

Mid-Year report



International Federation
of Red Cross and Red Crescent Societies

Armenia

Appeal No. MAAAM002

31 August 2010

This report covers the period 01/01/2010 to 30/06/2010.



ARCS volunteer visiting the lonely elderly. Photo by Armenian Red Cross

In brief

Programme purpose:

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.

Programme(s) summary:

The activities have been implemented in line with the strategic priorities and Plan 2010-11 of the National Society, namely Health and Care, Disaster Management and Organizational Development.

Health and Care

Under the Social Welfare Programme psychosocial support was provided by the Red Cross branches to the people in need, especially older people living alone, people living in poverty, refugees, people with disabilities and other vulnerable groups. Within the framework of the programme, periodical visits to older refugees and children living in collective centres (former dormitories for students or workers) are made by Armenian Red Cross Society (ARCS) volunteers, in addition to organisation of educational, social and cultural events.

The Humanitarian Pandemic Preparedness Mini Project was an opportunity to raise public awareness on influenza pandemic, targeting education institutions, enterprises, and public places through distribution of printed education materials.

Disaster Management

Through various training sessions, the “Children Quiz” and simulated school evacuations, school children, teachers and volunteers involved in disaster management (mostly newcomers) have enhanced their knowledge on natural and man-made disasters and coping mechanisms.

A report on the Climate Change in Armenia was developed and educational posters and booklets addressing climate change were developed and printed to be used in training sessions and various events organised by the NS within its on-going activities.

Organizational Development/ Fundraising

Within the framework of the Specific OD Support Grant to implement “Red Cross for You and You for the Red Cross” programme, public image-improving and fundraising activities were carried out, such as placing of billboards and charity boxes, fundraising campaigns such as street donations collection, events organised with the aim to draw the public attention at problems of older people living in the dormitories that would result in donations on the spot or via bank account, TV, printed media and internet advertisements, text message campaigns, talk shows, radio and TV broadcasts and use of PR materials, which contributed to the dissemination of the ARCS work, enhanced visibility among public and provided better understanding of the ARCS work, thus resulting in a more effective cooperation between the ARCS, local communities and different structures (private and governmental).

Work has also started to enhance the resource mobilization and communication capacity of two Red Cross Branches.

The financial management capacity of the National Society was developed through installation of new accounting software, organising audit of the ARCS’ annual financial statements and switching to Cash Transfer modality in working with the Federation.

Financial situation:

The total 2010 budget is CHF 306,083 (EUR, USD); 67 percent covered. Opening balance is CHF 161,955 (EUR USD); the income so far is CHF 42,805 (EUR, USD), thus total funding CHF 204,759 (EUR, USD). In reporting period the expenditure was CHF 144,736 (EUR, USD), which makes for 71% of the existing funds.

[Click here to go directly to the attached financial report.](#)

No. of people we help:

Psychosocial support - 490 elderly people, 125 vulnerable children with refugee background and living in the dormitories, 40 ARCS volunteers.

Health Care – 7.000 people via Humanitarian Pandemic Preparedness Mini Project

Disaster Management - 3470 people including 2556 school students and 300 teachers,

Resource Mobilization – directly – 120 volunteers and staff members; Indirectly – estimated 300,000 people received information about the Armenia Red Cross Society through billboards, TV-broadcast, press conferences and articles in magazines and on websites and other awareness

raising activities. 2 million mobile phone subscribers received brief information about ARCS activities on Red Cross-related days.

January – June 2010 - Armenia		
Programme	Target groups	People reached
Disaster Management	Students, teachers, general population	3470
Health and Care	Humanitarian Pandemic preparedness	7000
Psychosocial support	Older vulnerable people and vulnerable children	615
Total number of people reached		11,085

Our partners:

Norwegian RC, Bulgarian RC, British RC, German RC, Spanish RC, Danish RC, The Federation Psycho-social reference centre, ECC, the Ministries of Health, Youth, Emergency Situations, Culture and Education, Municipal Administrations across the country, Migration office and State Regional Youth Centers, local authorities, Crisis Management state academy, National Survey for Seismic Protection, Global Fund, AIDS National Centre, UNDP, DIPECHO, GTZ, UNV, Médecins Sans Frontières-France, and Mission East Armenia, HSBC bank in Armenia, Armenia Marriott Hotel, Zvartnots International Airports and VivaCell Mobile Operator. Numerous instances of cooperation with national and local TV channels, celebrities and advertising companies also took place.

