

ANNUAL REPORT



International Federation of Red Cross and Red Crescent Societies
Fédération Internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

AZERBAIJAN

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In Brief

Appeal No. 01.77/2004; Period covered: January - December 2004

Appeal target: CHF 1,309,523 (USD 998,000 or EUR 844,000)

Related Emergency or Annual Appeals:

Azerbaijan Annual Appeal 2004. For details, please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?annual04/017704.pdf

Azerbaijan Annual Appeal 2004 - Programme Update no.1. For details, please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?annual04/01770401.pdf

Azerbaijan Annual Appeal 2004 - Programme Update no.2. For details, please see the website at http://www.ifrc.org/cgi/pdf_appeals.pl?annual04/01770402.pdf

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The International Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. The Federation is the world's largest humanitarian organization, and its millions of volunteers are active in over 181 countries. All international assistance to support vulnerable communities seeks to adhere to the Code of Conduct and the Humanitarian Charter and Minimum Standards in Disaster Response, according to the SPHERE Project. Please access the Federation's website at <http://www.ifrc.org>

Key financial and operational issues

2004 was a successful year in many respects. The Red Crescent disseminated preventive health messages to over 23,000 people. Another 10,000 people, mainly schoolchildren, students and sex workers, were provided with information on how to protect themselves from HIV/AIDS. This is 7,250 more than the target number. The promotional efforts of the National Society resulted in the recruitment of 144 blood donors. An additional 2,610 people were taught basic life saving skills. The Red Crescent mobile volunteer teams repaired some 1,247 houses belonging to destitute lone elderly people and large families with no bread-winner in far-flung rural areas. Thanks to volunteers, some 3,000 people improved their living conditions. The Red Crescent estimates, in total, in 2004, it helped some 90,000 people through its educational efforts or direct relief.

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Progress has been made in strengthening the National Society capacities too. The Red Crescent is better prepared now for disasters. It is in a position to mobilise the resources - staff, volunteers, emergency stock, vehicles and warehouses - to give aid to some 300 families without external support. The branches work more actively too. They have started implementing a number of traditional Red Crescent activities. Their programmes are better tailored to the local needs. Community support has been improving too.

Financial issues

Response to the appeal was good. 41 per cent of the budget was covered with the balance from the 2003 operation¹. New contributions started arriving in February 2004. The Netherlands Red Cross donated a total of CHF 146,002². An additional CHF 56,000 arrived in March 2004 from the Federation's Capacity Building Fund. The Norwegian Red Cross allocated a further CHF 609,002³; the Swedish Red Cross contributed CHF 338,501, which arrived in two instalments in May and October 2004 increasing the appeal coverage to 150 per cent.

This was more than the Federation appealed for. Given the availability of extra funds, in October 2004, the Azerbaijan Red Crescent in consultation with the Federation expanded the programme. Caution, however, was exerted not to overstretch the capacity of the National Society. Specifically, the Red Crescent undertook to increase the number of public campaigns, training sessions and printed promotional materials. In the HIV/AIDS project, for example, the Red Crescent included an additional three campaigns, four training sessions for peer educators and printing of 2,000 more booklets. The total operational budget was raised by 13 per cent from the original CHF 1,309,520 to CHF 1,483,603 (see table below) i.e., 75 per cent of the income was to be spent by 31 December 2004; the remaining CHF 586,658 was agreed to be transferred to support the 2005 programme. For some projects (youth development and humanitarian values, among them) the operational budget was slightly reduced to make it more realistic and achievable with due consideration to the pace of implementation and the National Society's tight capacity to accommodate the set objectives by the end of year.

Table 1. The appeal coverage, expenditure and remaining balance by the end of 2004

Programmes/projects	Appeal budget (CHF)	Income (CHF)	Appeal coverage (%)	Revised operational budget	Expenditure			Balance (CHF)
					CHF	% of the revised ops budget	% of income	
Health and care programme	196,557	307,449	156	202,786	167,602	83	54	139,847
Health promotion and education including volunteer blood donor recruitment	133,358	199,386	150	131,165	98,393	75	49	100,993
HIV/AIDS	63,199	108,063	171	71,621	69,209	97	64	38,854
Disaster management programme	396,457	649,937	164	522,000	483,831	93	74	166,106
Disaster preparedness and response & First Aids	329,089	495,746	151	365,384	329,640	90	66	166,106
Mobile Technical Team	67,368	154,191	229	156,616	154,191	98	100	0
Humanitarian values Programme	69,312	125,913	182	62,824	57,885	92	46	68,028
Organisational Development programme	647,194	876,048	135	695,993	663,371	95	76	212,677
Programme planning and management skills development	134, 686	162,486	121	112,271	110,329	98	68	52,157

¹ CHF 537,157 was carried over to support the continuation of projects in 2004.

² A part of this amount (CHF 126,520) arrived in February and another part (CHF 19,482) in July 2004.

³ Of this, CHF 472,501 arrived in May 2004 and an additional CHF 136,501 was pledged in December 2004. According to the internal procedures in the Federation, both contributions, including the December one, were channelled through the 2004 accounts, although the December amount was earmarked to support the projects in 2005. Hence, it was registered as an income of the 2004 appeal increasing the appeal coverage. If we deduct the December income from the equation, the appeal coverage would stand at 139 per cent.

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Branch development	205,177	397,329	194	313,410	292,101	93	74	105,228
Community Development	111,170	109,380	98	109,391	109,379	100	100	0
Youth development	196,161	206,853	105	160,921	151,562	94	73	55,291
Total	1,309,520	1,959,347	150	1,483,603	1,372,689	93	70	586,658⁴

The implementation, in general, progressed as planned. Most projects spent from 92 to 100 per cent of their budget. Some projects, however, experienced delays largely because of the poor planning by the national society that prompted the reduction of operational budgets in the first place. They picked up the pace towards the end of the year, some activities, however, were delayed until 2005. Namely:

- four meetings of the national and regional boards within the youth development project and printing of registration blanks for volunteers;
- the printing of training modules and the guidelines for health promoters, as well as the purchase of equipment and medical supplies under the health and care programme;
- a campaign aimed at increasing the public awareness of safety on the road, and the meeting with local journalists planned under the humanitarian values programme to encourage more publicity of Red Crescent work; and
- training for Red Crescent mobile volunteer teams on disaster preparedness and community-based disaster preparedness initiatives.

Only 2,610 of the planned 6,000 people received first aid training.

Lessons learnt

The National Society has drawn a number of lessons from the 2004 operation. It has realized that it is fundamental to enhance programme planning and management capacities. Via better programmes the Red Crescent will be able to better respond to local needs and strengthen partnerships with local communities, authorities, non-governmental organizations and business groups too. The latter is important to enable the Azerbaijan Red Crescent to diversify its income sources and reduce dependency on international funding.

Another priority is to finalise the disaster management plan to be able to respond effectively to large-scale disasters. The plan should set clear objectives and outline, in detail, what needs to be done to achieve them. To put together such a plan, the National Society has to genuinely reflect on the importance and relevance of each step it intends to take. The questions it has to ask itself include: what are the expected outcomes; who will benefit from its actions; how can it help volunteers, staff, communities and stakeholders.

