



# Hellenic Red Cross

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REPORT 2021

Hellenic Red Cross

@REDCROSS.GR | LIKAVITTOU 1, ATHENS GREECE

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## President's Message

Red Cross history and everyday life is shaped by countless acts of courage, faith and humanity. The development of the H.R.C is an integral part of the historical development of man and its presence in modern times is self-evident. By ensuring the unity, the reform of the operation and effectiveness of the Organization's services, we highlighted the essential role that the Hellenic Red Cross stands for in addressing and solving key problems of the country. The adoption of innovations and progressive actions led us to be present and pioneers last year in all major events of the country.

The dynamic and significant presence of the H.R.C in the earthquakes of Elassona and Crete, in the floods throughout Greece, our multifaceted actions in the crisis and management of the migration issue, with an uninterrupted presence in all Refugee Accommodation Structures in Greece, prove the magnitude of our work. No one can forget our involvement and our remarkable role in the summer in the fires, which had spread to Evia, the Peloponnese, Attica and many parts of the country, with our volunteers in a distinct position in dealing with them, providing assistance in every need.

The presence of the Hellenic Red Cross is also leading in dealing with the pandemic, with a plethora of actions and support throughout Greece and mainly with the participation in "Operation Freedom". The Nursing Service of the H.R.C. carried out approximately 300,000 vaccinations at the Vaccination Center of Hellinikon and is still present today at the new Vaccination Center in Glyfada, with the participation of fifty (50) specialized Nurses of the Health Sector to contribute to the health shielding of the population.

The consistent commitment to the emblematic principles of Humanism and Solidarity, the targeted treatment of multifaceted problems of our time and the systematic and structured information of citizens, give the most distinguished role of the protagonist to the Hellenic Red Cross, highlighting it as the foundation of human society. I sincerely hope that the New Year will be crowned with the success of our Red Cross strategy. To be the beacons in the life journey of the Hellenic Red Cross, to mark and give meaning to the essence of the existence of the Hellenic Red Cross.

The President of the H.R.C

Dr. Antonios Avgerinos

Pharmacist, Major General ret.

## Hellenic Red Cross Overview

The Hellenic Red Cross (H.R.C.S.) was founded on June 10, 1877, on the initiative of Queen Olga. From the very first moment of its foundation it was recognized by the International Committee of the Red Cross (ICRC) and today it is a member of the "family" of the International Red Cross and Red Crescent Movement. It is the largest humanitarian organization in Greece, with complex and multifaceted work based on voluntary action and immediate response to citizens' needs. It is mobilized with the aim of alleviating human suffering, both in times of war and peace, by treating and supporting wounded, sick, migrants, refugees, elderly, people with disabilities, people experiencing social exclusion, victims of any form of crises and natural or man-made disasters. Its action is inextricably linked to the concepts of vigilance, solidarity and charity and is synonymous with selflessness and selflessness.

For the better operation and organization of its services, the H.RC is structured around Sectors and Departments:

- **Health Sector**: The action of the Health Sector begins one year after the establishment of the Hellenic Red Cross. Throughout the history of the Red Cross movement, H.RC Nurses and Volunteers have been involved in every emergency in the country following armed conflicts, natural disasters or population movements, offering valuable health services, serving the Fundamental Principles of the Red Cross Movement. Today, the Health Sector has a continuous dynamic presence and implements a large part of the daily humanitarian work of the Hellenic Red Cross. It develops Primary Health Care programs, Community Health Education & Promotion programs and certified First Aid training programs, implemented by the Nursing Services in Athens and 28 Regional Departments of the H.RC, aiming at the prevention, promotion and maintenance of health, mainly of vulnerable population groups. In cases of emergency, Mobile Health Teams – Mobile Clinics are active with the provision of Health services and the implementation of programs for the promotion of Health & Hygiene.

- **Social Welfare Sector:** Since its establishment in 1964, it has been designing and implementing programs to address contemporary social problems and protect vulnerable population groups. Its actions range from emergency response and protection of vulnerable fellow human beings living on the streets, to hosting and supporting refugees and migrants, psychosocial support, counseling individuals and families, etc.
- **Samaritans, Rescuers & Lifeguards Sector:** It was founded in 1932 and is the largest volunteer First Aid & Rescue force in Greece. The Volunteer Samaritans, Rescuers, 24 hours a day and 7 days a week, are ready to act in cases of natural or man-made disasters and any kind of emergency. They operate in 40 cities in Greece and provide specialized services of First Aid, prehospital life support, search and rescue, disaster prevention & response and lifeguarding.
- **Tracing Department/Restoration of Family Links – RFL:** A notable difference between the International Red Cross/ Red Crescent Movement and other humanitarian organizations is the unique of its kind Family Links Network (FL Network), composed by the International Committee of the Red Cross (ICRC), with the Central Department for Search and Protection, its Missions and Units around the world, and the corresponding services of the National Associations of the Red Cross (ICRC). A member of this Network is the Department of Family Bond Search/Rehabilitation – RFL which is an evolution of the POW Office established in 1915 for the exchange of family news and the repatriation of prisoners of war and soldiers. The work of the Section is based on International Humanitarian Law and Human Rights Law and is summarized in the term Restoring Family Links (RFL) which covers three axes of activity: the prevention of disruption of family cohesion and disappearance, the search and restoration of communication, as well as related activities, among which are family reunification and the maintenance and management of a valuable Archive cases, covering most of modern Greek history.
- **Unified Volunteer Sector:** The Single Volunteering Sector of the H.RC aims to disseminate the Fundamental Principles of the GC, to promote Solidarity and Humanism, as well as to strengthen volunteering, the foundation of active social participation, but also of the internal empowerment of each society.
- **Youth Sector:** The school communities were the first groups of Youth Volunteers. Today, its Volunteers become children and young people, aged 8 to 28, covering actions at both central and regional level, through the Regional

Departments of the H.R.C. Youth Volunteers participate in environmental protection actions, information, prevention and public awareness campaigns, cultural and sports events, international actions, actions to help the community.

- **Sector of International Cooperation, Organizational Development and H.R.C Programs.**: It was established in June 2019, following the adoption by the H.RC of the "Recovery Plan" jointly agreed with the IFRC. The Sector contributes on the one hand to the development of the H.RC, through the application of new methods and tools, for the benefit of all Sectors and Departments of the Organization, and on the other hand to the faster implementation of the stages of the "Recovery Plan". The Sector's concern is the optimal utilization of the capabilities of each Sector, Department and Service of the H.RC and the simultaneous utilization of new programs, methods, tools and practices developed by the International Movement.
- **The Department of Press, Communication, Public Relations & Social Media** is one of the most important departments of the Organization and its role is to be the main communication link between the Mass Media, citizens and the Organization. In order to provide the best possible information to society, it regularly informs the media with the activities of the Organization, news, actions, positions, decisions, initiatives, etc. At the same time, it produces primary material, creating reports and audiovisual material (videos, graphics, TV spots, newsletters, etc.) and highlights the work of the various services of the Hellenic Red Cross, as well as its 90 active Regional Departments.
- **Other Departments**: President's Office, General Secretariat, General Director, Financial Services, Audit, Human Resources, Legal Service, Procurement, Cars, Central Warehouse, Regional Departments, Computerization, Technical Department.

## Fields of Actions

### Health

#### Primary Health Care

The H.RC provides health services, through Primary Health Care (PHC) programs, implemented by the Nursing Services in Athens and in 28 Regional Departments of the H.RC. Through its Services, the H.RC aims to prevent diseases as well as to maintain and promote health, especially of vulnerable population groups, supporting equal access to health for all. With the implementation of Health Education Educational Programs from childhood, it aims to adopt healthy behavior patterns and shape individual responsibility for health. Certified First Aid trainings help shape safer and healthier communities, preventing and reducing risks in emergencies and disasters.

The three (3) Educational Health Stations in Attica (Athens, Kallithea and Ano Liosia), provide PHC services to every age group, with the operation of a pediatric clinic and clinics of other specialties, with vaccinations and the operation of a Nursing Counseling Station for Mother and Child. They also implement health promotion and hygiene programs, preventive health checks & Health Education programs. In the context of School Hygiene programs, periodic health checks are carried out, with the completion of the Student's Personal Health Card (ADYM) and Health Education programs, in order to promote healthy behavior models to students.

The "Nursing at Home" Services in Athens, Thessaloniki and Patras are modern Primary Health Care Structures in the community, having as their main mission the restoration and maintenance of the health of the individual in his family environment. They provide free comprehensive medical, nursing care and systematic physiotherapeutic rehabilitation support to people in need of hospitalization at home, while at the same time they operate banks for lending supporting equipment and donating medicines.

