunteers are distributing water and sandwiches for the people waiting on cross borders. Namely, due to screening process the waiting time at the borders are extended and people wait for hours to cross the border. CRC is also actively involved in supporting older people with Home care activities.

### **Romanian Red Cross (RRC)**

Current actions conducted by the Romanian Red Cross include:

- -Information campaign for the population – online and printed materials distributed on national level through the branches
- -For people in quarantine: Distribution of parcels with basic hygiene products
- -For people in self-isolation: Distribution of food parcels for the most vulnerable people (non-perishable food from the Red Cross Food Bank supplies), providing tele assistance for monitoring the

persons in self-isolation - applying a survey provided by the Direction of Public Health - discussion on progress with a mobile phone company

- -Fundraising Campaign for the acquisition of specific materials and equipment necessary for the all the personnel working on the frontline – to be launched.

### **Kyrgistan Red Crescent Society (RCSK)**

RCSK Response. RCSK is coordinating its activities with partners and stakeholders on all levels (branch and HQ). Currently National Society postponed all information sessions, trainings and other public events. RCSK plans to start awareness rising campaign among communities of Suzak district (via Mosques, and using cars with loudspeakers) in order to contain and slow down the spread of infection. The RCSK keeps monitoring the overall situation via official mass media sources as well as through participation in coordination meetings with governmental and non-governmental partners and stakeholders.

### **Montenegro Red Cross (MRC)**

Taking into consideration that older people are most vulnerable group for COVID 19, MRC volunteers and home helpers will continue with activities for support of older people, respecting the recommendation for self-protection and protection of others. Older people will continue to receive PSS and humanitarian support as well as housekeeping support. With these activities MRC will assist 1500 older people with support of 120 homehelpers and 150 volunteers. To all older people MRC will distribute flyers with prevention measures on COVID-19.

### **Russian Red Cross (RRC)**

RRC regional branches are in close contact with the regional and local authorities. According to RRC HQ, the majority of the Regional RRC branches are members of the Operational HQs established by the regional Governments. The regional branches provide informational and awareness raising activities among general population with special focus on the most vulnerable groups of population such as elderly and migrants. All informational materials were developed on the basis and with the usage of Federation materials which were translated into Russian by the IFRC Office in Moscow and distributed among NSs in the region.

### **Armenian Red Cross**

Armenian Red Cross is delivering dozens of sessions to rapidly prepare and train volunteers so that they can work in communities with risk communication information. Armenian RC printed 5,000 information leaflets in Armenian language based on the IFRC materials. These leaflets are being delivered to the regions but this is by far not enough. Dissemination to the population has started.

The Ministry of Social Affairs requested Armenian RC to mobilise volunteers who will be purchasing and delivering key items of necessity to older people to prevent their exposure. Funding for the purchase of items will be provided by the Government.

The Ministry of Health requested Armenian Red Cross to set up hotlines to be served by volunteers. These hotlines are used by people in isolation facilities whenever they need anything. Volunteers then refer them to the relevant agencies or provide direct support depending on the request.

Armenian RC also purchased some masks and hand sanitisers for volunteers who are directly involved in activities. More supplies will be needed and let us include this into the Health in Emergencies budget revision as well.

## **MENA**

### **Regional Overview**

As of 17 March, Middle East and Africa region has reported a total of 16,634 confirmed cases and 867 associated deaths in 14 countries (<https://www.worldometers.info/coronavirus/>). Some of Governments have announced the public health emergency and a lockdown including the airport shutdown to slow down the spread of COVID-19 outbreak. MENA RO has been constantly monitoring the evolving situation in MENA region, and is actively keeping the region informed through the bilateral meeting, joint forum and PNS coordination meeting. In addition, MENA RO has started implementing Business Continue Planning (BCP) on 16<sup>th</sup> March and consultation meeting with PNSs in Lebanon has been done.

The IFRC Middle East and North Africa Regional Office (MENA RO) continues to provide guidance and coordination support to National Societies through 2 Country Cluster Offices (CCOs – North Africa and Gulf Countries) and 7 Country Offices (Libya, Jordan, Iran, Iraq, Lebanon, oPt, Yemen and Syria), with regular communications and coordination at all levels and through the weekly joint task force calls with the global headquarters in Geneva. As per request from Govt. Japan, MENA RO has prepared and submitted a concept note for Iran plan as well as a joint proposal with APRO and Geneva HQ.

IFRC MENA Risk Comms and CEA is translating and sharing IFRC messages, infographics and other resources daily through regional communications and social media channels. The team is working closely with National Societies, supporting them in adapting and using these resources in their public communications as well as in their risk communication and community outreach.

