

Operations update



International Federation
of Red Cross and Red Crescent Societies

Middle East: Population Displaced from Iraq

Emergency appeal n° MDR81002
Operations update n° 4
10 April 2008

Period covered by this Ops Update: 1
January to 31 March, 2008.

Revised Appeal target: CHF 17,072,655
(USD 17,072,655 or EUR 10,846,668) [<click here to go directly to the revised budget summary>](#)

Appeal coverage: 47% [<click here to go directly to the interim financial report>](#)
[or here to link to contact details>](#)

The implementation of this Emergency Appeal has been possible thanks to the generous support from the American Government PR&M and American Red Cross, OPEC Fund for International Development, Swedish Red Cross, Japanese Red Cross, Finnish Red Cross, Monaco Red Cross, German Red Cross, Hong Kong Red Cross and other contributions.

The vulnerability of the Iraqi displaced families in Syria and Jordan (two million Iraqis) has deepened as a result of depletion of savings, escalating costs of basic necessities, and increased burden on host communities, as well as the continued deterioration of the security situation inside Iraq.

The current Emergency Appeal of the International Federation of Red Cross and Red Crescent Societies (International Federation) is being extended until the end of March 2009, in order to continue to assist up to 50,000 Iraqi displaced families in Syria and Jordan. Assistance includes basic health and care, relief items, psychosocial support, and capacity building for the National Societies supporting them.

In total the Emergency Appeal budget is revised from CHF 12,820,095 to CHF 17,072,655. Funds available cover 47% or CHF 8 million; and CHF 9 million is still needed.



The Syrian Arab RC volunteers providing medical support to externally displaced Iraqis

¹ The attached interim financial report reflects the real income as of the end of March, but not the complete expenditure. This is due to the fact that the expenses incurred in March have not yet been processed. They will be reflected in the next report.

Summary:

Syria

This revised update marks the start of the second phase in the implementation of the Emergency Appeal in Syria. The focus will be on scaling up the provision of health and care services to the externally displaced Iraqi families, as well as on more effective coordination and harmonization of Movement resources. The first phase of non-food items (NFIs) relief support has been completed, following the delivery of 20,000 hygiene kits and 20,000 kitchen sets to externally displaced persons (EDPs) through nine branches in February. The second phase of support to school children will begin before the start of the new school year, with the planned delivery of a further 10,000 uniforms and school kits in July, along with the re-supply of 20,000 hygiene kits, bringing the total to 40,000.

The period of this report has seen increased capacities being mobilized in support of the National Society from Movement partners working in Syria. The Danish Red Cross has appointed a delegate to work with Syrian Arab Red Crescent (Syrian Arab RC) in its psycho-social support programme (PSP) with EDPs from Iraq, who will be in Syria on a 12 month contract. The Qatar Red Crescent has had a project consultant working in Syria during January and February, and will assign a health delegate to work with the National Society at branch level in the north starting in April.

The second phase in the implementation of the Emergency Appeal will step up the degree of assistance to Syrian Arab RC in its health and care programmes with EDPs from Iraq and vulnerable members of the Syrian community, with a focus of support at branch level. This phase will also see a coherent use of Movement resources in support of Syrian Arab RC in this sector, with joint initiatives through the International Federation, the Qatar RC and the Netherlands Red Cross (with ECHO funding) supporting the National Society's branch health services in the north and east of Syria. In a similar way, coherent steps have been initiated by the Movement partners at headquarters level to ensure a standard procedure for monitoring and reporting, with the Netherlands RC (ECHO) project taking the lead in designing the tools (including reports, registration and data collection at clinic level), and the International Federation assisting in provision of equipment (computers). Training workshops will be a joint initiative, including support from the French Red Cross (using experiences from its ongoing work in the Syrian Arab RC clinic at Seyyideh Zeinab) and Qatar RC (through the clinics it will establish with Syrian Arab RC branches in the north).

Concerns over increasing seismic activity in the region during January and February have meant that Syrian Arab RC has been requested by the government to review and consolidate its contingency planning in case of an emergency. The International Federation has been supporting the National Society in its preparedness. The Emergency Appeal budgets for the provision of blankets and mattresses (20,000 each) in case of need of ad hoc support to EDPs from Iraq, and funding to provide these items, has been released in order to allow positioning of stock in the four regions covered by Syrian Arab RC emergency national intervention teams (NITs). The International Federation representative has been supporting Syrian Arab RC in maintaining awareness and communication through regular contacts with International Committee of the Red Cross (ICRC), United Nations (UN) and non-governmental organizations (NGOs) in Syria. The British Red Cross has been active in disaster management support to the National Society since 2003, and has joined new Movement initiatives to build capacities in disaster preparedness/disaster response through supporting a case study of Syrian Arab RC and Movement responses in previous emergencies in Syria. ICRC has also been pro-active in enabling coherent Movement support in case of any emergency.

To date, three international NGOs have signed the memorandum of understanding (MoU), which authorizes their work to assist the EDPs from Iraq in Syria. Others are completing more detailed project proposals and budgets, before signature. The International Federation has been assisting the National Society and the Netherlands RC in defining mechanisms to enable the National Society a transparent and agreed procedure to recover any costs incurred in the provision of services to the international non-governmental organisations (INGOs) requesting its assistance.

The International Federation continues its responsibility to assist Syrian Arab RC in Movement coordination, with meetings held twice a month involving all partners working in support of the National Society, co-chaired by the Syrian Arab RC and the International Federation.