Finally, health services were also provided to Social Services of the H.R.C., and more specifically to the programs "Help at Home" and "KAPI H.R.C."), which included prescriptions, purchase of medicines and their home delivery, medical examinations, hospitalization and home care, escorts to hospitals, lending of rehabilitation items.

|  |                     |                     |                                 |                                |
|--|---------------------|---------------------|---------------------------------|--------------------------------|
| <i># locals and Roma</i> who received Primary Health Care services at the Educational Health Stations of Athens, Kallithea and Ano Liosia  | <b>Total: 2.049</b> |                     |                                 | <b>Total visits to clinics</b> |
|  | <b># Men: 127</b>   | <b># Women: 324</b> | <b># Children &lt;18: 1.598</b> | <b>4.602</b>                   |
| <i># people who participated in educational activities of the Health Stations of Athens, Kallithea and Ano Liosia on Health Promotion &amp; Hygiene</i>  | <b>Total: 2.226</b> |                     |                                 |                                |
|  | <b># Men: 527</b>   | <b># Women: 797</b> | <b># Children &lt;18: 902</b>   |                                |
| <i># of people who participated in educational activities of Health Education &amp; Promotion of the Nursing Services of the Regional Departments of H.R.C. Training of primary and secondary school students on issues that promote health and contribute to disease prevention: First Aid, Accident Prevention, Healthy Diet, Personal Hygiene, Healthy Lifestyle, Menstrual Hygiene</i> | <b>Total: 5.217</b> |                     |                                 |                                |
|  | <b># Men: 0</b>     | <b># Women: 0</b>   | <b># Children &lt;18: 5.217</b> |                                |
| <i># of people who received <b>Primary Health Care services</b> at home, from the "Nursing at Home" Services of Athens, Thessaloniki, Patras and from the local Nursing Services of the Regional Departments of EES.</i>   | <b>Total: 772</b>   |                     |                                 | <b>Total Home Visits</b>       |
|  | <b># Men: 238</b>   | <b># Women: 534</b> | <b># Children &lt;18: 0</b>     | <b>8.397</b>                   |
| <i># of people who received <b>First Aid</b> from the First Aid Station "SAT" of Patras</i>  | <b>Total: 1.432</b> |                     |                                 | <b>Total Interventions</b>     |
|  | <b># Men: 888</b>   | <b># Women: 512</b> | <b># Children &lt;18: 32</b>    | <b>4.537</b>                   |
| <i># of people received basic health services at the "Acropolis H.RC Clinic"</i>   | <b>Total: 83</b>    |                     |                                 |                                |
|  | <b># Men: 51</b>    | <b># Women: 32</b>  | <b># Children &lt;18: 0</b>     |                                |

|   |                      |                        |                                     |                            |
|---|----------------------|------------------------|-------------------------------------|----------------------------|
|   | <b>Total: 1.193</b>  |                        |                                     | <b>Total vaccine doses</b> |
| <i># children and adults vaccinated by the Health Sector Services</i>                                     | <b># Men:<br/>33</b> | <b># Women:<br/>61</b> | <b># Children &lt;18:<br/>1.099</b> | <b>1.486</b>               |
| <i># people trained in First Aid (from the Nursing and Samaritan – Rescuers &amp; Lifeguards Sectors)</i> | <b>Total: 8.225</b>  |                        |                                     |                            |
|   | <b>Νοσ: 6.025</b>    |                        | <b>Σαμ: 2.200</b>                   |                            |

## Response to the COVID-19 pandemic

The Hellenic Red Cross, from the very first moment of the outbreak of the COVID-19 pandemic in our country, with the support of the International Federation of Red Cross & Red Crescent Societies (IFRC), its 90 active Regional Departments throughout the country, its volunteers and employees, stood by the state and those in need, carrying out a series of actions aimed at the relief of citizens.

The H.RC provided crucial services to the community, with a particular focus on vulnerable groups affected by the effects of the pandemic, including refugees, migrants, unaccompanied minors, the elderly and the homeless. At the same time, it strengthened key state structures and services that were mobilized to limit the spread of the virus.

More specifically:

- The H.R.C.S. donated to the Ministry of Health a large number of personal protective equipment and 87,325 diagnostic nasal tests for rapid detection of SARS-CoV-2 antigen

- In collaboration with General Hospitals throughout the country, it contributed decisively to the organization of voluntary blood donations in order to meet the country's blood needs, collecting 3,699 Blood Units.
- Teams of the H.R.C throughout the country carried out more than 946,561 temperature measurements at the entry points of archaeological sites of Attica and the Region (Sacred Rock of the Acropolis, Ancient Olympia, Theater of Ancient Epidaurus). In courthouses of Athens (District Court/Court of First Instance, Korydallos Penitentiary, Supreme Court, Ministry of Justice, Land Registry, Court of Appeal), airports, ports and Public Services of Regional Departments.
- 18,125 diagnostic tests for rapid detection of SARS-CoV-2 antigen (Rapid test) were carried out both by the H.RC 's First Instance Structures and at the Athens-Piraeus courthouses (Peace Court/Court of First Instance, Court of Appeal, Supreme Court), Land Registry, Ministry of Justice, Korydallos Penitentiary, Public Services of Regional Departments and Health Services and Structures.
- The Health Sector of the Hellenic Red Cross supported the National Vaccination Program against COVID-19 / Operation "Eleftheria", from the very first moment of operation of the Mega Vaccination Centers, with the participation of 62 nurses, implementing 228,452 vaccinations at the Vaccination Center of Hellenic Fencing 2, Glyfada and Prometheus.
- More than 19,400 people (cases – vulnerable people in quarantine) received personal care, gift vouchers and basic necessities from the services of the H.R.C. "Help at Home", "Nursing at Home" and "KAPI", while elderly people served and people with disabilities were facilitated in purchasing their medication. The H.RC also provided them with information and information on individual precautions and response to the pandemic and helped them significantly in carrying out daily household chores.
- At the same time, more than 10,500 people requested and received Psychosocial Support. In fact, the operation of the "Psychosocial Support Hotline", "10205", staffed with social workers and psychologists, who provided counseling and psychological support to people who found it difficult to cope with the psychological effects of the pandemic, was another important initiative of the H.R.C, especially during the first and most stressful weeks of the pandemic.
- With the continuous actions of active outreach to homeless people (Streetwork groups), the H.R.C.S. supported 1896 people living in the major urban centers of the country and faced homelessness and accompanying psychosocial problems, providing them with food items, First Aid and critical information for

their protection from the SARS-CoV-2 virus. A total of 3,600 parcels of humanitarian material were distributed.

- The state, recognizing the H.RC 's work in supporting the vulnerable with an emphasis on those of our fellow human beings who are in unsafe accommodation, approved a mobile unit operation program to support them on a daily basis with the purchase of an appropriately configured vehicle staffed with H.RC professionals and volunteers.

During the pandemic, health services were offered mainly for vulnerable population groups and services for the promotion and maintenance of health, oriented to the new needs of the population resulting from the pandemic. More specifically, Health Promotion and Hygiene programs for children were implemented: Operation of a pediatric clinic, vaccinations, parental counseling on health issues, training of new mothers in infant care, child care demonstrations. School Hygiene Program within the Station: Preventive health check and completion of a student's Personal Health Card (includes pediatric examination, control of body measurements, assessment of Body Mass Index, measurement of visual acuity, check of children's booklets for vaccination omissions), Health Education in matters of Personal Hygiene, First Aid, Accident Prevention, Healthy Nutrition, Oral Health, prevention and protection from COVID – 19. Preventive Medicine for Women – Maternity Protection. Operation of gynecology clinic, breast examination, Pap test.

- With the Mobile Health Teams – Mobile Clinics, mobile populations were supported on a regular basis in the state-organized Reception and Accommodation Centers for migrant populations throughout the country (Kleidi, Serres, Malakasa, Corinth, Lesvos, Kea, Samos, Ritsona). The MHTs provided Primary Health Care services, systematic distribution of personal hygiene items, health and hygiene promotion trainings, systematic temperature measurements, interconnection of referrals with Hospitals and Health Centers of the community, with the support of accompanied interpretation (ACCREF program).
- The hotline of the Multifunctional Center for Refugees and Migrants, 210 5140440, provided daily information and instructions of the National Public Health Organization (EODY), the General Secretariat for Civil Protection and the World Health Organization (WHO) in 16 languages. The hotline offered additional mediation and interpretation services to facilitate the communication of migrants and refugees with EODY or other state health services.
- The Accompanied Referrals and Interpreting Program (ACCREF) of the Health Sector H.R.C. adapted its operation during the pandemic period to the new needs, while providing accompanied interpretations and

telephone interpretation in Arabic and Farsi, on a daily 12-hour basis, in the clinics that were not allowed to enter.