Context

The global economic crisis has caused increasing unemployment, slowdown in economic growth and a sharp negative growth projection for 2009. It undermined the population’s purchasing power and is hit hardest those below and not far above the poverty line. Household income has been affected due to the reduction in remittances and loss of employment as well as substantial pay-cuts in the private sector, combined with increased living costs. In the first six months of 2010, 15,000 newly unemployed have been registered. The population’s ability to access sufficient food and cover other basic needs, in particular health and education is reduced. Some of the results of poverty reduction activities from the last several years are thus about to be reversed and according to the World Bank as many as 172,000 people could be pushed below the poverty line by the end of 2010, increasing the number of poor to more than 900,000.

Additionally, the on-going blockade related to the Nagorno-Karabakh conflict, high rates of migration and widespread corruption threaten social stability and undermine sustainable economic growth. Some of these challenges are being addressed, but still humanitarian needs prevail.

Taking into consideration the context of the country, the prevailing needs as well as the priorities of the Armenian Red Cross, the National Society focused on the following operational areas in the reporting period: disaster management, health and care and organizational development/resource mobilization.

The Global Economic Crisis with its impacts - the dramatic variations of the exchange rates and the increase of prices of goods and services caused some financial constraints in the implementation of certain activities, such as public events involving beneficiaries, placement of big billboards, etc.

Progress towards outcomes

Health and Care

a) The purpose and components of the programme

Programme purpose

Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.

Programme component 1: Social Welfare

Component outcome 1: Capacities of Red Cross staff and volunteers to provide focused and responsive social support to local communities are strengthened.

Component outcome 2: Number of targeted population have improved their social conditions and received psychological support.

Component outcome 3: Totally 125 children living in dormitories have received educational session from the volunteers and participated in cultural events and their integration process into the society has been supported.

Component outcome 4: Armenian Red Cross branches have mobilized local resources to sustain social services for vulnerable communities.

Programme component 2: HIV/AIDS

Component outcome 1: Further HIV infections have been prevented through peer education and community mobilization.

Component outcome 2: HIV care, treatment, and support are expanded.

Component outcome 3: HIV stigma and discrimination has been reduced among general population.

Component outcome 4: Armenian Red Cross Society capacities to deliver and sustain scaled-up HIV programme are strengthened.

Programme component 3: TB with focus on MDR-TB₅

Component outcome 1: Care, psychosocial support and direct observations are provided to the most vulnerable people affected with MDR-TB thus promoting their treatment and minimizing the consequences of disease, the spread of disease is prevented through community awareness campaigns on TB, MDR-TB and TB/HIV.

Achievements

Psychosocial support

The successful delivery of psycho-social support services to older lonely refugees is a result of continuous work with volunteers through trainings and workshops involving psychologists. The skills gained through this work contributed to the approach to the implemented activities being more systematized and professional.

The implementation of new activities, such as learning through arts and getting familiarised with foreign cultures as well as involvement of volunteers from British and German RCs in activities for children living in dormitories greatly contributed to education and development of the world outlook of the children, the process itself supporting their eventual full integration into society.

Youth volunteers paid weekly visits to older refugees, organized social gatherings, concerts and outdoor activities for 400 elderly refugees.

For 125 children living in the dormitories, youth volunteers organized weekly educational sessions on languages, culture of foreign countries, literature as well as activities such as two visits to theatres and two visits to parks. To improve the service delivery, the program volunteers received trainings conducted by sociologists and psychologists.

90 vulnerable older people have been provided with food and hygienic supplies three times during the programme. Small repair works have been done in 24 beneficiaries' houses (for example: change of locks, placement of plugs, repair of faucets etc.)

Health

In February/ March the National Society implemented the Humanitarian Pandemic Preparedness Mini Project to raise public awareness on influenza pandemic, targeting six public educational institutions and public places through dissemination of 3000 printed posters and 12000 leaflets. The materials were adapted according to WHO standards and translated into Armenian during the first month of project implementation. They provided information on influenza pandemic, symptoms, modes of transmission and steps to prevent the infection, as well as information on what should be done and what should be avoided.