Jordan

The first phase of the Emergency Appeal in Jordan has focused on identifying the locations and preparation of the premises for the basic health care (BHC) centers, the recruitment of the health staff, the recruitment and training of volunteers and the procurement of the medical supplies and materials. The second phase will focus on the continuation and expansion of the basic health services through increasing the network of these centers in Greater Amman. Preparations are underway for opening the third BHC center in April which will be followed by opening of two more clinics during the third and fourth quarter to bring the total of the health centers operated by Jordan Red Crescent (Jordan RC) to five. The mobile health unit (MHU) and the ambulance which were already ordered and being equipped will be operational in April to reach the beneficiaries residing in the outskirts of Amman and in the rural areas and to enhance the referral services through linking the health centers by reliable ambulance service to bring the urgent cases to the main hospitals. The expansion in the outreach services will involve the recruitment of more volunteers from the Iraqi displaced community to enhance the provision of service delivery. During the second phase, the NFIs distribution will target 14,000 families with 3,500 families receiving a package of NFI each quarter comprised of hygiene kits, kitchen sets, bed sheets, blankets and school kits. The coordination and cooperation within the Red Cross Red Crescent Movement and with external partners such as the UN system and INGOs will be enhanced for better harmonization.

At the end of March 2008, the first round of the distribution of the NFIs which included hygiene kits, kitchen sets, blankets and bed sheets was completed. 6,000 Iraqi displaced families, including 350 families in Irbid in the north of Jordan, benefited from this distribution. The total number of school children that received school kits reached 6,000 as well.

The two BHC centers - Al Taj and Marka - provided health care services to the displaced Iraqis with a total number of consultations attended to by the health staff of the two centres since their inauguration in August and November 2007 respectively reaching 10,024. In addition, the outreach services provided by the Jordan RC volunteers till the end of March reached 3,559 beneficiaries.

Having built the necessary structures and systems to run the operation during the first phase, the International Federation will continue to assist and support the Jordan RC to step up the implementation of planned activities to reach the targeted population within the time frame of the extension of the Emergency Appeal. This support will include the procurement of an additional ambulance and two vehicles for general services to enhance the logistical support to the health centres and the distribution of the NFIs.

The situation

The beginning of 2008 has witnessed wide publicity in the local as well as the international media that Iraqis displaced in the neighbouring countries, mainly Syria and Jordan, are returning home. The year started also with some reported improvements in the general security situation in Iraq. However, by the end of March, the cycle of violence was widespread and claimed innocent lives of the civilian population all over Iraq. The overall security situation remains volatile and the general conditions prevailing today are not conducive for the externally displaced Iraqis to return home.

Accurate statistics of Iraqi displaced hosted by the neighbouring countries is still hard to ascertain. The estimated numbers on which the Red Cross Red Crescent Movement and international organizations have based their interventions remains at the level which was reported by the Office of the United Nations High Commissioner for Refugees (UNHCR) and other governmental and non-governmental institutions.

In Syria, unconfirmed reports put the number of displaced Iraqis over 1,400,000, who have arrived with very limited resources. High inflation rate and high rent for accommodations deplete the already dwindling resources. There are no prospects of legal work for the Iraqis in Syria, which makes their daily life even more difficult. The huge number of additional residents in Damascus and other cities is also stretching the already inadequate services and infrastructure. The Iraqis in Syria are in principle entitled to the same services as the Syrian residents. Iraqi children are welcome to attend the cost-free Syrian primary schools.

In Jordan, according to the Norwegian Research Institute Fafo, the number of Iraqi displaced is between 450,000-500,000 as of May 2007. However, it is evident that the majority of displaced Iraqis in both Jordan and Syria have depleted the resources which they have brought with them and they are enduring hardships to make a living. The vulnerability of many displaced Iraqis is aggravated by problems around their legal status (visas and residency

permits), lack of financial resources, lack of employment opportunities, separation of family members, and difficult adaptation of children to their new education environment. All these problems coupled with worries about the future, sense of insecurity, helplessness and hopelessness compounded the psychological distress of the Iraqi displaced population. Meanwhile, the prices of basic necessities as well as living accommodation continue to rise. The recent increase in fuel prices in Jordan and Syria has aggravated the situation for the displaced Iraqis and increased their vulnerability. Many Iraqis are running out of resources and there is a growing concern that they have been blamed for the hike of the cost of living in both countries. Recently, the authorities in Jordan announced that Iraqis residing in Jordan will not be expelled or forced to go back to Iraq against their will. However, the authorities have taken certain measures to encourage those who wish to go back voluntarily. Among these measures the authorities will fully exempt those who wish to return to Iraq voluntarily from the fines that they should have paid for overstaying in the country and 50% exemption for those who would come forward to register and regularize their residence status. According to Aaramnews, a Jordanian media website quoting the minister of planning and international cooperation, the burden of hosting the Iraqi displaced has cost the Jordanian treasury more than two billion US dollars over the last three years². This is a huge burden which the Jordanian economy can not sustain in the long run without adequate financial support from the international community and the Iraqi government.

During the recent conference hosted by Jordan for the neighbouring countries hosting Iraqi displaced which was convened on 18 March 2008, both Jordan and Syria reiterated that they have taken steps to facilitate the temporary refuge of the Iraqi displaced in their countries despite the great challenges they are facing in balancing the soaring oil prices, the hike in the prices of basic commodities like wheat, pressure on the services sector such as health, education, energy and transport, scarcity of natural resources and the increasing rate of unemployment and poverty.

Based on preliminary observations and needs assessments carried out by various stakeholders in Syria and Jordan (UNHCR, Syrian Arab RC, International Organisation of Migration (IOM), etc.), health and psychosocial support have been identified as two of the priority areas to support the Iraqi EDPs and the vulnerable host communities in both countries. The lack of available services for the EDPs justifies the continuation and expansion of the Red Cross Red Crescent Movement assistance and support to the host National Societies to be able to provide basic health care services, as well as secondary and tertiary care, including medicines for chronic diseases to the Iraqi displaced in need.

Furthermore, the International Federation will be working with the Red Crescent Societies in Jordan and Syria to provide essential NFIs (hygiene kits, school uniform and stationary, kitchen sets and other basic household items such as mattresses, bed linen, blankets etc.). The capacity building of the two National Societies addressing systems, structures and human resources will be supported to sustain service delivery.