|   |   |
|---|---|
| <i># temperature measurements to beneficiaries</i>  | <b>946.561</b>                                      |
| <i># volunteers and staff who supported temperature measurements</i>  | <b>497</b>  |
| <i># diagnostic tests for rapid detection of SARS-CoV-2 antigen (Rapid Test)</i>  | <b>18.125</b>                                       |
| <i># of people vaccinated under the National Vaccination Program against COVID-19 / Operation "Eleftheria", at the Vaccination Centres (Elliniko Fiskias 2, Glyfada and Prometheus)</i> | <b>228.452</b>                                      |
| <i># blood donations organized in public hospitals and supported by nursing staff of the H.R.C.</i>   | <b>271 Donations</b><br><b>3,699 units of blood</b> |
| <i># staff and volunteers who supported the Acropolis Infirmary</i>   | <b>63</b>   |
| <i># of people who received medical services adapted to the increased demands of COVID-19</i>   | <b>14.737</b>                                       |
| <i># people who have received accompanied interpretation referral services to facilitate their access to public health services</i>   | <b>7.406</b>  |
| <i># people in isolation who received basic necessities, consumable health supplies and medicines during the pandemic</i>   | <b>7.743</b>  |
| <i># people who received support with basic necessities and personal hygiene from the Nursing Services of the Regional H.R.C Departments</i>  | <b>14.308</b>                                       |

|   |               |
|---|---------------|
| <i># vulnerable people who, during the pandemic, received food items from the Nursing Services of the Regional Departments of H.R.C</i>   | <b>12.147</b> |
| <i># homeless people who received first aid from the nursing services of the Regional H.R.C Departments</i>   | <b>305</b>    |
| <i># people who were approached with risk reduction actions, community hygiene promotion and trainings on the observance of personal protection measures against COVID-19 by the Nursing Services of Athens and Regional Departments of H.R.C and Mobile Health Teams</i> | <b>11.709</b> |
| <i># people who were interconnected with Public Health Structures and Psychosocial Support Services</i>   | <b>332</b>    |
| <i># people supported with Mental Health and Psychosocial Support services</i>  | <b>10.791</b> |
| <i># people supported with services relevant to their educational needs</i>   | <b>2.768</b>  |
| <i># calls received by the telephone line of the MFC for the provision of information and directions</i>  | <b>63.389</b> |
| <i># calls received by the "Psychosocial Support Hotline" of the H.R.C. for the provision of counseling and psychological support</i>   | <b>2.350</b>  |

## Migration

And in 2021, the H.R.C remained at the forefront of responding to the needs of displaced populations. The services provided by the H.R.C concerned both the reception, hospitality, psychosocial support, protection and social integration of migrants and refugees living in our country, mainly through the operation of Accommodation Centers for Unaccompanied Minors (KFAA), the Multifunctional Centre (MFC), the Accommodation Facility for Refugees and Migrants of Ritsona and the Reception and Identification Center of Lesvos, as well as their equal access to health and social welfare services through Educational Health Stations (NSS), Mobile Health Teams (MHT), the "Accref" Service and the Nursing and Social Services Services of the Districts. Sections of the H.R.C.

### Mobile Health Teams (MHTs)

The H.R.C gave a dynamic "presence" in Open and Closed Accommodation Structures for displaced populations, both in mainland and island Greece, such as Kleidi of Serres, Malakasa, Corinth, Ritsona, the new Reception and Identification Center (RIC) in Kara Tepe, Lesvos, the New Closed Controlled Facility of Samos, as well as in the urban fabric of Attica, providing residents with humanitarian aid and Primary Health Care services. The diverse health needs of the guests were covered through the development by the H.R.C of Mobile Health Teams (MHT) – Mobile Clinics – nursing stations, staffed with medical and nursing staff (pediatrician, general practitioner, gynecologist, dentist, nurses), as well as interpreters/cultural mediators in Arabic, Farsi, French, which contribute significantly to the removal of language barriers in the communication of health professionals with health recipients.

At the same time, they implement health education programs and actions to promote health and hygiene, promote vaccinations, breastfeeding and personal hygiene, first aid trainings, sanitary surveillance of premises, mass vaccinations, completion of ADYM (Individual Health Card of Students), Protection of Mother and Child (Mother and Baby Area). Where necessary, patients are interconnected with stable Primary Health Care services of the H.R.C, other Structures of the National Health System.

The MHT, which is active in the urban fabric of Attica and where necessary, visits PHC Structures, Accommodation Structures for Displaced Populations of the H.R.C. and other bodies (including the Accommodation Centers for Unaccompanied Minors H.R.C., the MFC) in order to provide health services and implement educational meetings on Health Education and Hygiene Promotion.

Finally, the ACCREF program of the Health Sector has a team of experienced and trained interpreters / cultural mediators, in order to accompany and facilitate the access of refugees and migrants to health services. Escort services are offered with the physical presence of interpreters, both in Primary Health Care Units (IKA, PEDY, TOMY, Municipal Clinics) and in Public Hospitals of Athens. In case of emergency, there is also the possibility of on-call interpretation. The "ACCREF" (Accompanied Referrals) program is coordinated by a nurse from the Health Sector and is staffed by a team of experienced and trained interpreters/cultural mediators, in order to accompany and facilitate the access of refugees and migrants to health services, in order to overcome language barriers to communication.

Interpreters accompany and support communication with health professionals regarding the description of symptoms, taking a medical history, updating the diagnosis and the prescribed treatment and facilitating the handling of administrative obligations. The main languages of interpretation are French, Arabic and Farsi. The staff are trained in the national health system and have knowledge of medical terminology and cultural mediation.

The ACCREF project implements training seminars in order for interpreters to fulfil their role by providing quality cultural mediation services. Thematic Cycles: Cultural Mediation & Interpretation Services and Professional Diversity Management.

## **Hospitality & Social Inclusion Services**

### **MFC- Multifunctional Centers**

Responding to the urgent need of the State to support one of the most vulnerable groups of the population, unaccompanied minors, the H.R.C operates 5 Accommodation Centers for Unaccompanied Minors, with a capacity of 154 places, in Volos, Athens and Kalavryta, providing a wide range of support services that include, among others, housing, food, provision of personal hygiene items, clothing and footwear, basic health services, psychosocial and psychological support, counseling, legal aid, education and support with remedial teaching, learning Greek, English and computers, as well as interpreting.

In addition, in the context of integration, the H.R.C operates 2 MFCs Refugee Centers, in Athens and Thessaloniki, which provide services that include psychosocial support, coverage of immediate living needs, preparation for the

labor market, mediation with health services to meet medical and nursing needs, counseling on integration issues, operation of an Information & Support Hotline in 16 languages and dialects, Tele-interpretation, creative activities, educational activities for preschool and school age children, remedial teaching for refugee children, Greek and English lessons for adults, life skills seminars, counseling on rights and family reunification issues through the Dublin Regulation.

### WASH Services

At the new Kara Tepe Reception and Identification Center, in Lesvos, the WASH team of the German Red Cross, with the support of the professional and volunteer staff of the Hellenic Red Cross, completed the construction of points for practicing the daily physical cleaning of beneficiaries and serving people with disabilities and pregnant women.

### Restoring family Links

With the Search/Restoration of Family Links (RFL) Section, the H.R.C.S. helps to facilitate their communication with their relatives or the search for those who are missing. This action for 2020 was designed in cooperation with the International Committee of the Red Cross (ICRC), which funded it for the most part, based on a relevant Cooperation Agreement.

### Health Services

|  |                               |                                 |   |   |
|--|-------------------------------|---------------------------------|---|---|
| <i># migrants/refugees who received Primary Health Care services from the National Health Service and the Mobile Health Team (MHT) of urban fabric (Attica)</i>  | <b>Total:</b><br><b>3.039</b> |                                 |   | <b>Total visits to clinics</b><br><b>14.221</b> |
|  | <b># Men:</b><br><b>437</b>   | <b># Women:</b><br><b>588</b>   | <b># children &lt;18:</b><br><b>2014</b>  |   |
|  |                               |                                 |   |   |
| <i># migrants/refugees who received Primary Health Care services in the Accommodation Structures for Refugees &amp; Migrants of Nea Malakasa, Corinth, Kleidi Serres and Kara Tepe (Lesvos), Ritsona, Samos and from the MHT Urban Web</i> | <b>Total:</b><br><b>9.649</b> |                                 |   | <b>Total visits to clinics</b><br><b>32.257</b> |
|  | <b># Men:</b><br><b>3.565</b> | <b># Women:</b><br><b>2.488</b> | <b># children &lt;18:</b><br><b>3.596</b> |   |
|  | <b>Total: 4.676</b>           |                                 |   |   |