The first draft of the Risk Communication Guidance for MENA was finalized this week: The aim is to consolidate all key messages in one document for easier reference and use; the National Societies will then adapt the message based on context and integrate it in the chosen communication channel (video, poster, online session etc.). Once the Arabic version is revised, it will be uploaded and shared with the MENA teams.

DCPPRR MENA continues to coordinate the operational response and guidance to COs and NSs in the region. A mapping exercise was completed in relation to the rapid response deployment needs. The alerts and deployments will be subject to availability of people and access to destinations. 4Ws (Who is doing what, where and when) tool was developed to capture the federation-wide interventions in the MENA region, this will help coordination and planning purposes. A joint task force between MENA RO and Geneva is now established and the first meeting/call took place last week. DCPPRR MENA is working with other technical and support units on the planned revision of the regional EPoA.

To ensure preparedness and responsiveness of National Societies, resources are also being allocated to where they are needed most. The Health, DCPPRR and Operational Logistic, Procurement, and Supply Chain Management (OLPSCM) teams, in coordination with the CCOs/COs are working on the Personal Protective Equipment (PPE) mapping for the National Societies in the region as part of the COVID-19 preparedness plan initiative. This exercise will provide the overall PPE needs in the countries and support the mapping of the supply chain for PPE globally.

The final consolidated demand plan for countries in MENA region is shared with Global Logistics, Procurement & Supply Chain Management department (LPSCM) in Geneva for the sourcing and procurement of Personal Protective Equipment (PPE) with support from the Logistics, Procurement & Supply Chain Management department (LPSCM) in Geneva, Budapest, Kuala Lumpur and Beijing.

### **Algeria Red Crescent Society (ARCS)**

ARCS team are sharing information and raising awareness about prevention of COVID-19.

### **Iranian Red Crescent Society (IRCS)**

At the moment, 2,695 staff, 7,728 volunteers and 1,195 trainers have been trained through online course. More than 5 million people have passed the online course on coronavirus. 100 volunteers are involved MHPSS, mass media and social media are being utilized for public awareness. 35 million have visited the info graphic. The most hazardous areas in Tehran city is planned to be disinfected by IRCS's volunteers. The fever screening is continuing at 471 screening posts and 449,676 people are screened and 3,477 people with high fever are referred to EMT affiliated to the Iranian Ministry of Health such as the entrance of cities, bus terminals, airports, railway stations. The sanitizing items are still being distributed among 25,000 vulnerable families in some districts of Tehran. The programs are accessible through virtual networks and also Dial- A – Story service at No. 021 6427 to cite stories with humanitarian themes for kits and children aged 4- 12 during home quarantine. Clinical care management, Noor Afshar Hospital receives suspected cases with capacity of 100 beds. 40 cases have already been hospitalized.



ARCS awareness session on COVID-19, *photo:* ARCS

### **Iraqi Red Crescent Society**

1,000 staff and volunteers are trained on COVID-19 in 13 Governorates (Erbil, Sulimaniah, Kirkuk, Diyala, Baghdad, Anbar, Wasit, Babil, Najaf, Kerbalaa, Muthana, Misan, Thiqr and Basrah) in Iraq. 1,645,547 people (64,5447 beneficiaries from awareness campaigns, more than 1 million beneficiaries have been reached by Iraqi Red Crescent Society media awareness video, brochures and publication, sterilized institutions and places. For coordination, Iraqi Red Crescent Society is a member of the Crisis Management Cell in the Iraqi state.



IRCS support in spraying to disinfect areas, **photo: IRCS**

### **Lebanese Red Cross (LRC)**

LRC EMS teams have transferred 172 suspected cases to the Rafic Hariri University Hospital (RHUH) till date. 19 EMS stations are fully equipped and supported by 300 trained EMTs. 520 volunteers have been trained on delivery of awareness of COVID-19 sessions and 19,837 people have been reached by trained volunteers. Around 4,000 volunteers trained on COVID-19. LRC daily bulletin has been published and shared all partners and weekly awareness sessions were provided to the partners and staff in order to mitigate the risk of disease transmission.

LRC is participating in the continuous meetings of the Governmental Committee (e.g. the different concerned ministries and security forces in Lebanon) to Follow up on Preventive Measures and Procedures against COVID-19 and is supporting Disaster Risk Management Unit at the Presidency of the Council of Ministers in the development and implementation of the national response plan. LRC is holding regular technical coordination meeting including representatives from MOPH, Lebanese Armed Forces, General Security, Internal Security Forces, World Health Organization, Rafic Hariri University Hospital and Disaster Risk Management Unit at the Presidency of the Council of Ministers. Lastly, LRC is part of coordination mechanism on Epidemics Committee based on the request of the Director of the Ministry of Public Health and the national epidemics committee at MOPH Ministries and UN agencies (e.g. UNICEF, WHO).