Coordination and partnerships

Syria

Movement partnership in Syria has seen practical expression during the period of this report, by the conclusion of an agreement between Syrian Arab RC, Qatar RC, Netherlands RC and International Federation that will share support in the rehabilitation, equipping and running costs of three clinics at Syrian Arab RC branches and sub-branches assisting communities of EDPs from Iraq in the north. This will be complemented by the deployment of the first three MHUs to support the National Society's branches in serving displaced families from Iraq and vulnerable members of the Syrian community living in isolated communities in this wide rural area. In addition, the International Federation will complement the Netherlands RC (ECHO) support to 20 clinics in Syria, through the provision of computers and furniture, and full material and running cost support to three Syrian Arab RC clinics in the southern regions of Syria. The fourth MHU will be deployed to assist Syrian Arab RC's Rural Damascus branch in April or May, 2008. The Movement has also agreed to harmonise its procedures for the provision of medicines, which will be prescribed to patients through Syrian Arab RC clinics using a common procedure for monitoring, control and reimbursement of costs. The same procedures will be used in all Syrian Arab RC clinics supported by International Federation, French RC, Netherlands RC and Qatar RC, as well as those supported by UN agencies and INGOs.

Movement coordination meetings (MCM) continue to be held twice a month at the Syrian Arab RC headquarters, co-chaired by the National Society and the International Federation. Partner National Societies (PNSs) working with the National Society in its headquarters include the Netherlands RC (in coordination, and health and care

² www.aaramnews.com/website

areas); French RC (in BHC and feasibility studies in order to support a school to train Iraqi and Syrian nurses in Damascus); and Danish RC (in PSP programme). The Turkish Red Crescent has signed a MoU with the National Society to support its activities with Iraqi EDPs on distribution of NFIs. In addition, the Qatar RC will support the National Society's health and care activities in the northeast of the country, and will assign one medical coordinator to work with Syrian Arab RC on this programme, beginning in April. The Italian Red Cross continues to support costs for secondary health care and referrals through Syrian Arab RC clinics in Damascus.

ICRC is supporting water and sanitation needs in some schools in Damascus and Rural Damascus, through cooperation with the National Society's Damascus branch, and its direct assistance to the municipal water authorities.

Syrian Arab RC continues its close cooperation with UN agencies, as the main implementing partner in delivering food and non-food assistance to the population displaced from Iraq throughout Syria.

There are now 16 INGOs that have been approved to work in assistance programmes for Iraqis displaced into Syria, and signature of the MoU to enable them to commence operations has been concluded with three of these. Discussions continue as to the optimum method for the National Society to recover direct costs incurred by them in the performance of its work with the INGOs.

The consultant engaged through the Swiss Agency for Cooperation and Development (SDC) continues his work with the National Society headquarters to help strengthen its management capacity.

Jordan

In Jordan, bilateral and multilateral coordination with various humanitarian organizations has been enhanced. Bilateral meetings were held with the German Red Cross, French RC, Danish RC, Swedish Red Cross, and Norwegian Red Cross. Related operational information and harmonization of support to the National Society has been discussed.

The International Federation health consultant and the programme coordinator regularly attended the inter-agency health coordination meetings hosted by UNHCR and shared the International Federation progress reports with the partners. During the reporting period, the International Federation representative and the health consultant briefed the Norwegian and Swedish RC health advisors who visited Jordan on the situation of the externally displaced Iraqis in Jordan, their needs, and the efforts made by the Red Cross Red Crescent Movement to cover the gaps in the services provided.

The regular MCM is held bimonthly hosted in rotation by one of the components of the Movement. The first meeting was hosted by Jordan RC in November 2007, and a follow up meeting was also hosted by the National Society in December 2007. The third meeting was hosted by the ICRC in January 2008, and the fourth one by the International Federation on 27 February. The coordination meetings were attended by Jordan RC, the International Federation, ICRC, and the French, Danish and German RC representatives. Updates on the Iraqi displaced operation in Jordan were discussed and information was exchanged and shared between the components of the Movement.

Knowledge sharing and coordination on operational issues is maintained with the UN agencies and INGOs through regular contacts, visits and participation in briefing meetings, workshops and forums.

National Society Capacity Building:

Syria

Work performed by the International Federation representative to help Syrian Arab RC to identify needs in capacity building has begun with the strengthening of its finance management unit, following the engagement of a well-qualified finance manager, who will focus on support to the international Movement programmes in Syria, as well as some of the UN supported projects. With increasing demands for services from international partners in Syria, following the agreement to allow INGOs to work, as well as expedited recruitment of UN national staff, a review of salary scales for the National Society employees working in partnership projects is being conducted. Proposals for cost-sharing between partners working at Syrian Arab RC headquarters have been agreed, with effect retroactive to September 2007 or January 2008, depending on partnership agreements.

The Netherlands RC, in cooperation with the French RC, have concluded the initial plans to standardize data-collection and reporting at Syrian Arab RC clinics, and the International Federation is supporting this initiative through the procurement of computers and facilitating training for all National Society branch clinics engaged in this. The International Federation's programme coordinator attended the first workshop in Damascus to assist, and follow up sessions are planned in April.

The International Federation's representative accompanied the National Society's general director and the secretary general of the governing board on a visit to branches in the north and east, during which it was agreed to use the opportunity of World Red Cross Red Crescent Day on 8 May to promote public awareness of the work of the National Society in this region. Activities for this are being planned.

Jordan

The capacities of the host National Societies to deliver services and address the vulnerabilities of the externally displaced Iraqi families are continued to be improved at headquarters and branch levels. Initiatives to enhance a sustainable operational capacity within both Red Crescent Societies have been put in place to ensure reliable management and delivery of services to the beneficiaries.