|  |                          |                               |                                 |  |                                   |
|--|--------------------------|-------------------------------|---------------------------------|--|-----------------------------------|
| # migrants & refugees who attended Health and Hygiene Education & Promotion trainings by the KU of Nea Malakasa, Corinth, Kleidi Serres, Kara Tepe (Lesvos), Ritsona, Samos and by the H.R.C 's Mobile Health Team (MHT) which operates in the urban fabric of Attica and where necessary throughout the country | # Men:<br><b>1.494</b>   | # Women:<br><b>1.592</b>      | # children <18:<br><b>1.590</b> |  |                                   |
|  | <b>Total: 3.121</b>      |                               |                                 |  |                                   |
| # migrants/refugees vaccinated at H.R.C Training Health Stations with frontline vaccines   | # Men:<br><b>143</b>     | # Women:<br><b>139</b>        | # children <18:<br><b>2.839</b> | <b>Total vaccine doses 3.921</b>         |                                   |
|  | <b>Total: 1.921</b>      |                               |                                 |  |                                   |
| # migrants/refugees who were vaccinated by the Mobile Health Teams at the Accommodation Structures for refugees & migrants of Nea Malakasa, Corinth, Kleidi Serres, Ritsona and by the MHT of Urban Web  | # Men:<br><b>7</b>       | # Women:<br><b>6</b>          | # children <18:<br><b>1.908</b> | <b>Total vaccine doses 1.998</b>         |                                   |
|  | <b>Total: 7.406</b>      |                               |                                 |  |                                   |
| # migrants/refugees who were provided with Accompanied Interpretation Referrals (ACCREF) services  | # Men:<br><b>1.908</b>   | # Women:<br><b>2.711</b>      | # children <18:<br><b>2.153</b> | <b>Accompanied Interpretations 6.772</b> | <b>Telephone Interpreting 634</b> |
|  | <b>Total: 1,077</b>      |                               |                                 |  |                                   |
| # staff (Hospitals and Health Services of the Public Health System), H.R.C Health Volunteers and cultural mediators trained by the ACCREF Programme, interculturality, professional diversity management and interpretation services using medical terminology   | Webinar:<br><b>1.000</b> | Live Attendance:<br><b>77</b> |                                 |  |                                   |

### Hospitality & Social Inclusion Services

|   |                    |                 |                           |
|---|--------------------|-----------------|---------------------------|
| # of people residing in Accommodation Facilities for unaccompanied minors | <b>Total: 525</b>  |                 |                           |
|   | <b># boys: 525</b> | <b># girls:</b> | <b># children &lt;18:</b> |

|  |                          |                            |                                    |
|--|--------------------------|----------------------------|------------------------------------|
| <i># of people who visited the MFC receiving personalized assistance (counseling, psychological support, information, directions and referrals)</i>  | <b>Total: 77.811</b>     |                            |                                    |
|  | <b># Men:<br/>39.107</b> | <b># women:<br/>35.936</b> | <b># children &lt;18<br/>2.768</b> |
| <i># services provided in the MFCs ("Social networking area", Greek &amp; English lessons, Legal Counseling, Psychosocial Support actions for children &amp; adults, Mental Health First Aid, etc.)</i>                    | <b>Total: 24.924</b>     |                            |                                    |
| <i># phone calls to provide guidance</i>   | <b>Total: 63.403</b>     |                            |                                    |
| <i># people who received palliative assistance (winter items, personal hygiene items) from the MFC, the Accommodation Structures for unaccompanied minors and the Accommodation Structures for refugees &amp; migrants</i> | <b>Total: 6.925</b>      |                            |                                    |
| <i># volunteers from the refugee population supported the services of the MFCs in Athens &amp; Thessaloniki</i>  | <b>Total: 30</b>         |                            |                                    |

## Family Relationship Search/Restoration Services

**314 new cases** were opened concerning the search for **709 migrants & refugees**

A total of **3,764 refugees & migrants** were sought in Greece and abroad

**The fate of 301 of them** was clarified

The **103 fully restored communication with their loved ones** or even reunited with them

A further 152 cases were processed, but no positive results were obtained

**101 people**, most of them minors, were able to maintain communication with their relatives through the provision of a corresponding number of prepaid airtime cards

**2 Red Cross Messages** exchanged with family news (RCM)

## Financial Support & Coverage of Basic Needs

As part of the H.R.C 's Action Plan to tackle the pandemic in cooperation with the IFRC, an action to financially support households from vulnerable social groups in Lesvos and Ioannina was implemented. The action took place from August to October 2021 and the aim of the action was twofold: a) to help people with severe vulnerability, who due to the pandemic had to stay at home, to cover their basic needs through the domestic workers of the two programmes and b) to help the H.R.C adapt the financial support mechanisms to the new reality shaped by the pandemic: Little or no physical contact with the beneficiary, electronic means of recording, little or no paper collection, mechanisms for transporting the supply without the need for distribution, etc.

At the end of the action, the H.R.C had the opportunity to review the mechanisms in place and propose improvements to better adapt them to the new needs of the pandemic. In this context, it began its preparation for the new financial support actions aimed at addressing the socio-economic impact of the pandemic, actions that are scheduled to be implemented in 2022.

| <b>Financial support programme (CTP)</b>                                    |                            |
|---|----------------------------|
| <b># households</b> that received financial assistance                      | <b>Total: 420</b>          |
| <b># of people</b> who received financial support                           | <b>Total: 1129</b>         |
| <b># total amount allocated</b> by the financial assistance programme (CTP) | <b>Total: 255.300,00 €</b> |

|  |  |
|--|--|
|  |  |
|--|--|

## Counselling & Social Care

The purpose of Counselling & Social Care Services is to provide support services to targeted population groups facing social and economic problems, such as people with disabilities, people with serious or chronic health problems, people and families in crisis, large and single-parent families, unemployed, homeless, migrants and refugees, elderly, people experiencing any form of social exclusion.

These services include counseling, information, direction and referrals to specialized services, psychosocial support and psychological support, as well as material support with the provision of basic necessities and vouchers.

These services are provided both in Attica (Athens and Piraeus) and in the 10 Social Services of the H.R.C operating in the region: Thessaloniki, Patras, Heraklion, Corfu, Agrinio, Arta, Karditsa, Trikala, Lamia and Larissa.

### **Social Services:**

- record, assess and update social needs at local level
- mobilise resources and leverage partnerships to meet the needs of the most vulnerable
- 
- submit proposals and action plans for the improvement of the services provided, with the ultimate goal of effectively meeting the identified needs
- support the distribution of humanitarian aid to vulnerable population groups

### **Counselling & Social Care Services include:**

- the community programs of care and support for the elderly "Help at Home" and "Center for Open Protection of the Elderly - K.A.P.I." H.R.C.

- the development of Street Work groups to provide support, care and information to people in homelessness, living in large urban centers (Attica, Patras, Thessaloniki), during the year, with emphasis on periods of extreme weather events.
- the operation of a Social Home for the Homeless in Athens to provide hospitality and ensure decent living conditions to families and lonely people who are deprived of the right to housing.
- the Psychosocial Support Hotline "10205"

|  |                          |                            |                                     |
|--|--------------------------|----------------------------|-------------------------------------|
| <i># individuals received support from Social Services in (RIC support, counseling, escorts, cooperation with services, online painting lessons, financial support, food provision, lending library)</i> | <b>Total: 148.169</b>    |                            |                                     |
|  | <b># Men:<br/>55.229</b> | <b># Women:<br/>76.422</b> | <b># children&lt;18:<br/>16.518</b> |
| <i># vulnerable people who benefited from street work activities</i>   | <b>Total : 1.896</b>     |                            |                                     |
|  | <b>#Men:<br/>1.642</b>   | <b># Γυναικών:<br/>254</b> |                                     |
| <i># Escorts and Family Assistance services (room cleaning, purchase of essentials and food, etc.)</i>   | <b>Total : 984</b>       |                            |                                     |
|  | <b># Men:<br/>203</b>    | <b># Women:<br/>698</b>    | <b># children &lt;18:<br/>83</b>    |
| <i># people supported by the PSYC hotline "10205"</i>  | <b>Total:<br/>2.350</b>  |                            |                                     |

## Search and Rescue

The Samaritans, Rescuers & Lifeguards Sector, the largest volunteer First Aid & Rescue force in Greece, with significant action in cases of natural or man-made disasters but also in any kind of need, in 2021 participated both in rescues, searches for missing people, firefights and other emergencies in all affected areas (Earthquake Heraklion Crete, Attica Fires, Evia Fires, Refugee Rescue, etc.), offering all possible help.

At the organisational level, during 2021:

- Organized and implemented an online training program for the needs of the Samaritan-Rescuers & Lifeguards School
- Organized and implemented a school of Samaritan Cadets, Rescuers & Lifeguards
- Training of Search and Rescue Units of the H.R.C
- Developed a training and development program for Sports Lifeguarding
- designed and operated a Lifeguard School
- designed and operated a School of Liquid Element Rescuers
- Organized and implemented training of Samaritan Lifeguard Instructors, Rescuers & Lifeguards in Athens
- Strengthen and equip the kennel team of the Hellenic Red Cross
- Strengthened and equipped the U.S.C. of the H.R.C.
- Participated in an online Board of Directors of ILS
- Wrote and distributed a new manual for Samaritans-Rescuers & Lifeguards

## Restoring family Links (RFL)

After being upgraded to the Restoring Family Link Section (RFL) in December 2020, the H.R.C Searches were able to proceed with the necessary steps for the gradual implementation of the RFL Strategy 2020 – 2025 of the International Red Cross/ Red Crescent Movement, which was adopted during the 33rd Conference and which focuses on the improvement of the respective services and their operational empowerment. The new

organizational chart of the Department now aims at better administrative organization by dividing work into two Departments: the Department of Archives – Historical and Social Searches and the Department of Searches and RFL. The projected jobs, however, were only partially staffed in 2021.