Disaster Management

Disaster Management

a) The purpose and components of the programme

Programme purpose

Strengthen the Armenian Red Cross disaster preparedness and response structures and reduce the vulnerability of the population through educational and risk reduction activities.

Programme component 1: Disaster management planning

Component outcome 1: The Armenian Red Cross has effective tools for strengthening disaster preparedness and better prepared rapid response teams to respond to disasters operatively.

Programme component 2: Community preparedness

Component outcome 1: Effective tools for strengthening disaster preparedness of communities in high risk areas are in place through organizing VCAs and disaster risk reduction activities.⁴

Component outcome 2: Vulnerability of communities to disasters has been decreased through public awareness and educational campaigns carried out by the National Society.

Achievements

2556 schoolchildren, 300 teachers and 25 volunteers enhanced their knowledge on natural and man-made disasters and learned how to cope with those. This was achieved through such activities as the two-day "Disaster Risk Management" training for about 25 RC volunteers (mostly new ones) jointly with National Survey for Seismic Protection, the "Children Quiz" contest and six 5 days educational seminars conducted for about 900 pupils from six schools of Yerevan. After conducting in-school competition in each one, the final competition was organized between the winners of each school (six teams).

The same six schools were covered by other activities too: a special seminar titled "Earthquake" and evacuation simulations with theoretical and practical exercises. 5600 educational booklets, 500 posters and 500 manuals were printed and used during the training sessions and events. All above mentioned events were carried out by three instructors and six volunteers, selected among the participants of "Disaster Risk Management" training mentioned above.

Climate change country assessment report was finalized and submitted to the Red Cross Red Crescent Climate Centre.

Organisational Development

Programme purpose

Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.

Programme component: Resource Mobilization

Component outcome 1: Armenian Red Cross Society has developed resource mobilization mechanism and tools to ensure continuous activity within the National Society.

Component outcome 2: Armenian Red Cross Society has developed a mechanism and tools for the promotion of membership and recruitment, appraisal and reward of volunteers to assist programs relying on volunteers, as well as on financial inputs.

Component outcome 3: Armenian Red Cross Society has sustainable and transparent financial management system.

Achievements

Visibility/ general fundraising

The visibility of the National Society leading to better awareness and appreciation of its work has been increased through public image-improving and fundraising activities carried out within the framework of the Specific OD Support Grant to implement “Red Cross for You and You for the Red Cross” programme. This also resulted in increased cooperation between the Armenian Red Cross, the wider community, and private and governmental structures, strengthening the National Society, and further facilitating the work that it does.

New partnerships and communication channels were formed between the ARCS and a number of local and international businesses, corporations, governmental and non-governmental organizations. These included; Zvartnots International Airports, Ashtarak Kat (Dairy product company), the TV channels H2 and Yerkir Media, the Marriot Hotel, VivaCell-MTS (Leading mobile operator), Nikita Mobile (mobile service company), Antares Printing House, Odnoklassniki.ru (popular social website), HSBC bank, and the Ministry of Education and Municipality.

Image-improving activities included placing small and large billboards in the traffic-heavy streets of Yerevan and the roads leading in and out of the city; advertisements on city busses; showing social adverts, filmed by the ARCS, on screens of busses and the metro, as well as on TV; conducting SMS campaigns with information about the Red Cross (these were sent out by the largest mobile operator in Armenia on significant days such as 8th May, etc); publishing articles in newspapers and online news sites; participation of ARCS volunteers in talk-shows broadcast on different national TV channels as well as a radio programme. The use of extensive PR materials (flyers, folders, bookmarks, vests, envelopes, notebooks, bags, and flags) also contributed to raising awareness about the ARCS and its activities. 2 TV programs were filmed in the framework of 2 large scale TV projects: “View from inside” about our EVS volunteer and the ARCS activities she is involved in filmed by the “Shoghakat” TV channel and a program about 90th anniversary of ARCS filmed by Shant TV channel.

Fundraising activities such as placement of small charity boxes in shops and larger ones in the airport, street collections conducted by volunteers and sales of jewelry and greetings cards made by volunteers also contributed to the dissemination of ARCS mission and activities as well

as raising image in public, particularly allowing to establish new contacts and cooperation with local business. A great achievement was also the establishment of cooperation with the “Zvartnots” International airport where presently ARCS charity boxes are placed.