### **Palestine Red Crescent Society (PRCS)**

PRCS has developed a [COVID-19 video with sign language](#).

PRCS Lebanon branch has made coordination meetings with the movement partners including Lebanese RC on close collaboration as well as the Embassy of Palestine in Lebanon, UNRWA and other organization working for Palestine communities in Lebanon. 433 Palestine and Syrian refugees in Lebanon (344 female, 89 male) are reached by PRCS/L hygiene promotion and awareness related to COVID-19. PRCS Gaza and Syria branches hold COVID-19 awareness raising workshop for local communities.



COVID-19 video with Sign language  
**Photo: PRCS**

### **Syria Arab Red Crescent Society (SARC)**

SARC is in the process of developing its preparedness and response plan whilst putting contingency plans in place for required ongoing operational response (lifesaving-assistance, including relief distributions, etc). More than 1,000 people have been reached with risk awareness messaging through SARC's social media channels. Specific COVID-19 preparedness work and disseminated PPEs and IPC procedures to 14 branches, 52 pre-hospital facilities and 45 first aid centres have started and 55 health facilities and 128 ambulances were guided on how to immediately report any suspected cases through the existing EWEA system based on MoH information. SOPs are developed for transportation of suspected patients with a reduction of volunteers per ambulance from four to two to minimise exposure.

For coordination, SARC was hosting operational meetings with the Movement Partners as well as attending at Health Cluster Taskforce, sector meeting and strategic and technical meeting by SARC, IFRC and ICRC with WHO and UNICEF.

### **Bahrain Red Crescent Society (BRCS)**

BRCS trained their paramedics on PPE in terms of transportation of any suspected cases, the training included the usage of PPEs and the disposal with drills based on pre identifies scenarios. Also, BRCS

conducted workshop for volunteers on the COVID-19, RCCE and how to deliver PFA. In coordination with the authorities BRCS prepared their ambulances to be ready to support the MoH and distribute them in the rural areas.

### **Kuwait Red Crescent Society (KRCS)**

In coordination with the MoH, KRCS supported the clinics and health centres with volunteers and distributed them to support the health system in the country. Additionally, KRCS supported in the isolation locations identified by the MoH and distributed the basics needs for the isolated peoples in terms of food and other needs and after they finished the isolation period, they supported in the supervising the transportation of the isolated cases along with the MoI. KRCS also, conducted awareness session in coordination with the MoH for the health workers and the those who works closely with the cases.



Awareness session on COVID-19.  
**Photo: KRCS**

### **Yemen Red Crescent Society (YRCS)**

In Yemen 80 YRCS volunteers have been trained on ECV (Epidemic Control for Volunteers). Task Force meetings have been conducted to engage all inputs from the RCRC movement partners on Contingency and Response Plan in Yemen.

## **FUNDING UPDATE**

### [Donor response to the Appeal MDR00005](#)

#### **ALLOCATION OF FUNDS (AS OF 11 MARCH 2020)**

<b>Region/Country</b>	<b>Allocation (CHF)</b>	<b>Region/Country</b>	<b>Allocation (CHF)</b>
China	2,696,972	Nigeria	33,379
CCST - Bangkok	200,000	Senegal	36,477
CCST - Beijing	60,000	South Africa	41,659
CCST - Delhi	30,000	Regional Office - Africa	91,000
Afghanistan	250,000	<b>Africa Region</b>	<b>202,515</b>
Democratic Peoples' Republic of Korea	465,661		
Malaysia	30,000	MENA: Various countries	470,000
Myanmar	20,000	<b>MENA Region</b>	<b>470,000</b>
Nepal	30,000		
Pakistan	100,000	Colombia	20,000
Papua New Guinea	20,000	Regional Office - Americas	101,410
Philippines	30,000	<b>Americas Region</b>	<b>121,410</b>
Regional Office - Asia Pacific	460,000		
<b>Asia Pacific Region</b>	<b>4,392,633</b>	Global Coordination Cell - Geneva	300,000
		<b>Global Coordination Cell</b>	<b>300,000</b>
Kyrgyzstan	42,150		
Regional Office - Europe	19,170		
<b>Europe Region</b>	<b>61,320</b>		

**5,547,878 CHF**  
**Allocated**

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**The Operations Update covers new information from the last reporting period. Please see previous updates for more information on how National Societies and IFRC have been responding to COVID-19 since the start of the Emergency Appeal.**

<b>Operational Update Link</b>	<b>Published</b>
<a href="#">Operational Update 6</a>	13 March 2020
<a href="#">Operational Update 5</a>	06 March 2020
<a href="#">Operational Update 4</a>	28 February 2020
<a href="#">Operational Update 3</a>	21 February 2020
<a href="#">Operational Update 2</a>	14 February 2020
<a href="#">Operational Update 1</a>	07 February 2020