During 2021, most of the Department's activity revolved around the reorganization of its services, in order to meet the expanded needs entailed by modern reality and of course the RFL needs of mobile populations. In order to meet these needs, the Department cooperated closely with the ICCC in Greece, within the framework of relevant Memoranda of Understanding concluded between the ICCC and the ICRC. In order to address the demands of migration, as well as the operational preparation of the Department for Emergencies, the ICCC funded the filling of 3 fixed positions of the organizational chart: 1 data administrator (for the electronic processing of cases and direct cooperation with the international Network of Family Links), 1 flying officer, 1 Farsi interpreter (until summer 2021).

At the same time, the Sector:

- successfully completed the work of the three-year pilot Child Rescue Program, in which the H.R.C participated through the Department of Searching/Restoration of Family Links and the Department of Social Welfare
- held, with great success, an online conference on "Search as a Right, Modern Reality with the Contribution of the H.R.C.". Representatives of the Government, Security Forces, International Organizations and Non-Governmental Organizations participated with speeches (date 29/03/2021)
- actively collaborated with regular 15-day meetings with the ICCC in Greece, for the coordination of RFL work, but also the actual servicing of the Memoranda of Cooperation between the H.R.C and the ICCC in Greece, focusing on the reorganization and strengthening of RFL work
- co-organized and conducted, with the support of the ICRC, a special 3-day RFL Workshop, which took place at the Impact Hub in Athens, str. Karaiskaki 28 (date 14-17/09/2021)
- participated with two representatives in a full-day pilot international online Simulation Exercise "Homing Pigeon – Shipwreck in the Adriatic", for the activation and response of the RFL Network in emergency situations (date 01/12/2022)

- participated, with an online speech by Mrs. Liandri Maria, Head of Sector, in an anniversary event for the Missing people in Cyprus, which took place at the Michael Cacoyannis Foundation (date 10/12/2021)
- actively participated, as a permanent member, in the regular working meetings of the special cooperation groups of the International Network of Family Links: a. for Family Reunification, b. for special issues of Missing/Dead Migrants, c. for Operational Cooperation, which for the whole of 2021 took place online
- participated in individual coordination meetings of the RFL services of the National Associations of the Mediterranean and the Balkans, as well as in a special coordination meeting of the RFL Network for the implementation of the RFL Strategy 2020-2025
- presented the RFL services and the work of the Sector to the Ministry of Migration & Asylum (face-to-face) and EASO (online)
- worked with IOM to understand the Relocation program for unaccompanied minors in Europe and better coordinate RFL work internationally
- A special leaflet was created and printed with the support of the ICCC (as a continuation of the above work with IOM) to inform unaccompanied minors about RFL services and the possibility of transnational monitoring of their cases
- All employees of the Department attended 3 online job seminars on special topics of Search and database management
- participated in an international search survey (RFL Survey) conducted by the International RFL Network
- attended the regular meetings on protection issues and for unaccompanied minors held online under the auspices of UNHCR, throughout 2021
- She collaborated with the Unified Volunteering Sector, for the creation and presentation of educational material for RFL

In the context of COVID-19, the Search & RFL **Sector** adapted its services to the new conditions by strengthening its network and allowing remote provision of services, created a special protocol for the provision of Family Link Restoration (RFL) services in COVID-19 conditions, in accordance with the guidelines of the Global RFL Network.

In order to serve its tasks, the Sector:

- conducted 102 personal interviews and opened a corresponding number of search cases. 72 of them were made to unaccompanied minors, in cooperation with their caregivers and host organizations
- was involved in the search for a total of 3920 people in Greece and abroad
- registered 314 cases on the dedicated platform FLAnswers
- Registered 221 cases in the online search tool Trace the Face
- Put up 2,280 special "Trace the Face" search posters across the country (1 per month, at 190 placement/posting locations)
- completed the processing of 566 cases involving the search for 1230 people
- Of these, 32 concerned cases of social search and search for biological families

Regarding the very rich Search Archive, which contains information on more than 5,000,000 people, in the form of individual cases or name lists, in 2021, the Search & RFL Sector:

- It received and processed 116 requests for Archive data, most of which concerned the issue of Certificates - Archive Data of the Second World War period
- It served the requests of 5 historical research – concerning the research of more than 2000 identities
- He conducted a thorough research in the Archives of the Department for the Second World War, in order to serve scientific research on "Forced or voluntary transfer of Greeks to Hitler's Germany during World War II"

## Training and Mobilization of Volunteers

### Volunteering Sector

During 2021, the Single Volunteering Sector contributed to the better utilization of the volunteer potential of the H.R.C, but also to the more effective management of issues related to their training and mobilization. The Single Volunteering Sector coordinated all the trainings and actions of the volunteers, in collaboration with the operational Sectors of the H.R.C, while also contributing to the creation and reconfiguration of synchronous and asynchronous training programs.

The procedures and mechanisms established aimed at the better recording, evaluation and evaluation of voluntary actions, as well as their correlation to the diverse social needs. Priority was given to the continuous education and training of volunteers, aiming both at their safety and protection, as well as at providing optimal services to those served.

In 2021:

- The 5-day 2nd Panhellenic Volunteer Training was organized and implemented. (from 24 July to 28 July)
- The 5-day 1st Panhellenic Training of Instructors in Lifeguarding and the Water Element was organized and implemented (from 06 October to 10 October)

Also, the Single Volunteering Sector during the reference year:

- Trained volunteers in managing a new modern education platform
- Tabled a proposal on volunteer management and training platforms

|  |                  |                           |
|--|------------------|---------------------------|
| 2nd Panhellenic Training of Volunteer Trainers of the Basic Training Program in Athens | <b>Total: 24</b> |                           |
|  | # Men: 8         | # Women: 16               |
| 1st Panhellenic Training of Lifeguard and Water Instructors                            | Σύνολο: 24       | <b>Total: 20</b>          |
|  | # Ανδρών: 8      | # Men: 11      # Women: 9 |

### Health Volunteers

The training of Health Volunteers was organized and implemented by the Trainers – Nurses of the Health Sector. It includes theoretical training & practical training and is done according to the principles of adult education, providing them with the appropriate skills to respond in the best possible way to their demanding role. The volunteers, under the supervision of nurses, were active in the Primary Health Care Services of the Health Sector, as well as in Hospitals, Accommodation Centers for the Elderly, Care and Rehabilitation Centers for the Chronically Ill, Special Camps, Health Campaigns, Blood Donations, Health Coverage of sports & cultural events and in Emergency Response Operations.

### Social Welfare Volunteers

The H.R.C Social Welfare Sector, recognizing the unprecedented and multilevel crisis that our country is facing, monitors and evaluates its impact on the daily lives of citizens and mobilizes its voluntary and professional staff, developing targeted actions for information, prevention and mainly mental management of the consequences of emergencies, focusing on the specific needs of the vulnerable and the general population by providing psychosocial support.

Regarding the training of H.R.C Social Welfare Specialty Volunteers, the Department takes care of the continuous training, specialization and development of the skills of its volunteer staff, the design, organization and implementation of training seminars/training lectures, workshops, the development of training programs for the provision of specialized psychosocial support services to vulnerable population groups, the planning of voluntary actions, the supervision and evaluation of the voluntary work. Specifically, for the year 2021, the following actions were implemented:

- Internship and educational supervision of 50 H.R.C Social Welfare Volunteer Cadets from the two trainings that took place in 2020. The Probationary Volunteers were placed in the programs of the H.R.C Social Welfare Sector and participated in all the emergency actions of the Hellenic Red Cross during the pandemic
- Organization of an Online Conference on: "The protection of vulnerable groups in the management of the mental effects of the pandemic" under the auspices of the President of the Republic. The workshop was attended by 1,850 people, including 640 Social Welfare Volunteers

In addition, in 2021 and in the context of the COVID-19 pandemic, the Social Welfare Volunteers of Athens decisively contributed to the services and programs of the Sector, offering over 18,162 hours of voluntary work, participating in the implementation of the following actions:

- Active outreach actions for the homeless (Streetwork groups): more than 72 Social Welfare Specialty Volunteers offered 840 hours of volunteer work, in order to support people living on the street and facing psychosocial problems, providing them with Mental Health First Aid, information and information on sources of help, basic necessities, dry food, sanitary material (masks, gloves, etc.), as well as critical information for their protection from the SARS-Co virus
- Support actions for the homeless: 56 EKPs offered more than 2,000 hours of voluntary work after covering the morning shift of caregivers of the Multipurpose Homeless Hostel of the Municipality of Athens (on the basis of a memorandum of cooperation with the H.R.C) with the aim of protecting the most vulnerable from the pandemic, provided temperature measurement services to the guests of the H.R.C 's Social Homeless Shelter, valid information on protection measures, escorts of vulnerable to institutions and services in the community, as well as mobilized in actions for the registration, baling and distribution of humanitarian aid material