Furthermore, disaster preparedness should be addressed primarily at community level. The Red Crescent has to work more closely with the branches and the local population to expand its capacity building efforts beyond the headquarters. The Federation will help it develop a standard training system and modules. Efforts need to continue to improve volunteer management too, building on the achievements of the previous years.

Programme analysis

Health and care

Health promotion and education

The project supported the Azerbaijan Red Crescent to expand the network of trained volunteers so that they can reach larger groups with the messages on preventive health. In 2004, the National Society recruited and trained 36 new volunteers, bringing the total number of Red Crescent health trainers to 45. They conducted 2,592 individual and group sessions on family planning, prevention of sexually transmitted diseases, safe sex, healthy nutrition, first aid, personal hygiene and sanitation, breast cancer, reproductive health, as well as the importance of immunization for **14,005** people. This is 1,685 people more than the original target. The group was diverse. It included women, elderly people, youngsters, disabled children and orphans. The geographical coverage of the project was expanded too. In 1999-2003, the health promotion and education work was conducted primarily for

⁴ This includes the amount that was earmarked for 2005 projects (CHF 136,501) plus the funds allocated to support the activities that were delayed in 2004.

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internally displaced people (IDPs) living in the southern camps⁵. In 2004, it has been introduced to all six regions, except Nakhchivan⁶.

After each training session, Red Crescent volunteers held a simple test to measure how well the participants understood the messages. Results were good. Before the seminar, only 30 per cent of participants gave correct answers, after the training, their number has increased to 96 per cent. The questions varied from 'which diseases require vaccination'; 'which diseases can be transmitted via dirty hands', and 'which food products are rich with protective nutritional elements' to 'what are the symptoms of tuberculosis', 'how can one plan a family', and 'which contraceptive is the most effective'. Regular surveys were also carried out to record if there was any change in the attitudes and behaviour in the target communities. This is what has been found out: 141 IDP women, shortly after the seminars on personal hygiene and sanitation, mobilised their neighbours and organised cleaning of the streets in the camps. Another 80 women agreed to vaccinate their children against preventive diseases; 12 IDP women consulted with a doctor after they discovered the symptoms of oncological diseases during self-examination. The number of those who want to know about family planning has been increasing too – a breakthrough for a traditional society.

To identify what are the most common health problems, Red Crescent volunteers interviewed 321 people⁷. Of those, 254 (79 per cent of the respondents) prioritised tuberculosis, 229 (71 per cent) mentioned oncological diseases and 151 (59 per cent) people advised the most widespread illness in their community was measles. 20 people listed malaria and sexually transmitted diseases. The data was used to prioritise the topics for educational materials. The Red Crescent developed some 14,000 booklets, posters and leaflets to disseminate information on the most common health problems and help the population learn about preventive measures. The Red Crescent also developed a training module for its volunteers to support them in their work with communities. The module includes tips on how to organise health education training and will be printed in February 2005.

The Red Crescent actively participated in global campaigns. On 24 March, World Tuberculosis Day, its volunteers, together with employees of other key organisations such as Gesellschaft Technische Zusammenarbeit⁸ (GTZ), International Committee of the Red Cross (ICRC) and Open Medical Club, distributed leaflets with the headline '*Let's say no to TB*' to pedestrians in Baku. Leaflets were also handed out to students and professors of major universities in the capital. The posters that the Red Crescent placed in the streets read '*Tuberculosis can be cured*'. Volunteers visited children ill with TB and brought them presents. The National Society estimates more than **1,500** people were reached during the day, which was marked with the slogan '*Every breath counts – Stop TB now*'. It was the first time the Red Crescent ran a joint campaign with other humanitarian actors. It was a boost for the national society. It proved the Red Crescent is respected and appreciated, because it can demonstrate in practice that it is a credible partner which can make a difference.

On 7 April, World Health Day, the Red Crescent worked together with the debate centre of the Open Society Institute. They held round-table discussions with students on tuberculosis, HIV/AIDS, safe sex, drug addiction, alcoholism, and the effects of the dramatic decrease in voluntary blood donation. 125 young people participated. Students appreciated the opportunity to freely talk about the issues that are not covered by the school curriculum nor are they discussed at home because of taboos and cultural barriers.

Health promotion and education work will continue in 2005. The approach will be the same – training, distribution of printed materials and public campaigns. The focus will be on expanding the network of volunteer health promoters. For next year, the Red Crescent has set the target to reach at least 20,000 people through group or individual education sessions. It is also planning to add the importance of psychological support to the agenda of the training.

⁵ The southern camps were established in 1993 to shelter people fleeing the destruction caused by a military conflict with Armenia over Nagorno Karabakh. In 2003, the Government has started the resettlement of these people to more durable accommodations. The current population of the camps is 15,028 people (source: Government of Azerbaijan).

⁶ Discussions with the chairperson of the Red Crescent committee in Nakhichevan are ongoing to introduce the health promotion and education work there too in 2005.

⁷ Interviews were conducted in the capital, Baku and the IDP camps in Sabirabad region.

⁸ A German NGO assisting the Ministry of Health of Azerbaijan to develop a national TB plan.

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HIV/AIDS

HIV/AIDS is spreading at an alarming rate. Official statistics show that 678 people in Azerbaijan are infected with it. Given the lack of countrywide surveillance, this figure is probably a gross underestimate. New cases are increasingly recorded outside of the capital Baku too. Poverty combined with poor public awareness, traditional low demand on condoms and inadequate health and care exacerbate the threat. Another factor that contributes to the startling growth in infection is increased population movement.

To reduce the spread of HIV/AIDS and discrimination of people living with it, the Azerbaijan Red Crescent has been working to undermine one of the factors – lack of awareness. It has been educating the population on HIV/AIDS prevention through a network of volunteers. The focus was on young people. In 2004, the Red Crescent trained **224** new volunteers. It now has a network of 303 peer educators working with the communities across the country. Over the year, they reached near to **10,000** people, 7,250 more than the planned number. The target group included schoolchildren, students and sex workers, patients of a skin-venereal hospital in Ramani. Volunteers worked hard organising sessions four times a month instead of the planned two. The questions addressed during the training were: how the human immune system works, what affects the HIV, how the disease is transmitted and how it can be prevented. The discrimination of people living with HIV/AIDS was also discussed challenging the youngsters' misconceptions. At the end of the training session, participants were shown a video clip *'protect yourself'*. The clip was shot by the National society and delivers basic messages on HIV/AIDS prevention.

The project also supported the production of 10,800 booklets, pocket calendars, posters, folders, T-shirts, caps, ribbons and bags with messages on the disease. The items were distributed during peer-to-peer education sessions and to pedestrians during public campaigns. Such campaigns were held on a regular basis throughout the year to attract public attention towards the growing problem of HIV/AIDS. Red Crescent volunteers organized marches in the streets of the main cities with a slogan *'youth against HIV/AIDS'*. They distributed hundreds of condoms. On 1 December, World AIDS Day, the Red Crescent organised a concert in Baku. The banner floating over the stage read: *'Let's say No to AIDS and protect ourselves!'*. The performers included local pop stars who were invited by the National Society to raise their voices against AIDS and promote safer behaviour.