In Jordan, the National Society's ability to fulfil its mandate of coordinating the provision of assistance to the displaced Iraqis will be further improved through the strengthening of the capacity of their international departments as well as branches. The International Federation's representation in Amman supported the training of the second batch of volunteers comprising 28 youth including 11 Iraqis from the displaced community. This is a good initiative taken by Jordan RC to integrate the Iraqi displaced in the operation and its service delivery system. It is an important milestone to see the beneficiaries contributing to the service delivery for their own communities. The participation of the health staff at the BHC in relevant workshops and meetings continued as planned which provided them with the relevant technical skills and knowledge to improve the quality of services delivered.

Red Cross and Red Crescent action

Progress towards objectives

Goal: The health status and living standards of Iraqi EDPs in Syria and Jordan will be maintained or improved through the curative and preventive primary health care services, water and sanitation activities and essential non-food assistance of the host Red Crescent National Societies.

Basic Health Care

Objective: Externally displaced Iraqi families and vulnerable local host communities in Syria and Jordan have access to good quality curative and preventive basic health care services (general medical and dental) provided by BHCs and MHUs to maintain a satisfactory health status.

Progress:

Syria

The beginning of 2008 has marked a new phase in the Movement support to Syrian Arab RC and its work with EDPs from Iraq in the health sector. An agreement was signed in January 2008 between the International Federation, the Netherlands RC and Qatar RC to pool resources to support the renovation, re-equipping and recruitment of staff for branch clinics in the north, where there are considerable numbers of displaced Iraqi families living with relatives amongst the poorer rural families in Syria. There have been very limited activities from the UN in this area, particularly as concerns registration with UNHCR, so considerable numbers are falling outside the UN criteria for targeting of any assistance. Assistance will also be provided to Syrian Arab RC clinics working in isolated areas in Rural Damascus. The International Federation support to health and care activities, as well as relief and education, will include targeting of vulnerable Syrian families.

The National Society work in these extensive rural areas will be supported by the deployment of four MHUs, once equipping and recruitment of staff for these have been completed in early April. Two BHC clinics in the north have

been rehabilitated and equipped in March, with the recruitment of medical staff (three doctors, one dentist, and two nurses) for these expected to be concluded in early April.

Agreement was also reached at the end of March to provide essential medicines, and medicines for the treatment of chronic diseases, to Iraqi patients being treated through Syrian Arab RC clinics as well as vulnerable Syrian patients, using funds donated to the Emergency Appeal by the Swedish RC.

Specific measures of Movement support over the next three months will include:

- Rehabilitation and equipping of further four Syrian Arab RC clinics
- Recruitment and salary support of staff for a total of six clinics
- Training of volunteers
- Equipping and mobilization of four MHUs to National Society branches
- Recruitment of staff for four MHUs
- Consolidation of procedures for the provision of essential medicines and medicines for the treatment of chronic diseases through National Society clinics
- Agreement and implementation of procedures for referrals for secondary health treatment

The International Federation is allocating funds from the Emergency Appeal budget covering capacity building and training to Syrian Arab RC staff and volunteers that will be combined with the Netherlands RC (ECHO) and French RC initiatives to standardize record-keeping, data-collection and reporting in Syrian Arab RC clinics throughout Syria, and that aims to be mirrored across all programmes, including those supported by UNHCR (which supports six National Society clinics in Damascus and Rural Damascus area). In concrete terms at this point, the International Federation has procured 20 computers and installed suitable standard software that was used in a training workshop for branch clinic directors and administrators supported by Netherlands RC in March. This equipment has been installed in the branch clinics for the new procedures to be tested in a trial period of one month, before being reviewed and any adjustments made in a follow-up workshop in May.

The appointment of an International Federation programme coordinator in February to assist with the implementation of the Appeal, engaged through the German RC, with extensive experience in public health and project planning, will mean increased focus on capacity building and support to Syrian Arab RC and Jordan RC in all health and care programme issues. He will be working closely with the National Society health coordinator and PNS delegates in Damascus and Amman.

Jordan

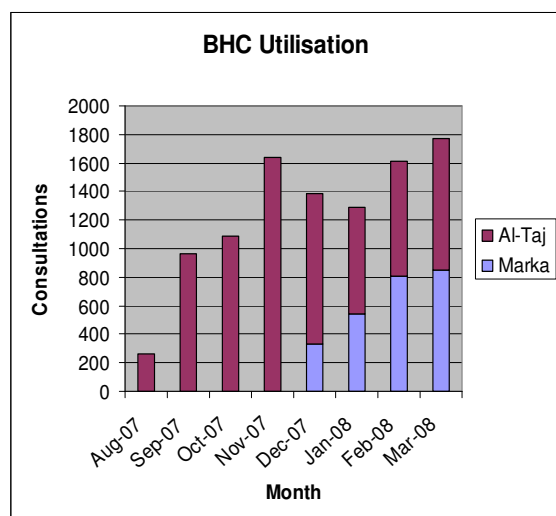
The two BHC centres out of the planned five static clinics in Jordan - Al-Taj and Marka - continued to provide the primary health care services for the externally displaced Iraqis and local host communities. The services include general medical examination and treatment, mother and child care, basic dental care, psychological support, free of charge medication and health education. Patients with further needs for laboratory examination, specialized medical care or hospitalization are referred to Jordan RC hospital.

Each of the BHCs has two general practitioners, one dental surgeon, one psycho-social counsellor, two nurses and a team of Jordan RC volunteers to support the outreach services through home visits. Marka clinic will be supported financially by the German RC through the multilateral channels of the International Federation.

An information note about the clinics was already circulated and the volunteers contacted the externally displaced families to be aware of the availability of the health services provided by the centres. The replenishment of the consumed medicines was usually completed by the end of each month. Procurement of medical supplies follows the International Federation's standard procurement procedures.