- Temperature measurement action 2021: 3,452 hours of voluntary presence by 35 EICs for the temperature measurement of more than 313,000 citizens for the year 2021, in the courts (administrative services and courtrooms), the Supreme Court, the Court of Appeal, the Court of First Instance, the Justice of the Peace and the court buildings on Evelpidon
- State support in promoting citizens' health: 70 Social Welfare Specialty Volunteers, with 3,961 hours of voluntary work, participated with an active role in teams at the three vaccination centers, Elliniko, Peristeri and Maroussi, on a daily basis, from May to July 2021, offering administrative support, reception and information to citizens
- Actions of the Counselling and Psychosocial Support Service for Individuals and Families in Athens, "Help at Home" and "KAPI": 3,147 hours of voluntary work by 47 EKPs in psychosocial support services, home distribution of gift vouchers and basic necessities, escorts to hospitals, prescription and purchase of medicines for elderly and disabled people (who were under house arrest due to the pandemic COVID19), as well as the implementation of teachers (social tutorial), online activities for children & adults
- Volunteer actions for the benefit of migrant populations: 22 H.R.C Social Welfare Volunteers, in compliance with the precautionary and protection measures for themselves and those served, contributed directly to the implementation of educational and other activities for adult & minor refugees at the Athens MFC and the 5 Accommodation Centers for Unaccompanied Minors of Athens, Volos & Kalavryta (K.F.A.A.). In addition, 9 refugee volunteers at the H.R.C provided over 1,047 volunteer hours at the Athens MFC.
- Support for those affected by the catastrophic fires of August 2021: 2,500 hours were allocated by 20 EKPs for the psychosocial support of 3,000 children of fire-stricken families, in autumn 2021, in an action to distribute school supplies such as school bags, caskets, crayons, notebooks, markers, pens, pencils, in order to support all students attending Primary (Kindergartens and Primary schools) and Secondary Education (Gymnasiums) school units of fire-stricken areas of the Regional Units of Northern Evia, Northeast Sector of Athens, Ilia, Arcadia, Laconia and Rhodes
- Support for those affected by the catastrophic fires of August 2021: 20 EKPs and social workers of our Sector offered 500 hours of voluntary work for Kindergarten & Primary School students in the fire-stricken areas of Polydendri, Vilia, Attica and Northern Evia, implementing an action to distribute educational toys and Christmas gifts, in order to encourage students attending Primary Education schools

- 17th Panhellenic Volunteerism Workshop: 110 hours were allocated by 10 EICs to the great celebration of Volunteerism, organized by the Movement of Volunteering Organizations with the support of the Municipality of Athens, at Syntagma Square, who informed and sensitized the public about the work of the Organization by providing information and guidance to visitors who expressed interest in volunteering through the programs and actions of the H.R.C
- Celebration of World Volunteer Day 5 December: 18 EKPs dedicated 90 hours of contribution to the dissemination of the Fundamental Principle of Volunteerism, on Saturday, 4 December 2021, at Kapnikarea Square, with activities for children and adolescents, aiming through activities and interactive games to spread the Red Cross spirit and the supreme value of volunteerism to young people
- Agency's promotional activities: 515 hours of volunteering in the agency's promotional work in general actions of the H.R.C and other bodies

| <b>Mobilization</b> |  |   |
|---------------------|--|---|
|                     | <i># Health volunteers (Nursing) who offered services in Athens &amp; Perif. Parts</i>                   | <b>Total: 1.300</b>                       |
|                     |  | <b># Men: 102</b> <b># Women: 1.198</b>   |
|                     | <i># Social Welfare volunteers offering services in Athens &amp; Regional. Deps</i>                      | <b>Total: 1337</b>                        |
|                     |  | <b># Men: 126</b> <b># Women: 1,211</b>   |
|                     | <i># volunteer Samaritans-Rescuers &amp; Lifeguards offering services in Athens &amp; Regional. Deps</i> | <b>Total: 2300</b>                        |
|                     |  | <b># Men: 1.100</b> <b># Women: 1.200</b> |
| <b>Training</b>     |  |   |

|  |  |                       |                         |
|--|--|-----------------------|-------------------------|
|  | <i># Health (Nursing) volunteers trained in Athens &amp; Regional Branches</i>   | <b>Total: 0</b>       |                         |
|  |  | <b># Men:<br/>0</b>   | <b># Women:<br/>0</b>   |
|  | <i># Social Welfare volunteers trained in Athens &amp; Regional Branches<br/>(Naoussa, Chalkida, Korinthos, Syros, Rethymno, Thessaloniki, Arta, Larissa,<br/>Livadia, Patras)</i> | <b>Total: 0</b>       |                         |
|  |  | <b># Men:<br/>0</b>   | <b># Women:<br/>0</b>   |
|  | <i># volunteer Samaritans - Rescuers &amp; Lifeguards trained in Athens &amp; Regional<br/>Branches</i>  | <b>Total: 1060</b>    |                         |
|  |  | <b># Men:<br/>410</b> | <b># Women:<br/>650</b> |

## Youth Sector

The Youth Sector of the Hellenic Red Cross, within the framework of its activities for 2021 and after approval by the Ministry of Education, organized 3 student competitions for primary and secondary school students with the following topics:

**"100 Years since the Asia Minor Catastrophe" (Essay Competition for Gymnasium and A-C Lyceum students)**

The students, recalling knowledge, narrations, presented through an essay of 500 words, the importance of the Asia Minor Catastrophe for the Greek nation.

**With their essays they tried to give answers to the question: « Are homelands ultimately lost?"**

PARTICIPATIONS : 37 schools participated with 111 essays (individual and group)

Distinctions: 10 schools - 15 students

### The Red Cross volunteer through children's eyes" (Painting Competition for students Primary Schools and Gymnasiums)

The students were invited through paintings to present the Red Cross volunteer as children's eyes perceive the multifaceted action of the volunteer. What does volunteering, humanism, offering to fellow human beings mean? Concepts that we hear every day, but few times we realize their value and their true size. Children's eyes with their innocence conveyed with spontaneity and honesty the magnitude of the offer, while they were given the opportunity to realize the value of volunteerism.

Participations : A total of 39 schools from all over Greece participated (261 students) with 193 projects

20 schools (53 students) were distinguished

### "Imagination First" (Competition for Constructions from Recyclable Materials for students of Primary Schools and Gymnasiums)

The students used "useless" materials in order to construct useful objects (watches, scales, etc.). Their constructions proved that everything is useful and that it is our duty to preserve the environment and the planet on which we live.

PARTICIPATIONS: A total of 68 schools from all over Greece (310 students) participated with 265 projects.

A total of 22 schools and 151 students were distinguished and were awarded at an event held at the Peristyle of Zappeion Megaron. Also, in the context of raising awareness among children and adolescents on issues of volunteerism and humanism, we visited a total of 20 schools where 1582 students were informed about the work of the largest global humanitarian organization. Taking into account the importance of protecting the environment and always in cooperation with local bodies, we organized with the Municipality of Lavreotiki beach cleaning of this Municipality, in which 300 students from Arsakeia Primary Schools of Psychico and Tositseia Primary Schools of Ekali participated. In addition, volunteers from the Regional Youth Departments participated in training activities carried out by Samaritans-Rescuers & Lifeguards trainers, doctors, firefighters and foresters on issues of First Aid,

Emergency Response, environmental awareness, while they framed events of other bodies, such as the 20th torch relay, co-organized with the Association of Blood Donors of Rhodes "Agios Ephraim".

### Cross-sectoral Services

They operate under the supervision of the Social Welfare Sector of H.R.C. They develop work to meet relevant needs in the whole range of actions, Services and Programs of H.R.C., formulating policies and tools for the development of the National Association.

### Programme Coordination Service for Protection, Gender and Inclusion

The purpose of the Protection, Gender and Inclusion Coordination Service is to actively support the work of the H.R.C in order to ensure that:

- knowledge about Gender Protection and Inclusion and their principles (dignity, access, inclusiveness and safety) is incorporated into the Organization
- staff receive appropriate guidance on how to address and manage concerns, incident risks related to Protection, Gender and Inclusion issues.
- the H.R.C 's programmes operate in accordance with International and Greek legislation and the Model Operating Regulations of the Movement for the Protection of Gender and Inclusion, protect the human rights of the population served with emphasis on vulnerable groups, such as unaccompanied minors, children, women, girls, people with disabilities, minorities of different sexual orientation and gender identity, migrants – refugees, etc., focusing on preventing, limiting and addressing all forms of exclusion, discrimination and abuse.