The ultimate objective of the Red Crescent is to encourage youngsters to change their attitudes and behaviour towards HIV/AIDS and people living with the disease. Breaking stereotypes, however, is a long and painstaking process. The work, therefore, needs to continue. It is important to keep HIV/AIDS on the agenda and consistently disseminate messages to the public. Efforts will be made to expand the project by training more volunteers as trainers. The focus, however, will be not only on the quantity but also quality. An evaluation system will be set up to measure the impact.

Volunteer blood donor recruitment

2004 was the second year of Red Crescent efforts to help the government increase the country's blood supply, which is alarmingly low⁹. The National Society's role has been to recruit non-remunerated volunteer blood donors and refer them to the national blood transfusion centres. Evidence from around the world demonstrates that voluntary, unpaid donors are the foundation of a safe blood supply because they are least likely to transmit potentially life-threatening infections, such as HIV and hepatitis, to the recipients of their blood. To achieve this, the Red Crescent, assisted by professional doctors, trained 40 volunteers to run promotional campaigns, mobilize communities and facilitate discussions with target groups in order to increase the public awareness of the safety, the benefits and importance of blood donation.

The volunteers have been divided into eight groups to work in various districts of Baku. Students and their professors were identified as a primary target group. Several meetings were held with employees of various organisations and agencies too. In total, in 2004, Red Crescent volunteers talked to 5,125 people encouraging

⁹ According to the results of the sustainability analyses conducted by the Price Waterhouse Coopers, the number of blood donors in Azerbaijan has reduced from 173,000 in 1986 to 14,057 in 2002. The reasons are complex: after the break-up of the Soviet Union, the Government support to the blood banks has decreased; donor recruitment campaigns have stopped because of lack of funds and blood transfusion centres have lost their professional staff who have migrated abroad in search of better employment opportunities. During the Soviet era, blood donors were also receiving some incentives from the authorities, such as paid work leave. Today the authorities cannot afford this.

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them to donate blood to the state blood bank. Some 24,400 posters, leaflets and brochures with a headline 'give blood and save lives' were developed and distributed too. Other promotional items handed out by volunteers included flags, T-shirts, caps, bags and pins.

The highlight of the year was the World Blood Donor Day¹⁰. The Azerbaijan Red Crescent marked it for the first time in its history. It joined many other Red Cross and Red Crescent societies to encourage people to become non-remunerated volunteer blood donors. Celebrations lasted four days. Red Crescent volunteers and employees of the state blood bank met with 34 regular blood donors to show their appreciation for their contribution and handed over presents. The 11 most active Red Crescent volunteers were also awarded.

As part of its public education campaign, the Red Crescent made a film about volunteer blood donation. It was first shown on national television on the World Blood Day. The film was broadcast six times over the course of the year. It was shown to all participants of the Red Crescent seminars too.



The Azerbaijan Red Crescent is helping the Government increase the country's short supply of blood by mobilising communities and recruiting volunteer non-remunerated blood donors. In the picture: head of the Red Crescent health department hands over presents to regular volunteer blood donors

The promotional efforts of the Red Crescent resulted in the recruitment of 144 blood donors. Two volunteers pledged to donate blood regularly for children ill with thalassemia.

The Red Crescent acknowledges the number is modest. Then again, it is difficult and time-consuming to change people's attitudes and beliefs, the cornerstone of success. The survey revealed that many feel nervous to donate fearing exposure to communicable diseases, and if they feel confident, they often do not know how to do it and who to approach. Efforts need to continue to raise the awareness. The Red Crescent signed a memorandum of understanding with the Republic Scientific-Research Institute of Haematology and Transfusion to extend

cooperation¹¹ for another two years. The national society's role remains the same - to recruit volunteer non-remunerated blood donors through community mobilisation. To have better results, however, the Azerbaijan Red Crescent has learnt it has to dedicate more resources and set a target to measure the achievements. In 2005, the national society is planning to expand the network of its volunteers working under the project. Four additional volunteer groups will be trained. More discussions will be held with schoolchildren and students. Public education campaigns will continue too. The Red Crescent is aiming at recruiting 250 new volunteer blood donors, at a minimum.

¹⁰ The World Blood Donor Day is celebrated on 14 June. It is a collaborative activity between the International Federation of Red Cross and Red Crescent Societies, the World Health Organisation, the International Federation of Blood Donor Organisations and the International Society of Blood Transfusion, with support from the Association of Donor Recruitment Professionals and many other groups.

¹¹ The first memorandum of cooperation was signed in 2003 and covered the period 2003-2004.

Disaster Management

Disaster preparedness and response

The project helped the Azerbaijan Red Crescent prepare itself to give assistance in the event of a disaster. Specifically, the national society's mobile volunteer teams¹² and its key staff in the regional centres were trained to increase their understanding of the Movement's standards in disaster response. A particular focus was on clarifying the terminology frequently used in disaster management, such as hazard, vulnerability, mitigation and risk. The Principles and Rules for Red Cross and Red Crescent Disaster Relief¹³ as well as the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations¹⁴ were studied too.



Supporting the most vulnerable: Red Crescent volunteer teams give aid to families whose houses were destroyed by fire

The Red Crescent was also assisted in establishing an emergency stock of blankets, mattresses, towels, portable gas-stove, kitchen sets, electric heaters, jerry cans, candles, hygienic sets, bedding sets, sleeping bags and rubber boots for 350 families (approximately 1,750 people). The relief items were stored in regional warehouses. The Red Crescent has in total five warehouses – four regional in Ganja, Mingachevir, Lankaran and Nakhchivan; and one central in Baku. Each warehouse was allocated an emergency stock for 50 families (250 people). The plan includes establishing two more warehouses in Sabirabad and Sumgait to have a storage space in each of the six regions of the country. This will expedite the delivery of

commodities to any village or town in Azerbaijan in the event of a disaster. In Sabirabad, the Red Crescent has negotiated with a local company to use

their warehouse to store national society emergency stock for ten years free of charge. The warehouse can accommodate up to 2,000 tonnes of relief items. It needs though to be repaired. This will be a priority for 2005. In parallel, consultations will continue with the local authorities in Sumgait to identify premises for the warehouse there too.

Meanwhile, work has started to improve stock management capacities of the National Society. The Federation delegation in Baku trained 11 Red Crescent staff members on standard warehouse procedures. Participants included warehouse managers and regional coordinators. Specifically, the training covered general security rules, how to store, dispatch and receive relief items as well as how to fill stock cards and ledger books. A regular

¹² The Red Crescent has a mobile volunteer team of 12 to 17 members in each region. During emergencies mobile volunteer teams carry out assessment and respond to disasters. They are skilled to set up tents, evacuate people from buildings, distribute relief items and provide first aid to the affected population. During non-emergency times, the teams participate in different public campaigns run by the National Society to raise awareness of the risks and threats associated with the most common disasters.