Two SMS campaigns were organized in the reporting period, one to collect money for the victims of the Haiti Earthquake (all VivaCell-MTS subscribers were sent a plea for donation and the account number) and one for general Red Cross purposes (where sending one text message to a special Nikita Mobile number resulted in a 500 AMD donation). The Haiti campaign raised approximately USD 2000. The other one is still active with the number publicized on TV and also in flyers handed out during the street collection which was also organized for this appeal.

During the reporting period 30 youth volunteers organised a number of fundraising activities, such as placing 20 charity boxes in shops, making 150 thank-you cards and 100 thank-you gifts (jewellery).

A number of project proposals were developed and submitted for local and international grants announced by World Bank, Ministry of Social affairs and Labour, etc.

Advocacy/ programme fundraising

A large scale campaign, operating under the slogan “They are waiting for us... with their eyes on the way...” is another achievement of the program in terms of raising people awareness about lonely older people living in Armenia, as well as raising money to extend the capacity of the ARCS to support such people. The slogan, as well as the campaign logo, was developed as part of a PR package which included flyers, bookmarks and other materials. Social adverts were broadcast on TV and also on busses and the metro, articles were published, and an email database was formed in order to contact people about the campaign. A press release, followed by periodical updates, was sent to the media. A special bank account was opened for depositing the funds raised, and details of the account were sent to VivaCell-MTS subscribers, as well as various businesses, embassies etc. These details were also made available on the ARCS website. A street fundraising campaign was conducted by youth volunteers in Yerevan, who collected money and handed out information to members of the public. The campaign culminated with a charity dinner, held in the Marriot hotel, to which various representatives of government, businesses, and foreign embassies were invited. Celebrities also participated in the evening, providing entertainment and also acting as Masters of the Ceremony. During the evening, information about the campaign was delivered in various formats, including short films and speeches. There was also a photo exhibition in the foyer, showing pictures related to the campaign. The fundraising element of the evening comprised not only of the money raised through ticket sales, but also of a small auction, and a stall selling jewelry and greetings cards made by youth volunteers and items bearing the Red Cross logo. A number of local partners provided in-kind contribution as well as discounts for goods and services.

Two surveys were organized to assess the effectiveness of this campaign. In total about 1.960.000 AMD which is about USD 5300 was raised. The ability to raise this money represents a major achievement for the ARCS, and will contribute to the long term goal of reducing dependence on external sources of funding.

The two social surveys conducted in March and April showed that there has been a 20% increase of the public awareness about the issue of the psycho-social problems of lonely older people and 88.5% of the respondents expressed willingness and readiness to support activities aimed at helping them.

Capacity Building (fundraising)

Within the framework of the Resource Mobilization programme, the ARCS works on developing the communication and fundraising capacities in its regional branches. In the reporting period,

pilot projects have been launched in two regional branches to test the capacity for local level fundraising. The pilot branches were equipped with a project package including tools as well as PR and information materials. A meeting was organized for the two branches' leadership representatives with participation of the ARCS Secretary General and the Federation country representative. Based on the meeting the branches conducted need assessment in their regions. The results will be analyzed and used for developing new projects.

Capacity Building (finance management)

A significant achievement in developing transparent and efficient financial management system for the National Society was introduction of audits of the ARCS annual financial statements for the years 2008 and 2009. The audits were conducted in the reporting period by the independent auditing company London Business Group with financial support of the Spanish Red Cross. The Federation Country Office was consulted for developing the Terms of Reference for the assignment. The audit report for the year 2008 contained one qualification, while for the financial statements of 2009 the National Society received unmodified audit report.

In addition, to improve the financial management and ease the production of regular accounting reports, new accounting software 1C was installed and the accounting department staff was trained for its use. The new software makes some calculations (like payroll and tax) much easier to do, generates some automatic reports for tax authorities and is in general more flexible than the previous one when it comes to updating it for the legislation changes. The overall record – keeping and reports generating processes are much more user-friendly than those of the previous one.