### ACTIONS TO ACHIEVE THE TARGETS in 2021

|  |  |                   |    |
|--|--|-------------------|----|
|  |  |                   |    |
|  | <b># employees/volunteers of the H.R.C. Nursing Services trained in the Minimum Standards for Protection, Gender and Non-Exclusion in emergency situations</b> | Total employees:  | 46 |
|  |  | Total volunteers: | 0  |

|             |   |                                |                        |                                 |
|-------------|---|--------------------------------|------------------------|---------------------------------|
|             | <i># employees trained in managing incidents of sexual or gender-based violence (SGBV)</i>  | <b>Total trained:</b>          | <b>46</b>              |                                 |
|             |   | <b>Total employees</b>         | <b>12</b>              |                                 |
| <b>7 A2</b> | <i># special professionals of the Social Welfare Sector trained in the management of incidents of sexual or gender-based violence (SGBV)</i>  | <b>Total experts</b>           | 123                    |                                 |
|             |   | <b>Grand total</b>             | <b>123</b>             |                                 |
| <b>7A3</b>  | <i># employees/volunteers of the Common Sector Providence of Athens, Regional Departments and Accommodation Centers for minors, which were trained:</i><br><ul style="list-style-type: none"> <li><b>The Minimum Standards for Protection, Gender and Non-Inclusion and the Policy of the Child Protection Movement (forms of child abuse, incident reporting and code of conduct)</b></li> </ul> | <b>Total employees:</b>        | 97                     |                                 |
|             |   | <b>Total volunteers:</b>       | 101                    |                                 |
|             |   | <b>Grand total of trained:</b> | <b>198</b>             |                                 |
| <b>7A4</b>  | <i>Protection Case Referrals</i><br><b>α) # incidents where the referral protocol for sexual or gender-based violence (SGBV) and vulnerability was implemented</b>  | <b>α) Total: 112</b>           |                        |                                 |
|             |   | <b># Men:</b><br>30            | <b># Women:</b><br>36  | <b># Children &lt;18:</b><br>46 |
|             | <b>β) # incidents where PSS services were referred to specialized bodies</b>  | <b>B) Total: 245</b>           |                        |                                 |
|             |   | <b># Men:</b><br>82            | <b># Women:</b><br>113 | <b># Children &lt;18:</b><br>50 |
| <b>7A5</b>  | <b>Staff supervision meetings for the observance of the principles of Protection in services and programs of the H.R.C. (Social Welfare and Health Sectors)</b>   | <b>Total: 187</b>              |                        |                                 |

Inclusivity, Communication and Engagement (ICE) is an approach that includes all those processes that contribute to the provision of valid, reliable and targeted information, aiming at upgrading the living conditions of communities. In particular, through specialized technical tools and communication methods, the H.R.C approach contributes to receiving feedback from the community (suggestions, complaints, ideas), aiming at the active participation of the served population in the design and implementation of the programs and actions of the Red Cross and Red Crescent Movement.

In addition, the H.R.C approach lays the foundations for cooperation between the population served and H.R.C staff, with a view to changing unwanted social behaviours and adopting new positive social models of action. At

the same time, continuous interaction and communication with community members is provided, thus fostering open dialogue on issues of concern to the wider community, while giving the opportunity to participate and influence decision-making centers, proposing positive changes, participating and influencing decisions concerning the members themselves and proposing positive changes to the H.R.C 's programmes and actions.



4 Pillars of Inclusivity, Communication and Engagement

- Information as a means of assistance
- Inclusivity and feedback
- Communication and improvement of practices and behaviors
- Empowering influence for decision-making

|  |     |
|--|-----|
| # number of volunteers and staff trained | 327 |
|--|-----|

|   |    |
|---|----|
| <p># number of programmes and services that benefited from the ΣΕΑ</p> <p>The methodological approaches and tools of the H.R.C have been fully integrated into the majority of H.R. programmes and services:</p> <ul style="list-style-type: none"> <li>• 5 Accommodation Centers for Unaccompanied Minors in Athens, (KFAA A, B, C, Volos, Kalavryta) • MF (Athens and Thessaloniki)</li> <li>• Mobile Health Teams in Refugee Accommodation Structures (Malakasa, Korinthos, Lesvos, Kleidi, Ritsona)</li> <li>• Mobile Urban Team of Attica</li> <li>• Accompanied Interpretation Service (ACCREF)</li> <li>• Educational Health Station of Athens and Kallithea</li> </ul>  | 16 |
| <p># Number of feedback mechanisms put in place</p> <p>In the context of two-way interaction and communication with beneficiary populations, a broad methodology was used to set up stable feedback mechanisms in the majority of H.R.C programmes:</p> <ol style="list-style-type: none"> <li>1. Suggestion Boxes</li> <li>2. Questionnaires</li> <li>3. Online data collection and processing platforms (Kobotool, Google forms)</li> <li>4. Community meetings</li> <li>5. Door-to-door meetings</li> <li>6. Focus Groups (FGDs)</li> <li>7. Satisfaction Surveys</li> </ol>   | 7  |
| <p># number of methodological tools, Guides and Case Studies developed within the framework of the H.R.C</p> <p>The H.R.C toolbox has been enriched with new tools, case studies, guides and techniques, aiming to enhance the knowledge of the H.R.C 's paid and volunteer staff and to broaden the know-how in all H.R.C programmes under development.</p> <p>In particular, we mention:</p> <ul style="list-style-type: none"> <li>• the "Case Study: Feedback Mechanisms at the Lesvos RIC",</li> <li>• the "Guide to Managing Burnout due to Information Overload on Covid-19 issues",</li> <li>• "Tool 3: Manual for Consolidating Feedback Mechanisms",</li> <li>• "Tool 4: Guide to the Successful Completion of H.R.C Actions and Programmes",</li> <li>• «Tool 5: Community Information Mechanisms and Techniques",</li> <li>• the "Case Studies regarding the beliefs of the vulnerable population regarding vaccination against Covid-19" etc.</li> </ul> | 9  |

## *Program Coordination Service for Psychosocial Support*

Psychosocial Support and Mental Health Promotion are a set of methods, interventions and services that are integrated into the programs, services and actions of the H.R.C and address the psychological and social needs of individuals, families and communities. An important part of this method is the training in subjects of Psychosocial Support and Mental Health Promotion both for volunteers and staff of the H.R.C., as well as for the staff of other bodies and services. In particular, training in Mental Health First Aid provides the necessary knowledge for the appropriate response and approach of people in cases of crisis, for their emotional relief and care, as well as for their social support.

### 5 Pillars of Psychosocial Support and Mental Health Promotion

- Provision of Psychosocial Support and Mental Health Promotion to vulnerable social groups
- Provision of Psychosocial Support and Mental Health Promotion in Emergency Situations
- Establishment and operation of a telephone line providing Psychosocial Support.
- Implementation of education, training and specialization programs for volunteers and staff of the H.R.C, citizens as well as executives of other bodies and services on issues of Psychosocial Support.
- Participation in Psychosocial Support Cooperation Networks

### 6 Feedback mechanisms put in place

In the context of the provision of Psychosocial Support and Mental Health Promotion to the beneficiaries and the corresponding support of the staff and volunteers of the H.R.C, 5 mechanisms of feedback, guidance and supervision were implemented in the form of:

- Face-to-face meetings with the staff of the structures and programs of the H.R.C.
- Online meetings with the staff of the structures and programs of the H.R.C
- Face-to-face training of the staff and volunteers of the H.R.C
- Online trainings for the staff and volunteers of the H.R.C
- Production of printed material of Psychosocial Support (Guides)

- Participation in online meetings of the European national HS associations for the provision of Mental Health First Aid (PFA for all Pledge) and for the European Network for Psychosocial Support and Mental Health

#### 14 programs & services benefited from Psychosocial Support

During the year, technical-counseling support was provided and trainings on psychosocial support were organized in the following programs and services of the H.R.C:

- 5 Accommodation Centers for minors (Athens, KFAA A, KFAA B, Volos, Kalavryta)
- MFC of Athens and Thessaloniki
- Ritsona and Kara Tepe refugee camps (Lesvos)
- Social Welfare Volunteers Service in Athens
- Regional Departments of H.R.C. Piraeus and Corinth
- Volunteering Sector
- R.C.C.S. service of Athens, operation and supervision of the Psychosocial Support Hotline of H.R.C.

704 volunteers & staff of the H.R.C.S. were trained and sensitized on issues of Psychosocial Support 3 methodological tools were developed in the context of Psychosocial Support: "Manual – Guide for understanding and managing loss and bereavement on the occasion of the Covid-19 pandemic", "Basic principles of Mental Health First Aid", "Update of Guide for the provision of Mental Health First Aid",

## Notable Actions

### The enormous contribution of the Hellenic Red Cross to the National Vaccination Campaign against the COVID19 named "Eleftheria"

During the COVID-19 pandemic, the H.R.C continued, intensified and multiplied the actions for the provision of Primary Health Care, succeeding in decongesting the NHS through programs and actions implemented by the Nursing Services of the Health Sector, in Athens and 28 Regional Departments of the H.R.C. Responding to the request of the Ministry of Health for the vaccination of the population against Covid-19 infection, the H.R.C has been actively participating since the beginning of May in the "Eleftheria" program.