The International Federation's representation office in Amman continued providing the medical staff with scientific journals, periodicals and publications of the International Federation and World Health Organisation (WHO). The International Federation supported the participation of the BHC health staff in relevant workshops and meetings to maintain continuing education and enhance their technical knowledge. The general practitioner and the mother and child care doctor from Marka clinic attended a one day workshop on family planning organized by Jordan Medical Council.

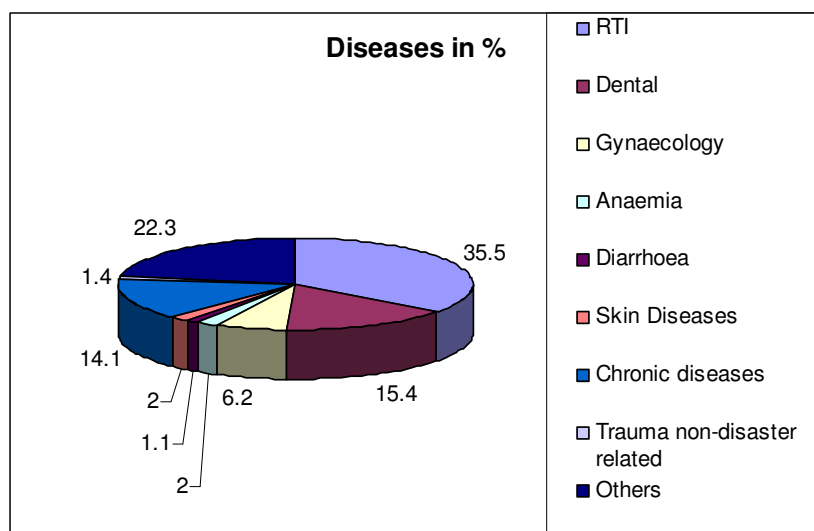
The utilization of the health facilities in Al-Taj and Marka BHC centres is shown in the graph and table below:



Month	Al-Taj	Marka	Total
August 2007	264	-	264
September 2007	969	-	969
October 2007	1,092	-	1,092
November 2007	1,641	-	1,641
December 2007	1,046	336	1,382
January 2008	747	543	1,290
February 2008	812	803	1,615
March 2008	917	854	1,771
Total	7,488	2,536	10,024

In total 10,024 consultations were recorded in both health facilities from the time of their opening. 13% of consultations were children below five years old and 58% of adult consultations were female.

Observed diseases:



The daily observation and statistical data revealed that there is no significant disease outbreak among displaced Iraqis. Among children below five years old, the observed malnutrition rate is 0,5% and the percentage of other individual diseases is less than 4%.

A discussion between the International Federation, Jordan RC, German RC and French RC is underway to prepare for a mid-term review of the health centres. The draft terms of reference (ToR) and the questionnaire is being exchanged between the partners for review. The German and French RC will propose two consultants with medical background, one from each of the two National Societies, to conduct the mid-term review in Jordan. The exercise is expected to start in April and be completed in mid May.

In a recent survey conducted by John Hopkins School of Public Health and International Medical Corps (IMC) on the health needs and perceptions of Iraqi patients in Jordan, the satisfaction rate of patients from the Jordan RC clinics supported by the International Federation was very good with 7.9 out of 10. Best perceived was the quality

of service including the kindness of staff, the time spent on their problems, the respected privacy, the little waiting time and the clinicians' courteous treatment.

Areas of improvement relevant to Jordan RC clinics, as indicated by the survey include:

- Maintaining them cost free
- Improving access to secondary and tertiary health services
- Accessing family planning
- Increasing the size and scope of psychosocial services, continuing counselling services and establishing a social centre.

Psychosocial Support

Objective: The impact of war related psychological traumas among externally displaced Iraqi families in Syria and Jordan is alleviated through qualified psychological/social support and rehabilitation programs of Syrian Arab RC and Jordan RC, supported by the International Federation.

Progress:

Syria

Activities of this component of the International Federation Emergency Appeal will be covered by the Danish RC project with Syrian Arab RC, and this has started its implementation phase following approval of the proposal in January. The Danish RC delegate joined the Movement team at the National Society headquarters in February, and has undertaken field trips to the branches in the north that will run the first social centres supported by the programme. This proposal will complement ongoing Syrian Arab RC activities with the United Nations Children's Fund (UNICEF) in Damascus and Rural Damascus.



An Iraqi displaced woman being trained in agreement with Jordan RC vocational training centre, as part of the psycho-social support programme

Jordan

In Jordan, the PSP counsellors conducted home and school visits to build up and strengthen the relationship with the displaced families and monitor their psychological well being. The counsellor from Al-Taj centre attended the PSP forum organized by the UNHCR community services department.

Agreement was reached with Jordan RC vocational training centre to train Iraqi displaced women as part of the efforts to maintain the psycho-social well being of the Iraqi families. The training which included 30 Iraqi women and was conducted in February focused on the theme "learning through playing". The training is aiming at empowering the Iraqi women/mothers to better look after their children and families.

Renovation of the identified place to accommodate the PSP rehabilitation centre will start in April. Jordan RC contracted an engineer who is working on the estimates and preparation of the bill of quantity. The ToR and function of the centre will be drafted in coordination with the French RC PSP delegate. This will include extension of the scope of PSP services. The Jordan RC and the International Federation will pool resources with the French RC to utilize the expertise of the PSP delegate engaged by the French RC to assist in establishing the PSP centre and assist in training the Jordan RC PSP counsellors based in the clinics.

The PSP counsellors from Al Taj and Marka BHC centres attended the mental and psychological workshop organized by IMC in collaboration with UNHCR on 11 March, where the main mental and psychological problems of displaced Iraqis were highlighted.

Community Based Health Care

Objective: The ability of externally displaced Iraqi families and vulnerable local host communities in Syria and Jordan to prevent disease and injury is strengthened through community based first aid activities managed by the Syrian Arab RC and Jordan RC headquarters and local branches.