Moving from working advance to cash transfer system in working with the Federation is another contribution to the development of the financial management and reporting capacity of the Armenian Red Cross. Through application of the Cash Transfer system the National Society gets more financial management and reporting responsibility, which contributes to development of its systems.

Constraints or Challenges

The main challenge in the implementation of the planned programmes is still limited funding especially for providing psycho-social support services to the identified vulnerable groups: older refugees living alone and children living in dormitories. ARCS has organised a public campaign to raise funds to support lonely older people and through a special program has strengthened its communication skills for finding local partners and donors.

Another constraint was the impact of Global Crisis pushing up the prices across the board which led to some changes of planned activities. This in particular related to the placement of billboards focused on raising awareness of the Red Cross and Red Crescent emblem. Due to the increase in the cost of billboards, the National Society decided to merge the first two phases of the “Red Cross for You and You for the Red Cross” project and shift from emblem to activity awareness, thus putting stress on the humanitarian challenges faced and services provided by the ARCS.

As a result of limited funding no activity took place in reference to improving ARCS Disaster Preparedness and Response Structure and strengthening skills and knowledge of rapid response teams' volunteer-members. This unfortunately leads to inactiveness and low commitment from the volunteers. To keep them as active as possible, several volunteer-instructors from Yerevan were involved in the activities (mostly school preparedness and community trainings) implemented within the projects.

Working in partnership

With the financial support of the Global Fund the ARCS provides social support to regular tuberculosis (TB) patients throughout the country as part of the Strengthening National TB Control Programme. The project is implemented in cooperation with the National TB Programme (NTP) Office of the Ministry of Health.

ARCS also implemented a Stop Multi Drug Resistant Tuberculosis programme financed by Eli Lilly and Company. 20 MDR TB patients in the outpatient phase of TB treatment of Avan community polyclinic, Yerevan were targeted. Memorandum of Understanding was signed between Médecins Sans Frontières-France and the ARCS, defining the MSFF as the ARCS' technical partner.

The injection drug users of Vanadzor city, Lori region are targeted within the framework of ARCS "Harm Reduction" project, financed by the Global Fund. The project is aimed at reducing the vulnerability of IDUs towards HIV, Hepatitis and other blood borne and sexually transmitted infections.

ARCS Youth organized large public events in the frameworks of the "Time for Choice" HIV prevention programme financed by the Global Fund as part of the HIV national Prevention Programme. The programme activities were realized countrywide targeting general population, especially youth.

ARCS implemented the "Disaster Risk Management" project financed by GTZ Armenia. In the framework of the project nine workshops and round tables have been organised in the nine targeted communities. ARCS established volunteer-based community teams in 9 targeted communities for which it later conducted a Study Tour in Tavush and Lori regions to Fire Fighters' stations for experience sharing and networking.

A project proposal submitted to DIPECHO has been approved and the ARCS will closely cooperate with Danish RC, the Federation and European Commission in its implementation. Several meetings have already taken place with regional and local authorities in Shirak region, OXFAM and UNICEF are other DIPECHO contractors and will coordinate the implementation and arrange a joint press conference for the launch of the project. Also, separate meeting took place with the Ministry for Emergency Situations representative to present the project and agree on further cooperation. The project will target Shirak region and will work on the

1. Development of communities capacities
2. Implementation of educational programs at schools directed at disaster preparedness
3. Creation of regional coordination committee in the field of disasters
4. Strengthening of cooperation in the sphere of disaster management in Southern Caucasus

The educational campaigns and evacuation simulations held in different schools were organized in close cooperation with Armenian Rescue Service, Crisis Management State Academy, National Survey for Seismic Protection and Ministry of Science and Education.

As a result of long term cooperation and coordination of the Red Cross Disaster Management activities with the Government, presently ARCS is in close cooperation with the Armenian Rescue Service developing a new Memorandum of Understanding to be signed with the Ministry for Emergency Situations.

Cooperation has been established between ARCS and Bulgarian RC to realize a peer support project with the support of the Federation Europe Zone Office aiming at contributing to the Organizational Development and exchange of experience in the field of Local Resource Mobilization.

ARCS has youth exchange projects with British RC and German RC to share the experience and promote cultural exchange among volunteers of different nationalities. During this reporting period ARCS hosted 2 volunteers from British and German RCs and has sent 4 volunteers to British RC for one year.