¹³ The Principles and Rules for Red Cross and Red Crescent Disaster Relief, first approved by the XXIst International Conference of the Red Cross (Istanbul, 1969) and with the subsequent revisions and additions, govern all Red Cross and Red Crescent relief operations.

¹⁴ The Code of Conduct was developed and agreed upon by eight of the world's largest disaster response agencies in the summer of 1994 and represents a huge leap forward in setting standards for disaster response. It is being used by the International Federation to monitor its own standards of relief delivery and to encourage other agencies to set similar standards. To read more on code of conduct <<http://www.ifrc.org/publicat/conduct/>>

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monitoring has been conducted to ensure the procedures are followed. Recent visits have shown errors in stock cards have been minimized after the training.

The project also supported the procurement of telecommunications equipment. The VHF and HF radio stations were fixed in the Red Crescent Secretariat in Baku, the central warehouse in Baku, and Red Crescent offices in Ganja, Sumgait and Nakhchivan. The stations were installed in nine vehicles as well. The key staff (in total, 184 people) in each regional centre was trained on how to use them. There are still gaps, however, that will be addressed in 2005. The national society plans to install VHF repeaters in Nakhchivan, Ganja, Lankaran and Sabirabad. Also, basic and mobile VHF radio stations will be set up in Baku and Sumgayit. The Red Crescent will equip another eight vehicles too.

As part of its increased attention to forging local partnerships, the Azerbaijan Red Crescent has started developing relations with key stakeholders to establish sound emergency response coordination and improve resource mobilisation. This will help avoid overlap of efforts and secure deployment of resources where they are most needed. As an initial step, the Red Crescent signed an agreement with the Ministry of Ecology and Natural Resources of Azerbaijan. This was the first agreement of its kind between a government agency and a non-governmental organisation in the country. The agreement is to fill the vacuum created by the absence of the Government's national disaster management plan that would establish clear roles and responsibilities for each actor, including the Azerbaijan Red Crescent. The government, actually, has such a plan, but it is outdated¹⁵. The Red Crescent intends to step up efforts to encourage the authorities to update it. Efforts will continue to finalise the national society's own disaster management strategic plan too. The plan will outline the National Society's programmes to prepare the population for the consequences of disasters and improve its own ability to respond.

The best way to measure the impact of the capacity building efforts is to see how effectively the Red Crescent responds to emergencies. In 2004, the National Society had several opportunities to test its preparedness. There were floods, fire, and strong winds in different regions destroying houses of some 64 families. The Red Crescent mobile volunteer teams were among the first to offer assistance. They distributed relief items from the National Society's emergency stock to help the affected groups meet their basic needs. The response went well. The Red Crescent teams acted quickly and effectively. These were, however, relatively small-scale disasters. It will be a challenge for the National Society to meet the needs of the larger groups. The priority is to improve the coordination within the organisation by ensuring that each staff and volunteer knows what to do if a disaster strikes. It is important to ensure that clear operating procedures exist and they are well understood and followed. The National Society has the guidelines on telecommunication and warehousing, but these need to be updated and new ones need to be developed on logistic, procurement and transportation. More training is needed to help Red Crescent disaster response teams do their job professionally. The National Society has requested the Federation to assist in developing standard training modules. Results of vulnerability and capacity assessment should be better integrated into planning as well. This will be addressed in 2005. A number of simulation exercises will be conducted too on needs assessment, camp management, Sphere standards and the Code of Conduct.

The capacity building at the national level will be supplemented with regional efforts facilitated by the Federation's regional delegation in Ankara. To help the member National Societies in the region fill the identified gaps in emergency response and strengthen their capacity to respond to demands, the regional delegation has proposed establishing a regional disaster response team (RDRT). The objective is to have a core group of people (existing staff and volunteers of Red Cross and Red Crescent in Armenia, Azerbaijan, Georgia and Turkey) with cross-sectoral expertise as well as generalist relief workers who can be activated in responding to disaster occurring in the region. The RDRT can get involved in response assessment but its core value is to support a national society in the implementation of a disaster relief operation. The advantage of the RDRT lies in the fact that its members will be from the same region, have a common background (historically and culturally), are exposed to similar emergencies and have intimate knowledge and understanding of the needs on the ground.

The RDRT concept has been well received by the Azerbaijan Red Crescent, as well as other National Societies in the region. Over the coming months the focus will be on developing regional disaster preparedness and response strategies, as well as the standard operating procedures. Important will be to establish the RDRT member

¹⁵ The government's disaster management plan was adopted in 1992 and has never since been updated.

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selection criteria too. In tandem, work will start to raise the population's awareness of the most common hazards to help them develop basic skills and knowledge to mitigate the effects of disasters.

First Aid

Red Crescent first aid instructors conducted 184 training sessions for **2,610** people to help them learn basic life saving skills. The target groups were schoolchildren and their teachers, as well as National Society volunteers, internally displaced people living in the southern camps and employees of local non-governmental organisations.

At the beginning of 2004, the Red Crescent had three first aid instructors in each regional centre (i.e., 19 first aid instructors¹⁶ in total). The objective for 2004 was to expand the programme and train first aid instructors in local branches too¹⁷. A total of 88 new first aid instructors were trained. As a result, now, each local branch too has at least one instructor on first aid to work with their communities.

Noteworthy is the cooperation of the Red Crescent with a local organisation, *Project Harmony* that provided ten secondary schools in Baku, Ganja, Mingachevir, Sumgayit and Lankaran regions with free access to the Internet and established a virtual forum for children to discuss and ask the Red Crescent questions about first aid. Questions addressed to National Society first aid instructors varied from theory to practice. The most common ones were: what are the symptoms of poisoning and asphyxia; how to render assistance to someone who is bleeding and has a physical trauma; or how to conduct artificial respiration and cardiac massage.

On the World First Aid day¹⁸, Red Crescent volunteers organised simulation exercises across the country. They demonstrated basic, life-saving techniques to offer the general public the possibility of learning more about, or refreshing, first aid knowledge and skills. Additionally, some 2,000 booklets on first aid were distributed to schoolchildren, their teachers, and just passers-by.

To measure the impact of its efforts, the Red Crescent interviewed 150 people, who had attended the training sessions. The main objective was to find out how many have used first aid skills. 20 said they did. Seven of those were from Sabirabad and Mingachevir and had helped to stop convulsions; ten were from Ganja and Lankaran and provided first aid to people suffering from asphyxia¹⁹. Two people from Baku and Sumgayit said they saved two friends from drowning and one person from Baku helped a passer-by hit by a car stop bleeding. All these instances could have been lethal. The lives were saved because there were people around who knew what to do before professional assistance arrived. They mobilised themselves to provide that initial help and made the difference at the scene of crisis. No other example can better demonstrate the importance of the Red Crescent first aid services.

For 2005, the Red Crescent is planning to standardise training modules on risk reduction and First Aid, particularly for schoolchildren; and train eight community groups (the target number is 1,800 people plus another 1,200 schoolchildren).