Progress:

Syria



Volunteers assisting in assessment surveys

In Syria, the National Society already has a large number of well trained volunteers who are being provided with complementary training to engage in health activities within the framework of the community based health objective. Supported by International Federation and Movement partners, Syrian Arab RC headquarters has concluded contingency planning in case of emergencies, which includes community awareness and training in community based first aid (CBFA) and community based risk reduction (CBRR). In addition, volunteers at Syrian Arab RC Homs branch have been active in developing and promoting road safety awareness campaigns. Recent vulnerability assessments, conducted by UN agencies and Movement partners, have included participation from volunteers at National Society branches.

This is complimentary to activities by partners, such as the British RC, working with Syrian Arab RC in disaster management and CBRR, and the Danish RC, who will provide support to the National Society in PSP activities, as well as the Netherlands RC and the French RC who support Syrian Arab RC in health and care. In addition, ICRC is assisting the training of Syrian Arab RC volunteers in first aid and standardisation of its first aid manuals.

Jordan

In Jordan, the volunteers continued their work in the BHC centres and extended their outreach services through home visits. The home visits conducted aimed at raising the health awareness of the displaced families and monitoring their epidemiological and psychological situation. They provided basic psychological first aid to the families visited.

Recruitment of a new group of volunteers to support the work of Marka BHC centre was completed and a health training course for 28 volunteers was conducted from 16 to 21 February 2008 in Amman. Eleven Iraqi volunteers were among the participants. The six days course covered topics on Red Cross Red Crescent Movement, international humanitarian law (IHL), the role of volunteers in the community using the community based health approach, health promotion and disease prevention, water/sanitation, diarrhoea, communicable diseases, nutrition, first aid, and PSP. The training course included field visits to Al-Taj and Marka BHC, Jordan RC hospital and other health clinics. Home visits were paid to the displaced families in coordination with the PSP counsellors and BHC staff.

The course was facilitated by trainers from the International Federation, Jordan RC, and the Ministry of Health. The International Federation's representation in Amman provided brochures, posters and CDs and other training materials to the participants.

Number of families/beneficiaries reached through volunteer visits

Month	Number of families	Male beneficiaries	Female beneficiaries	Total number of beneficiaries
September 2007	128	314	327	641
October 2007	158	304	328	632
November 2007	165	349	289	638
December 2007	36	79	67	146
January 2008	64	174	148	322
February 2008	102	238	204	442
March 2008	162	360	378	738
Total	815	1,818	1,741	3,559

Non-Food Items (NFIs) Assistance

Objective: The material needs of vulnerable displaced Iraqi families and local host communities in Syria and Jordan are covered through the ad hoc distribution of essential items by the host National Societies, supported by the International Federation.

Progress:

Syria

The objectives in the first main phase of NFIs relief distributions in Syria were completed with the successful distributions of hygiene kits (20,000) and kitchen sets (20,000) in February. Distributions were performed through 13 Syrian Arab RC branches, as follows:

Hygiene kits (first of four distributions)

Branches	Number of kits (family of 5)	Items
Homs	2,855	Toilet soap – 5 pieces Washing powder – 2 kg Washing liquid – 4 bottles Toothpaste – 3 pieces Toothbrush – 5 pieces Shampoo – 2 bottles (large) Sponge – 4 pieces Sanitary towels – 2 boxes Towels – 5 pieces
Tartous	824	
Aleppo	4,924	
Idlib	789	
Hama	584	
Raqqa	299	
Dar'a	972	
Hassakeh	1,418	
Lattakia	1,300	
D.Zor	921	
Sweida	125	
Damas	3,294	
R.Damas	1,695	
Total	20,000	

Kitchen sets (one time distribution)

Branches	Number of sets (family of 5)	Items
Homs	2,855	Cooking pot (medium size) – 1 piece Cooking pot (small size) – 1 piece Plates (medium size) – 5 pieces Cups – 5 pieces Spoons (medium size) – 1 piece Kettle/Water jug – 1 piece Spoons – 5 pieces Forks – 5 pieces Knives – 5 pieces
Tartous	824	
Aleppo	4,924	
Idlib	789	
Hama	584	
Raqqa	299	
Dar'a	972	
Hassakeh	1,418	
Lattakia	1,300	
D.Zor	921	
Sweida	125	
Damas	3,294	
R.Damas	1,695	
Total	20,000	

Needs of the EDPs from Iraq will be reviewed following conclusion of an assessment performed by Syrian Arab RC with support from the Netherlands RC which reviewed the impact of relief distributions performed to date. 700 families took part in focus group discussions, held by nine branches in all regions with displaced populations from Iraq in Syria. The findings of the survey are being collated and a report will be issued in April. There has been considerable discussion amongst a broad spectrum of humanitarian actors in the region, as to the actual number of EDPs from Iraq currently living in Syria and in Jordan. Unless a full census is performed in these countries, an accurate figure will be impossible to be reached. However, the findings of such surveys provide a good indication as to improving the International Federation's targeting in Syria for the coming year, and Appeal budgets and objectives will be adjusted accordingly.

Renewed support to education will be aimed at the start of the new school year, with distributions starting in July of uniforms and school kits to children attending primary and secondary schools.

Jordan

The Jordan RC continued the distribution of NFIs to the externally displaced Iraqi families. The number of families reached by the end of March 2008 was 6,000. The distributed package contained blankets, bed sheets, kitchen sets and hygiene kits (6,000 per each item). Vouchers were used to dispense the materials from the Jordan RC warehouse. The volunteers played an active role in supporting the warehouse staff in registration, packing, distribution, documentation and filing. A distribution plan was drawn and Jordan RC will mobilize more volunteers to assist in the distribution. The main constraint facing the distribution is the lack of suitable and manageable distribution centres. So far, Jordan RC used the yard at the headquarters where the main warehouse is located.