ARCS Youth participated actively in the UN Volunteers (UNV) initiated Network of Volunteer Involving International and National Organizations and greatly contributed to its works through sharing ARCS experience. ARCS is also one of the promoters of Volunteering Law to be discussed in November in the National Assembly. The members of the network are ARCS, Ministry of Youth, Caritas NGO, American Peace Corps, etc.

A long term cooperation agreement has been formed with a number of organization such as leading Mobile operator VivaCell-MTS and Zvartnots International Airports, whereby fundraising boxes have been placed, along with posters, flyers, and other info materials raising awareness about ARCS activities, etc.

An agreement between the Armenian Red Cross Society and Ministry of Education and Science has been signed on cooperation in the field of First Aid, disaster management, trafficking, migration, health care, IHL aimed at education of children and youth.

ARCS is a member of UNV network, ERNA and RC/RC Global Alliance on HIV, the CCM representing the non-governmental sector, the CCM HIV and TB Working Groups, UN Disaster Management Team Working Group, IFRC Youth Commission, ECC, ENDOV and PERCO.

Contributing to longer-term impact

The raised awareness of the Red Cross Red Crescent movement in general and the ARCS activities contributes to longer-term impact by increasing the capacity and creating more opportunities for the ARCS to raise either public or governmental support. Increased general knowledge about the Red Cross Red Crescent therefore impacts on everything the ARCS does and will do. Survey results also come to prove this citing a 11% increase in the public awareness of ARSC and RC movement.

A systematized cycle of volunteer management (recruitment, training, involvement, leadership training, replacement and rotation) has created a pool of skilled and motivated ARCS volunteers who ensure the continuity of the services provided to older refugees and children living in dormitories during gaps in funding. The skills adopted by the volunteers will be used across every program, contributing to the ongoing functioning of the projects.

Looking ahead

Summing up the implementation of activities and taking into account the achievements of the Health, Organizational Development and Disaster Management programmes, for the coming period ARCS will:

- Continue to strengthen human resources through organising sustainable skills development courses for staff and volunteers.
- Develop further partnerships with the private sector
- Promote the involvement of regional branches and key staff at the headquarters in various activities organized by project staff and volunteers through better internal communication.
- Direct all the National Society's communication and resource mobilization efforts in current projects to reach a larger scale of target populations and achieve a higher level of awareness of the society's activities, as well as considering specific approaches to different target groups.
- Continue fundraising activities to support to NS's realization of set up goals.

- Involve beneficiaries in designing the programs for supporting them.
- Pay significant attention to the cooperation with mass media especially in publishing life stories about beneficiaries and Red Cross volunteers in order to better link branding efforts with the services provided by the Armenian Red Cross.
- Improve monitoring mechanisms and tools for the better service delivery.

There is a number of activities that were planned – mostly in the sphere of enhancing ARCS Disaster Preparedness and Response Structure – which have not been implemented during the reporting period due to the lack of funds. Therefore, it is very important to find a way of implementing projects directed at enhancement of the DP&R Structure and strengthening of rapid response teams' volunteer-members' skills and knowledge.

Within the reporting period the Armenian Red Cross held several discussions and negotiations with the purpose of establishing new partnerships with local businesses, governmental and/or non-governmental organisations. Based on newly established contacts as well as on already existing ones the ARCS will undertake measures and develop tools to transfer the cooperation into practice.

How we work	
<p>All 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.</p>	
<p>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".</p>	<p>Global Agenda Goals:</p> <ul style="list-style-type: none"> • 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	
<p>For further information specifically related to this report, please contact:</p> <ul style="list-style-type: none"> • In the Armenian Red Cross Society: Dr. Anna Yeghiazaryan, Secretary General; phone: +37410 58 36 30; email: redcross@redcross.am • In the Regional Representation for Central Europe and Southern Caucasus: Elias Ghanem, Regional Representative, Budapest, phone: + +36 1 8884 518; fax: +36 1 336 1516; email: elias.ghanem@ifrc.org • In the Europe Zone Office: Anitta Underlin, Director of Zone, Budapest, phone: ++36 1 8884 501; fax: +36 1 336 1516; email: anitta.underlin@ifrc.org 	