Mobile technical teams

The national society has five mobile teams: one is based in Nakhchivan and another four in Geranboy, Lankaran, Ismayilli and Guba. Three of those were established in 2002-2003, whereas the other two were set up in 2004, with the funds provided through the project. This included recruitment and training of team members, procurement of two vehicles (one for each new team), uniforms and equipment, as well as construction materials for all five teams.

In total, in 2004, the teams repaired **1,247** houses: 279 in Geranboy, 297 in Lankaran, 246 in Guba, 305 in Ismayilli and 120 in Nakhchivan. 64 per cent of beneficiaries were lone elderly people (804), and another 36 per cent (443) of the houses belonged to large families with no bread-winner and four to six children of 6 to 16 years old. The repair works included: fixing windows, doors and roofs, installing electricity, plastering and painting

¹⁶ 18 instructors in six regional centres plus one in the Red Crescent committee in Nakhchivan.

¹⁷ The Azerbaijan Red Crescent has seven regional (including the committee in Nakhchivan) and 83 local branches.

¹⁸ World First Aid Day is a Red Cross Red Crescent initiative launched with 16 European Red Cross Societies in 2000, with events organized in the capital cities or other locations. It is planned to institutionalise the day especially under the UN auspices.

¹⁹ Asphyxia: a condition arising when the body is deprived of oxygen, causing unconsciousness or death.

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walls. Red Crescent branches mobilised over 900 people, mainly schoolchildren and neighbours, to clean the houses and surrounding territory after the repair works were completed and visit elderly people regularly to keep them a company.

The teams worked in far-flung rural areas. People in these isolated places have many problems – bad roads, lack of electricity, water, heating, low salaries, poor health care and social support from the Government. The most affected, however, are lone pensioners, who live on the equivalent of 7 US dollars a month and single-mother headed families with four to seven children. This is why they were prioritised for the Red Crescent mobile technical teams' support. Their houses were in a dilapidated condition, as they had not been repaired for years. Cracked windows and doors did not protect the inhabitants from harsh winter winds, rains and snow. The teams fixed some of the problems. Thanks to their efforts, the living conditions of over 3,000 people have improved.



Extending a helping hand: Red Crescent mobile technical teams help the most destitute families with minor home repair

To help the teams work effectively, the Federation delegation facilitated training for Red Crescent programme managers on standard logistics and reporting procedures. This combined with regular on-the-job coaching has helped eliminate errors and delays in the procurement of construction materials.

The challenge the National Society has yet to tackle is the sustainability of the project. The Federation has committed to support the mobile technical teams' work until the end of May 2005. To maintain the

teams, thereafter, the Red Crescent will have to seek alternative funding sources. It is encouraged to forge partnerships with the local

authorities and in-country non-governmental organisations.

Humanitarian values

Challenging violence and discrimination

The Azerbaijan Red Crescent launched a series of training for its volunteers so that they can challenge violence and discrimination in all its forms and promote tolerance and respect for cultural diversity among other people in their communities. As an initial step, the Red Crescent trained 10 volunteers from six regional centres. Specifically, the training covered the harm of stigmatisation and discrimination of people living with HIV/AIDS, drug addicts, disabled people, lone pensioners and other marginalised groups. The training also included the history of the International Red Cross and Red Crescent Movement and its Fundamental Principles. The principles, which state that the Movement 'makes no discrimination as to nationality, race, religious beliefs, class or political opinions', constitute the foundation of the Red Crescent's commitment to combat stigma.

After the training, volunteers returned to their communities and conducted similar sessions for another 377 people, mainly schoolchildren, local villagers and other volunteers. Many participants have admitted that they had not realised that discrimination and marginalisation were the issues in the country. Discussion had an eye-opening affect and alerted the public to the problem.

The Red Crescent also conducted a drawing competition with the theme '*discrimination is unacceptable*'. Some 500 schoolchildren took part. The competition was one of the many events organised by the Red Crescent on 8

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May to celebrate the World Red Cross Red Crescent day. The global theme of the day this year was '*stop discrimination*'. The best drawings were exhibited at the Red Crescent Secretariat in Baku on 1 June, International Children's Day. The drawings were also used to develop a poster with the message '*Let's unchain the world*'. 2,000 copies of the poster were printed and distributed through national society branches.

In 2005, training of volunteers will continue to spread further humanitarian values. The Red Crescent plans to organise a number of activities to facilitate socialisation of its volunteers with people living with HIV/AIDS to help them overcome fear, myths and misconception about these people. The Red Crescent will also organise discussions and seminars with students on the plight of those who often become victims of stigmatisation to raise youngsters' awareness and encourage action against discrimination.

Improving the image of the Red Crescent



Protecting the emblem: Red Crescent volunteers visit private medical institutions and drug stores to discuss the misuse of the Red Crescent emblem

The Red Crescent has been regularly disseminating information on its work through local newspapers and television, as well as internally through Federation communication channels, such as its web site. Several articles and press releases were issued on the Red Crescent's public campaigns on the World Blood Donor Day; World AIDS day, Red Crescent organised summer camps for disabled children and celebrations of World First Aid Day. Community development efforts (see below under the organisational development programme) of the national society were covered by a local TV channel *Lider*. Through articles, press releases and TV reports, the population learnt about the work of the Red Crescent. The increased visibility, it is hoped, will bring the Red

Crescent more community support.

Red Crescent volunteers visited 38 private medical institutions and drug stores to discuss the misuse of the Red Crescent emblem. This was part of the campaign dedicated to the 55th anniversary of the Geneva Conventions²⁰. To support the drive aimed at lifting its visibility, the national society also produced and distributed 100 flags and 140 stickers with the Red Crescent emblem. In addition, 1,500 posters on the Movement's Fundamental Principles were printed. The posters were displayed on public buildings in the main towns of the country.

Despite the efforts, the recently conducted public opinion survey has revealed the awareness of the Red Crescent remains low. Of 300 people interviewed, only 30 per cent knew about the Red Crescent work. It is obvious the National Society has to improve its public relations to have better results. It has to be more outspoken about the achievements, as well as constraints and the needs of the vulnerable groups. In 2005, the Red Crescent is planning to step up its work with the local media. It will also be encouraged to use more effectively the Federation's communication channels.

²⁰ The rules on the use of the Red Cross Red Crescent emblems are defined in international law under the Geneva Conventions of 1949. To read more on emblems: < <http://www.ifrc.org/who/emblem.asp> >

Organisational Development

Programme planning and management skills development

The Red Crescent trained 117 staff and volunteers to help them improve programme planning and management skills. Particular attention was directed towards increasing the staff understanding of the strategic priorities as well as the statutes of the national society, including different mandates of the governance and management functions, and work with members and primary organisations (community groups linked to the Red Crescent).

The climax of the year, however, was the adoption of the Azerbaijan Red Crescent strategic plan for 2005-2007. The plan was developed with participation of all Red Crescent departments and programme managers. Consultations were held at all levels of the organisation to strengthen ownership and ensure its realisation. Regional centres, local committees and volunteers were involved too (to read more about how the plan was developed, go to programme update no 2 at http://www.ifrc.org/cgi/pdf_appeals.pl?annual04/01770402.pdf). The plan defines the mission and vision of the National Society to guide its work. It also establishes strategic objectives for the coming two years to help the Red Crescent be more focused.