The National Society is collaborating with managements of public schools to distribute the school kits to the children. A survey was conducted through the volunteers' outreach service to identify the schools where Iraqi children are concentrated. Following the survey, the Jordan RC completed the distribution of 6,000 school kits to the externally displaced Iraqi children since the beginning of the operation. Distribution also included children from poor families of the host communities.

Water and Sanitation

Objective: Externally displaced Iraqi families and vulnerable local host communities in Syria have access to safe and good quality drinking water.

Progress:

Syria

This component of the Emergency Appeal is being covered by the activities of ICRC in its support to water and sanitation needs in schools in Damascus and Rural Damascus, through cooperation with Syrian Arab RC Damascus branch, and its direct assistance to the municipal water authorities.

Communications – Advocacy and Public Information

The operation has given visibility to the Red Cross Red Crescent Movement in general and to the Syrian Arab RC and Jordan RC in particular. The two National Societies activities are regularly reported in the local media and they have been recognized as main partners for the humanitarian actors operating in the two countries as well as to their relevant government institutions. The International Federation and the implementing National Societies are given a platform in the various humanitarian forums organized in the two countries. The humanitarian assistance provided by the two National Societies gained the confidence of the beneficiaries and has been commended by the partners.

Syria

The Syrian Arab RC is the focal point for coordination of activities with INGOs working on assistance programmes for EDPs from Iraq in Syria, and its community outreach, through 14 branches, with an experienced network of volunteers, means its services are in high demand from partners within the Movement, UN agencies and the INGOs. There is a high level of confidence shown towards Syrian Arab RC branches from grassroots level within the community, which puts the Syrian Arab RC in a unique position for advocating support to the most vulnerable groups.

The Damascus branch held its annual general meeting in February 2008 with the participation of the prime minister. It was an opportunity for the National Society to present its activities, and to provide reports from the floor concerning issues on the work of the branch. Issues of the Syrian Arab RC Damascus branch annual report were distributed.

The commissioner of UNHCR visited Damascus in February, and was taken to Aleppo to attend relief distributions performed through National Society branch to EDPs from Iraq registered by UNHCR. Meetings were also held with the National Society president and volunteers in Damascus. This follows a visit earlier in the year by the executive director of World Food Programme (WFP), when Syrian Arab RC also had the opportunity to provide information on its activities, and raise any issues of concern.

Jordan

The International Federation and Jordan RC staff continued to participate in different humanitarian forums to share knowledge and exchange ideas and experiences. This included meetings on protection and economic security of the Iraqi displaced in Jordan organized by the ICRC, and the briefing meeting of the UNHCR on the outcome of his tour in the region organized by UNHCR country representative. The briefing meeting organized by SCF (US) was to discuss PSP and mental health issues of the Iraqi displaced and the IOM findings on its assessment on the psychological needs of the Iraqi displaced in Jordan. Bilateral meetings include WHO adviser for PSP and mental health, and International Rescue Committee (IRC)'s director of health unit.

Promotion of the International Federation supported activities is enhanced by visits to/from diplomatic missions and donors (Swiss, Norwegian and South Africa Ambassadors, and acting regional refugee coordinator of the PR&M from the USA Embassy).

The International Federation, the Jordan RC and the Iraqi Red Crescent representative attended the second meeting of the neighbouring countries hosting Iraqi displaced convened by Jordan Ministry of Foreign Affairs in Amman on 18 March 2008. The meeting was a follow up to the first meeting held in Amman in July 2007 to assess progress made since the last meeting and to identify the pressing issues and emerging challenges and how to tackle them. The main countries comprising the working group on the issue of Iraqi displaced in neighbouring countries include Jordan, Iraq, Syria, Lebanon and Egypt. The meeting was co-chaired by Iraq and Jordan. The meeting was also attended by donor countries, the UN system, the Arab League, the Organization of Islamic Conference, the European Union and Iraq neighbouring countries; namely, Turkey, Iran, and Kuwait. The main message from the meeting to the International community is that the ultimate solution to the problem of the Iraqi displaced in neighbouring countries is by creating the appropriate and conducive environment in Iraq to encourage them to return voluntarily to their country. The meeting also appealed to the international donor community to increase their financial assistance to the neighbouring countries bearing the brunt to enable them to cope with the increasing pressure on their health, education, water, transport, energy and environment infrastructures due to the increasing number of Iraqis seeking refuge in these countries.

How we work

All International Federation assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and is committed to the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

The International Federation's activities are aligned with its Global Agenda, which sets out four broad goals to meet the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity".

Global Agenda Goals:

- Reduce the numbers of deaths, injuries and impact from disasters.
- Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.
- Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.
- Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

Contact information

For further information specifically related to this operation please contact:

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[<Revised budget summary and interim financial report attached below; click here to return to the title page>](#)

APPEAL BUDGET SUMMARY

Annex 1

Middle East - Displaced from Iraq

MDR81002

	ORIGINAL	REVISED	VARIANCE
<u>RELIEF NEEDS</u>			
Shelter			0
Construction Materials	66,900	20,663	-46,237
Clothing & Textiles	1,174,600	2,081,411	906,811
Food			0
Seeds & Plants			0
Water & Sanitation			0
Medical & First Aid	2,018,700	2,975,709	957,009
Teaching Materials	449,200	456,482	7,282
Utensils & Tools	1,032,000	1,495,408	463,408
Other Supplies & Services	2,768,000	4,053,589	1,285,589
Total Relief Needs	7,509,400	11,083,262	3,573,862
<u>CAPITAL EQUIPMENT</u>			
Land & Buildings			0
Vehicles Purchase	232,000	522,600	290,600
Computers & Telecom Equipment	85,000	70,021	-14,979
Office/Household Furniture & Equip.	72,000	142,450	70,450
Medical Equipment	1,003,500	630,000	-373,500
Other Machinery & Equipment			0
<u>TRANSPORT, STORAGE & VEHICLES</u>			
Storage - Warehouse			0
Distribution & Monitoring	140,000	95,016	-44,984
Transport & Vehicles Costs	117,635	128,427	10,792
<u>PERSONNEL</u>			
International Staff	491,400	943,958	452,558
Regionally Deployed Staff			0
National Staff	95,360	134,425	39,065
National Society Staff	1,479,904	1,513,082	33,178
Consultants	72,000	108,610	36,610
<u>WORKSHOPS & TRAINING</u>			
Workshops & Training	370,000	290,190	-79,810
<u>GENERAL EXPENSES</u>			
Travel	36,000	41,266	5,266
Information & Public Relations	77,500	81,915	4,415
Office running costs	114,790	54,710	-60,080
Communication Costs	52,800	68,265	15,465
Professional Fees			0
Financial Charges	8,500	25,485	16,985
Other General Expenses	29,000	29,250	250
<u>PROGRAMME SUPPORT</u>			
Programme Support - PSR	833,306	1,109,723	276,416
Total Operational Needs	5,310,695	5,989,393	678,697
Total Appeal Budget (Cash & Kind)	12,820,095	17,072,655	4,252,559
Available Ressources		8,046,863	
Net Request	12,820,095	9,025,792	