Strengthening fundraising

As part of the drive to reduce dependency on international funding, the national society concentrated on expanding the number of primary organisations and members, both of which are income sources. In 2004, 48 new primary organisations were established in local hospitals, policlinics, secondary schools, municipalities, and private companies, bringing their total number to **3,611**. The Red Crescent also enlisted 28,821 new members. It has now some **196,358** members countrywide.



Red Crescent volunteers promote tolerance and respect for cultural diversity. They held regular discussions with schoolchildren on the harm of stigmatisation and discrimination of people living with HIV/AIDS, drug addicts, disabled people, lone pensioners and other marginalised groups

Through membership fees and other fundraising efforts (including funds collected through charity donation boxes placed across the country and small income generation projects), the Red Crescent raised CHF 53,918. This is 23 per cent more than the amount collected in 2003. The money was used to procure food parcels, school supplies, and bedclothes for 52,433 most vulnerable people, including single pensioners and schoolchildren. An additional 155 orphans living in a local orphanage were provided with clothes, shoes and toys donated to the Red Crescent by the population.

The challenge here is to ensure the National Society has a regular income source to support its core work. To achieve this, the Red Crescent has to systematize its membership scheme, improve programme planning and management capacities, develop marketing skills, and strengthen

links with local communities, authorities, business groups and other humanitarian actors to mobilise the maximum of local resources.

Branch development

A project started in 2003 to help the Azerbaijan Red Crescent branches pilot a participatory community development (PCD) approach. PCD is supporting people to reduce the causes of their own predicaments by mobilising community action. The grassroots networks of the Red Cross bring vulnerable groups together with local government, non-governmental organisations and other relevant parties, asking them to assess priority problems, design projects to address them, and make the most of local resources. This was a pilot initiative the key objectives of which were to encourage the target branches to:

- Get closer to the local communities;
- know and understand local needs better;
- design responsive and focused programmes;
- help the population find solutions to their day-to-day social and health problems, and
- strengthen the sustainability of the Red Crescent work in an environment of a dwindling international support.

As an immediate priority the material-technical base of the six branches - Sumgayit, Mingachevir, Zaqatala, Ujar, Shamakhi and Ismayilli - selected for the project, was improved by providing them with computers, office equipment and Internet connection. Staff and volunteers were trained on community development, the principles and values of the Movement and other activities that constitute the core of the Red Crescent work, such as health promotion and first aid, but were not implemented before in their regions.

The focus was on ten communities, where community members elected initiative groups of five to ten to represent them. The groups were a driving force together with Red Crescent branch staff and volunteers, in identifying vulnerability areas in their communities. The problems pinpointed by the communities were mainly health related and has prompted the Red Crescent to initiate health education and promotion work. Community volunteers (302 in total), trained by the Red Crescent, have been spreading the messages on immunization, intestinal infection, hygiene and nutrition. Some 10,845 people were reached through group or individual training; another 24,000 were reached through distribution of printed materials – booklets and posters.

In general, the engagement with the local population went well. Encouraged by Red Crescent volunteers, 503 children in targeted villages and towns have grouped themselves in various social, sport and art circles to learn how to sew, draw, dance, and play a musical instrument or chess. Others formed football, volleyball and tennis teams. A number of sport competitions were held too. Five branches ran vocational training for 143 people to help them learn new skills and have better employment opportunities.

The Sumgait branch organised a summer camp for 40 orphans. Camp curriculum included training sessions on first aid, health promotion, the Movement's Fundamental Principles and humanitarian values. A number of quizzes on the history and work of the Red Crescent were also held. The Mingechavir branch took 40 children to a mountain trip. In Istisu village, Red Crescent volunteers mobilised the local youth (27 people) to offer social support to lone elderly people. The youth were organised in three mobile teams to visit 52 lone pensioners on a regular basis. During these visits, volunteers have been cleaning houses of the elderly, doing shopping, cutting firewood and cooking. On another occasion, villagers responded to the call of Red Crescent volunteers and cleaned a local riverside. Some branches prioritised working with disabled children and orphans. Volunteers visited them regularly helping do the homework, put on performances and organising puppet shows based on folk fairytales. In Shamakhi, Ismayilli, Sumgayit, Mingachevir and Ujar the local population helped repair premises for a community centre. The centres served as a meeting place. Community training on first aid, health prevention and disaster preparedness were held there too.

Particular attention was directed towards strengthening the role of women. They were encouraged to organise themselves into committees to advocate on their rights more effectively. The committees met regularly with the leaders of the community initiatives groups. Some of the issues they have been trying to attract public attention to were: the need for a better representation of women in the decision-making bodies; lack of information on preventive health, unemployment and low salaries. Not all of those issues might have been solved. But what was important is that women have started raising their voice to protect their interests.

The pilot project has been successful in several aspects. The most important one was that the Red Crescent branches strengthened links with their communities. They became viewed as reliable partners that help people

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solve their problems. At the same time, communities became stronger. They received basic knowledge and skills to protect themselves from the most common health problems. Another important impact the project has had is that it has prompted the realisation in the Azerbaijan Red Crescent that the organisation, as it changes its focus from relief to more developmental approach, has to change people's mindsets and attitudes too to be successful in its new role.

The image of the national society has been steadily improving too. Largely because of more involvement of the local branches with the communities, but also because of the efforts made by the Red Crescent to profile its work through the media. An indication is the increased number of new members (19,025) that joined the organisation in the project area in 2004. To compare, in 2003, the national society recruited 15,307 new members there.

The project has also helped the Red Crescent start standardising its training system to achieve a better quality and consistency. A training module on preventive health was developed and used to train community health promoters.

The achievements, however impressive, are fragile and need to be reinforced. For years people in Azerbaijan have been passive recipients of humanitarian aid. The shift of the Red Crescent focus from large-scale emergency relief to community-based programmes that encourages active community participation, triggered confusion and suspicion among Red Crescent beneficiaries, as well as reluctance to contribute. Their attitude and behaviour have been changing slowly, compounding the task of the Red Crescent. The branches have been experiencing challenges in mobilizing people and applying the new tool into practice. The understanding of the participatory community development concept needs to be strengthened within the Red Crescent branches too. To strengthen their financial sustainability, the branches have to also systematise the collection of membership fees. This has been irregular in the past. Another challenge is to stop frequent staff turnover.

In 2005, work will continue with the most active branches, that demonstrated in practice their commitment and dedication to the change process. The focus will be on strengthening their programme planning and management capacities as well as improving the understating of the participatory community development approach through on-the-job coaching from the Red Crescent Secretariat in Baku and the Federation delegation. The work with communities will continue around health and social problems. Disaster preparedness will be another priority area to prepare the population for the most common natural and/or man-made hazards.

Community Development

The project aimed at empowering the internally displaced people living in the southern camps in Sabirabad region and the local population of the surrounding villages²¹ so that they become more active in solving their own problems. To achieve this, the Red Crescent:

- supported women committees²² (three in the camps and another three in Akhmedabad, Bulagli and Garatape villages);
- organised vocational training to help people learn new skills and broaden their opportunities to find work, earn money and sustain themselves as well as their families without external support;
- worked with children to provide them with a meaningful pastime encouraging participation in out-of-school activities to help prevent harmful habit.

The women committees met regularly to discuss problems in their communities and agree on plans to address pressing needs. In Bulagli, for instance, they decided to launch an income generation initiative to assist the most vulnerable members in their village and started sewing dresses for sale. The amount they have earned so far (CHF 35) is not high, but good for a start. Women also mobilised their neighbours and initiated cleaning of the streets. They regularly visited 120 home-bound lone elderly people to clean houses and offer moral support. On another occasion, people agreed that lack of toilets in a local secondary school was a problem that needed to be solved to avoid the outbreak of dysentery. Community volunteer leaders then approached the local municipality to request

²¹ The total number of the target population was 19,878 (15,028 people in the camps and another 4,850 in Akhmedabad, Bulagli and Garatape villages).

²² The committees in the camps were established in previous years; the committees in the local villages were formed in 2004 with the encouragement of Red Crescent volunteers.

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construction materials. In the end, the materials were provided and toilets were built. Examples such as this one boost the self-confidence of the communities and demonstrate that people can succeed if they try.

The vocational training organised by the Red Crescent benefited 87 people. Of these, 16 found work: eight young people became tailors, seven people opened a hairdresser's saloon, and one person has started to work as a barber in the camp.



On 1 December, World AIDS Day, Red Crescent volunteers took to street to attract public attention to the growing problem of HIV/AIDS. The banner in the picture reads: 'Youth against AIDS'

1,128 children attended drama, folklore, drawing and sport classes ran by 71 Red Crescent volunteers. Different competitions, such as football, boxing and chess tournaments, were organized too. On the International Children's Day, children put on a performance for their friends. Celebrations were held on a couple of other occasions too, including the World First Aid day and the Day of Knowledge, and included singing, dancing, and demonstration of first

aid skills as well as sport techniques by Red Crescent and community volunteers. 100 children from deprived families were taken to a

summer camp on the sea side, organised by the Red Crescent to enable them to escape, to have some rest and fun, meet other children and learn something new.

The Red Crescent also supported volunteers in organising puppet shows for children. The shows delivered important messages on health related issues such as personal hygiene and prevention of malaria and infectious diseases. This was supplemented with the group and individual training sessions conducted by Red Crescent branch and community volunteers on first aid, HIV/AIDS and preventive health for 1,199 people, including schoolchildren, their teachers and others. To measure the impact, the National Society carried out a simple survey among 100 participants. The results are encouraging: 84 of those said they took their children for vaccination; 68 women regularly conducted self-examination for a breast cancer; 25 people admitted they have started using contraceptives; 16 people saw a doctor as soon as they have discovered the first symptoms of sexually transmitted diseases.

Meanwhile, the resettlement of IDPs from the camps to a more durable accommodation has been progressing steadily²³. The remaining three camps are expected to be closed in 2005 and the Red Crescent work there will end too. Next year, Red Crescent efforts will concentrate on local communities through participatory community development approach. The work will be expanded to two more local villages. The objective will be perused under the branch development project.

²³ The resettlement process started in 2003. In 2003-2004, four camps were closed and 16,972 IDPs were moved to the houses constructed for them by the Government. There are three camps remaining with the population of 15,028.

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Youth development

Red Crescent volunteers initiated a number of projects to help the most destitute people: 52 volunteers in Baku, Sumgayit, Lankaran and Ganja visited regularly 550 orphans and disabled children to help do homework, teach them how to look after themselves independently, play different games, draw pictures, knit and read books. In Lankaran, volunteers organised a football competition among schoolchildren and a quiz on general knowledge. Handicrafts of disabled children were exhibited for the public. 40 children were presented with school supplies (to read more about the social work of Red Crescent volunteers with orphans and disabled children, please click here)

On 3 December, International Disabled Day, five Red Crescent volunteers and 20 orphans from the Shagan orphanage joined hundreds of others in a street march in Baku to attract public attention to the plight of disabled children. The march was organised jointly by the Azerbaijan Red Crescent and several other local non-governmental organisation, including the *Lotos Centre on Disability Issues*, *Sahib Society on Disabled Children* and *Orphans Support* as well as the *Madcaps Puppet Theatre*. Volunteers participated in the Red Crescent's blood donors' recruitment campaigns too. The bulk of the Red Crescent health education work and promotion of the humanitarian values, is done by them as well. On 5 December, International Volunteers Day, volunteers demonstrated their solidarity with the environment protection groups and planted 3,000 trees kindly donated by the Adventist Development and Relief Agency (ADRA).

The Red Crescent awarded its most active volunteers with diplomas and gifts as a token of appreciation of their contribution. Seven volunteers were sent on an exchange visit to Norway to learn from the experience of their Norwegian Red Cross colleagues. In addition, the Red Crescent built four youth clubs in Sumgayit, Lankaran, Mingachevir and Ganja regions so that volunteers can have a place to meet, share ideas, and exchange experiences.



Red Crescent volunteer visit orphans regularly to help them do homework, draw pictures, play different games and read books

Red Crescent has started developing a centralized electronic database of its volunteers to have a clearer picture of their number and profile. It will also enable the organisation to determine in which areas volunteers need support to strengthen their skills and professionalism. To date, 608 volunteers were registered, slightly over four per cent of their total number. The Azerbaijan Red Crescent estimates it has over 14,000 volunteers countrywide.

935 new volunteers were trained according to a new module developed by the Red Crescent to systematise the capacity building work with its volunteers. The module includes various topics, such as the history and activities of the International Red Cross and Red Crescent Movement and its three components²⁴, the seven Fundamental Principles and volunteer work, as well as

brief information about the Red Crescent's work in community-based health, first aid, HIV/AIDS, tracing, disaster preparedness and international relations. The training was conducted according to an interactive methodology and was based on fun – it had many icebreakers and group-work sessions. Such methodology was

²⁴ The International Red Cross and Red Crescent Movement is made up of the International Committee of the Red Cross (ICRC), the International Federation of Red Cross and Red Crescent Societies and the National Societies in more than 181 countries.

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not practiced by the national society until recently and introducing it has been successful. Red Crescent regional youth coordinators (seven in total²⁵) were also trained to strengthen their leadership, communication and planning skills.

The Red Crescent has also started preparation works to set up a youth organisation, which will have a mandate to represent youth in the National Society governance, a clearly defined election system, rules and procedure. It will help the Red Crescent address youth related issues in a structured and focused way. Similar organisations exist in other national societies too in Germany and Bulgaria, for example. The creation of such an organisation in Azerbaijan was discussed and decided at the General Assembly of the Azerbaijan Red Crescent on 10 March 2004 in Baku. It is expected to be fully functional by the end of 2006.