International Federation of Red Cross and Red Crescent Societies

MDR81002 - Middle East - Displaced From Iraq

Interim Financial Report

Selected Parameters	
Reporting Timeframe	2007/3-2008/3
Budget Timeframe	2007/4-2009/3
Appeal	MDR81002
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
A. Budget		17,041,693			30,963	17,072,655
B. Opening Balance		0			0	0
Income						
<u>Cash contributions</u>						
American Govt, PR&M		3,150,000				3,150,000
American Red Cross		301,000				301,000
Finnish Red Cross		165,700				165,700
Hong Kong Red Cross		5,936				5,936
Japanese Red Cross		303,000				303,000
Monaco Red Cross		3,780			29,360	33,140
On Line donations		31,954				31,954
OPEC Fund For International Developm		1,203,000				1,203,000
Other		2,265				2,265
Polish Red Cross		152				152
Swedish Red Cross (from Swedish Government)		1,607,000				1,607,000
Switzerland - Private Donors		500				500
United States - Private Donors		185				185
C1. Cash contributions		6,774,472			29,360	6,803,833
<u>Outstanding pledges (Revalued)</u>						
American Govt, PR&M		760,000				760,000
German Red Cross		424,980				424,980
Swedish Red Cross (from Swedish Government)		0				0
C2. Outstanding pledges (Revalued)		1,184,980				1,184,980
<u>Inkind Personnel</u>						
Other		58,050				58,050
C4. Inkind Personnel		58,050				58,050
C. Total Income = SUM(C1..C5)		8,017,502			29,360	8,046,863
D. Total Funding = B +C		8,017,502			29,360	8,046,863
Appeal Coverage		47%			95%	47%

II. Balance of Funds

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
B. Opening Balance		0			0	0
C. Income		8,017,502			29,360	8,046,863
E. Expenditure		-3,270,842			-29,360	-3,300,202
F. Closing Balance = (B + C + E)		4,746,660			0	4,746,660

International Federation of Red Cross and Red Crescent Societies

MDR81002 - Middle East - Displaced From Iraq

Interim Financial Report

Selected Parameters	
Reporting Timeframe	2007/3-2008/3
Budget Timeframe	2007/4-2009/3
Appeal	MDR81002
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)		17,041,693					30,963	17,072,655
Supplies								
Construction Materials	20,663		663				663	20,000
Clothing & textiles	2,081,411		73,003				73,003	2,008,408
Medical & First Aid	2,975,709		256,305				256,305	2,719,404
Teaching Materials	456,482		310,312				310,312	146,170
Utensils & Tools	1,495,408		763,828				763,828	731,580
Other Supplies & Services	4,053,588		612,325				612,325	3,441,263
Total Supplies	11,083,262		2,016,437				2,016,437	9,066,825
Land, vehicles & equipment								
Vehicles	522,600		169,600				169,600	353,000
Computers & Telecom	70,021		3,661				3,661	66,360
Office/Household Furniture & Equipm.	142,450		10,850				10,850	131,600
Medical Equipment	630,000							630,000
Total Land, vehicles & equipment	1,365,071		184,111				184,111	1,180,960
Transport & Storage								
Storage			208				208	-208
Distribution & Monitoring	95,016		584				584	94,431
Transport & Vehicle Costs	128,427		5,429				5,429	122,998
Total Transport & Storage	223,442		6,221				6,221	217,222
Personnel								
International Staff Payroll Benefits	943,958		151,238			25,802	177,040	766,918
National Staff	134,425		11,526				11,526	122,899
National Society Staff	1,513,082		99,779				99,779	1,413,303
Consultants	108,610		59,199				59,199	49,411
Total Personnel	2,700,075		321,742			25,802	347,544	2,352,531
Workshops & Training								
Workshops & Training	290,190		19,487				19,487	270,704
Total Workshops & Training	290,190		19,487				19,487	270,704
General Expenditure								
Travel	41,266		12,251				12,251	29,015
Information & Public Relation	81,915		3,804				3,804	78,111
Office Costs	54,710		4,203			1,650	5,853	48,856
Communications	68,265		4,816				4,816	63,450
Professional Fees			915				915	-915
Financial Charges	25,485		25,460				25,460	26
Other General Expenses	29,250		129				129	29,121
Total General Expenditure	300,891		51,578			1,650	53,228	247,664
Programme Support								
Program Support	1,109,723		211,228			1,908	213,136	896,586
Total Programme Support	1,109,723		211,228			1,908	213,136	896,586
Operational Provisions								
Operational Provisions			460,039				460,039	-460,039
Total Operational Provisions			460,039				460,039	-460,039
TOTAL EXPENDITURE (D)	17,072,655		3,270,842			29,360	3,300,202	13,772,453
VARIANCE (C - D)			13,770,851			1,602	13,772,453	