As an initial step, the Red Crescent established a youth committee according to the Presidium's decision of October 2004. The objective of the youth committee is: to promote Red Cross and Red Crescent Fundamental Principles and the International Humanitarian Law among young people; encourage youth and volunteers to be more involved in the Red Crescent work; and strengthen cooperation with Red Crescent primary organizations in educational institutions. The committee has a chairman and two vice-chairmen. The statute of the committee was approved by the Presidium in January 2005. To achieve its objectives, the committee is supported by regional youth volunteer boards²⁶ that have been meeting regularly to discuss new ideas.

The project also supported the printing of 4,000 copies of a booklet with information on Red Crescent youth and volunteer work. The Red Crescent developed and printed 470 copies of the guidelines for youth too. The guidelines define who can be a volunteer, what it means to be a volunteer, which programmes volunteers can participate in and how they should communicate/act in various situations. Furthermore, 8,400 copies of a monthly bulletin, which features volunteers' interesting initiatives were printed. The bulletin enabled volunteers in different regions to learn about each others' activities. In addition, 477 T-shirts and 80 jumpers with the Azerbaijan Red Crescent logo and inscription 'Youth and volunteers' as well as ten T-shirts with the message 'If you want to know about the Red Cross/Red Crescent Movement - ask me' were produced. Volunteers wore them at various occasions organised by the Red Crescent during the year.

Overall, 2004 was a busy year. Many things have been done by the Red Crescent to improve management of its volunteers. Their level of participation in the work with the vulnerable has significantly increased. But much more remains to be done. The main challenge is how to retain volunteers in the environment of widespread poverty and high unemployment. The emerging youth organisation is expected to address some of the issues. It will offer wider opportunities to volunteers to take part in decision-making process of the national society. Volunteers will be provided with various training opportunities too to improve their technical capacities.

[The financial report is attached below. Please click here to return to the title page and contact information](#)

²⁵ The Azerbaijan Red Crescent has a total of seven youth coordinators: one in each regional centre, including Red Crescent committee in Nakhchivan

²⁶ The Azerbaijan Red Crescent has a national and seven regional boards across the country.

International Federation of Red Cross and Red Crescent Societies

01.77/2004 AZERBAIJAN

Selected Parameters	
Year/Period	2004/1-2004/12
Appeal	M04AA077
Budget	APPEAL

All figures are in Swiss Francs (CHF)

I. Consolidated Response to Appeal

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
Budget (A)	196,557	507,628		605,338	0	1,309,523
Opening Balance (B)	57,413	300,392		179,351	173	537,330
Income						
<u>Cash contributions</u>						
Capacity Building Fund				56,000		56,000
Icelandic Red Cross					8,613	8,613
Netherlands Red Cross	1,209	6,107		147,513		154,829
Norwegian Red Cross	111,052	272,702		229,134		612,889
Swedish Red Cross	119,175			221,325		340,500
Cash contributions (C1)	231,436	278,809		653,972	8,613	1,172,830
<u>Reallocations (within appeal or from/to another appeal)</u>						
ECHO		5,471				5,471
Norwegian Red Cross		33,415				33,415
Other		27,507				27,507
Statoil		484				484
Swedish Red Cross		-810		810		0
Reallocations (C2)		66,067		810		66,877
<u>Inkind Personnel</u>						
Icelandic Red Cross					59,500	59,500
Netherlands Red Cross	18,600	32,550		23,250		74,400
Norwegian Red Cross				35,200		35,200
Inkind Personnel (C4)	18,600	32,550		58,450	59,500	169,100
<u>Other Income</u>						
Miscellaneous Income		2,909				2,909
Other Income (C5)		2,909				2,909
Total Income (C) = SUM(C1..C5)	250,036	380,335		713,232	68,113	1,411,716
Total Funding (B + C)	307,450	680,727		892,583	68,285	1,949,046

II. Balance of Funds

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
Opening Balance (B)	57,413	300,392		179,351	173	537,330
Income (C)	250,036	380,335		713,232	68,113	1,411,716
Expenditure (D)	-167,603	-593,212		-611,880	-63,368	-1,436,064
Closing Balance (B + C + D)	139,847	87,515		280,703	4,917	512,982

Selected Parameters	
Year/Period	2004/1-2004/12
Appeal	M04AA077
Budget	APPEAL

All figures are in Swiss Francs (CHF)

III. Budget Analysis / Breakdown of Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation		
A		B					A - B	
BUDGET (C)		196,557	507,628		605,338	0	1,309,523	
Supplies								
Shelter	57,070							57,070
Construction			94,168		23,873		118,041	-118,041
Clothing & textiles	43,770	6,252	61,488		7,295		75,035	-31,265
Medical & First Aid	3,940	9,926	3,590		2,553		16,069	-12,129
Teaching Materials	4,380	2,249	19,372		36,555		58,176	-53,796
Utensils & Tools	8,400		29,517				29,517	-21,117
Other Supplies & Services	15,205	1,425	20,778		6,511		28,714	-13,509
Total Supplies	132,765	19,852	228,913		76,787		325,553	-192,788
Capital Expenditure								
Vehicles	13,950		17,773				17,773	-3,823
Computers & Telecom	30,230		19,745		7,636		27,382	2,848
Total Capital Expenditure	44,180		37,518		7,636		45,155	-975
Transport & Storage								
Storage	6,900		2,644		125		2,769	4,131
Distribution & Monitoring			102				102	-102
Transport & Vehicle Costs	110,469	9,379	47,053		40,425	-0	96,856	13,613
Total Transport & Storage	117,369	9,379	49,799		40,549	-0	99,727	17,642
Personnel Expenditures								
Delegates Payroll	191,200							191,200
Delegate Benefits		33,407	56,258		98,811	59,500	247,976	-247,976
Regionally Deployed Staff	255,168							255,168
National & National Society Staff		27,955	89,082		125,755	0	242,791	-242,791
Consultants			310		1,242		1,552	-1,552
Total Personnel Expenditures	446,368	61,361	145,650		225,808	59,500	492,320	-45,952
Workshops & Training								
Workshops & Training	135,708	14,156	16,369		37,467	-0	67,991	67,717
Total Workshops & Training	135,708	14,156	16,369		37,467	-0	67,991	67,717
General Expenditure								
Travel	44,262	4,249	9,272		17,393	-0	30,914	13,348
Information & Public Relation	205,736	35,889	28,616		120,622	-0	185,127	20,609
Office Costs	36,528	2,028	8,084		15,609	12,991	38,712	-2,184
Communications	45,029	856	7,566		5,491	19,423	33,336	11,693
Professional Fees	3,000		2,665				2,665	335
Financial Charges	13,459	4,037	5,541		9,112		18,690	-5,230
Other General Expenses		4,981	14,797		15,880	-32,413	3,244	-3,244
Total General Expenditure	348,014	52,039	76,541		184,107	1	312,689	35,325
Program Support								
Program Support	85,119	10,816	38,421		39,525	3,868	92,630	-7,511
Total Program Support	85,119	10,816	38,421		39,525	3,868	92,630	-7,511
TOTAL EXPENDITURE (D)	1,309,523	167,603	593,212		611,880	63,368	1,436,064	-126,541
VARIANCE (C - D)		28,954	-85,584		-6,542	-63,368	-126,541	