Specifically, the nursing staff of the Hellenic Fencing Center staffs the 2nd Elliniko Fencing Vaccination Center, fully supporting its operation, with 60 Nurses from Athens and its Regional Departments. In fact, on the initiative of the President of the H.R.C, Dr. Antonios Avgerinos, the transportation and accommodation of Nurses from the Regional Departments was ensured, in order to have the best possible living conditions during their activity in the vaccination centers of Attica.

In addition, 130 volunteers of all three Corps of the H.R.C offer secretarial support during the citizens' arrival at the Prometheus Vaccination Center at HELEXPO, the Peristeri Vaccination Center and the Fencing Vaccination Center in Elliniko.

Indicatively, some of the actions implemented by the Health Sector of the H.R.C.S.:

- Presence of mobile health teams in Accommodation Structures for displaced populations, both in Reception and Identification Centers and in Accommodation Structures in the urban fabric of Attica.
- Through its stable structures, health services, actions for the Promotion of Health and Hygiene are provided, while facilitating the access of vulnerable population groups to specialized Health services.
- Through Home Care Services, in Athens, Thessaloniki and Patras, home health services are offered to patients with chronic diseases, the elderly, vulnerable groups and those discharged from hospitals.
- Active surveillance actions are carried out at the entry points of archaeological sites, Courthouses, the Land Registry, Penitentiary and hospitals.

- Covid-19 rapid antigen tests (rapid test) are carried out on a daily basis in various parts of Greece.

### Start of the programme DG Sante

The rapid tests of the DG Sante program have successfully begun, by mobile teams, consisting of nurses of the Hellenic Red Cross, who carry out continuous sampling of the vulnerable population hosted in the RICs throughout the country.

The European Commission's DG Sante project in collaboration with the International Red Cross/ Red Crescent Federation, funded by the European Union, aims to reduce morbidity, mortality and the social impact of coronavirus by preventing, slowing down or stopping transmission to high-risk EU Member States. Germany, Italy, Malta, Portugal and Spain.

### Assistance and support of the Social Welfare Sector to residents of fire-stricken areas of Attica, Evia and Peloponnese

In August 2021, the Social Welfare Sector was immediately mobilized after the devastating fires in the regions of Northern Evia, Peloponnese, Attica and Rhodes. Teams with more than 10 social workers of the Social Welfare Sector visited the fire-stricken areas and acted for:

- Provision of Mental Health First Aid & psychosocial support services
- Distribution of humanitarian aid
- Recording of needs
- Providing information & liaising with community resources
- Organising festive events in schools during the Christmas period and distributing toys
- Distribution of school supplies to all students in fire-stricken areas at the beginning of the school year
- Information and training of professionals, volunteers, citizens, institutions, educational institutions & local authorities on: Mental Health First Aid (PFA), Psychosocial Support (PSS), Protection, Inclusivity, Communication & Commitment (CEA), Distribution of Relief Material

| Number of beneficiaries from the development of actions to support victims |       |       |       |       |       |       |     |        |
|--|-------|-------|-------|-------|-------|-------|-----|--------|
| Age group  | 13-17 | 18-29 | 30-39 | 40-49 | 50-59 | 60-69 | 70+ | Σύνολο |
| Men  | 514   | 18    | 42    | 36    | 81    | 123   | 69  | 883    |
| Women  | 581   | 11    | 27    | 13    | 79    | 117   | 165 | 993    |
| Total  | 1095  | 29    | 69    | 49    | 160   | 240   | 234 | 1876   |

- Response of the social service of the Regional H.R.C Department of Larissa to the earthquake in Elassona  
The Social Service of the Regional Department of H.R.C. Larissa, in cooperation with the Board of Directors of the relevant Regional Department, responded immediately after the earthquake that hit the area of Elassona, mobilizing its professional and voluntary potential, in order to develop an action plan for the implementation of coordinated interventions and the provision of social assistance, humanitarian aid, mental health first aid and psychosocial support to those affected local residents. On Saturday, April 24, 2021, a creative activity and entertainment event for minors took place at the stadium of the Vlachogianni settlement in Elassona, with the participation of children attending primary education levels of the area (primary school ages). At the same time, Easter items (candles and chocolate eggs) would be distributed for all the minor children of the affected families attending all levels of education (Primary and Secondary).

### Immediate intervention in the fire-stricken areas of Corinthia and Megara

The Volunteers of the Hellenic Red Cross, from the first hours of the great crisis caused by the fire that broke out in Schino, Corinth, went to the area with the appropriate logistical equipment they have and offered their valuable services to citizens and firefighters, contributing substantially to the fight against the fire in the wider area of Corinthia and Megara. The teams of the Hellenic National Emergency Service, with the support of the Mayor of Megara, Mr. Grigoris Stamoulis and in consultation with the Civil Protection, converted the Regional Medical Center

of Alepochori into a First Aid and Accommodation Station for Residents, offering their services on a 24-hour basis and operating where necessary.

At the same time, they carried out continuous patrols to identify signs of possible resurgences and offered basic necessities to firefighters, actively participating in the preventive evacuation of areas. The H.R.C, recognizing the seriousness of the situation, immediately opened a bank account to help the fire victims, with the aim that the amount collected will be donated to citizens, who from one moment to the next saw the efforts of a lifetime turned to ashes.

### [Support to strays of the Animal Welfare Association of Nea Filadelfeia](#)

The Hellenic Red Cross, on the occasion of World Stray Animal Day, collected and distributed food and bedding for stray animals hosted at the Animal Welfare Association of Nea Filadelfia. At the same time, volunteers of the Hellenic Red Cross undertook to carry out the necessary daily walk of the animals, offering moments of joy to our little friends.

### [The volunteers of the Hellenic Red Cross saved Rocky from the "hell" of the fiery storm](#)

Volunteers-Rescuers of the H.R.C who were patrolling in Schino, Corinth, spotted the lovely Rocky lying scared and injured among the flames. Rocky had lost his owners during the evacuation in the area, leaving him wandering alone and helpless through the "hell" created by the fire. The volunteers of the Hellenic Red Cross collected him and after cleaning the wounds he had on his legs from the fire, transported him safely to the Veterinary Clinic of the area for further examinations, while they also contributed to his reunion with his boss.

### [Great event at Zappeion Megaron for the anniversary of the establishment of the H.R.C](#)

The H.R.C celebrated, with an anniversary event at Zappeion Megaron on Thursday, June 10, the 144 years since its establishment, honoring on the one hand its history, tradition, legacy and at the same time rewarding the Health

Sector that responded immediately and contributes the most, on a daily basis, to the vaccination effort of the state in the "Freedom" program.

H.R.C also honored the thousands of his volunteers who, both in the midst of a pandemic and in cases of natural disasters (earthquakes, fires, floods, etc.), are the unsung heroes and helpers of the State. It is worth noting that at least 40 prominent state and political actors greeted the work of the Hellenic Red Cross with particularly warm words. On the day of the anniversary, the Greek State, in honor, illuminated the building of the Hellenic Parliament and the White Tower in Thessaloniki, with the emblem of the Hellenic National Assembly.

### [The H.R.C. offers joy to the children of the earthquake victims of Ellassona](#)

The Hellenic Red Cross offered moments of joy and carefree to the children of the earthquake victims of Ellassona during Easter. Specifically, on Saturday, April 24, 2021, the Hellenic Red Cross organized a great action of creative activities & entertainment for all children hosted in the accommodation sites of the earthquake-stricken areas. Gifts, candles and chocolate eggs were distributed to our little friends, while the volunteers of the Social Welfare Specialty H.R.C. creatively engaged the children with creative activities & entertainment (painting, artistic constructions) in specially designed spaces, in tents or outdoors and coordinated the organization of team games and sports.

### [The volunteers of the Hellenic Red Cross provided First Aid to a serious injury of a football player](#)

A team of the H.R.C.S., consisting of Samaritans Rescuers of the Regional Departments of H.R.C. Ellassona and Larissa, responded immediately to the emergency situation that arose at a football match in Ellassona and with their timely, timely and effective intervention helped save the life of the footballer who was seriously injured and lost consciousness during the match.

After the successful outcome of his adventure, the young footballer, George Gerentes, thanked the volunteers of the Hellenic Red Cross, noting among other things: "Another difficult moment for me has passed and fortunately everything is fine. I would like to thank from the bottom of my heart the Red Cross children who were constantly

by my side for as long as we waited for the ambulance to arrive, as well as for the care they showed me, playing a catalytic role in making me well now."

### Dionysia Koureta awarded for her commendable act

The President of the Hellenic Red Cross Dr. Antonios Avgerinos congratulated and awarded the student of the 2nd High School of Patras and athlete, Dionysia Koureta, for her brave and commendable act. The young girl on Saturday, May 8, rescued three of our fellow human beings who were in danger of drowning on the beach of Rio.

### Chain of love for the relief of fire victims

The contribution of the Hellenic Red Cross to the aid and rehabilitation of our fellow human beings affected by fire was also of major importance. The H.R.C, immediately aware of the magnitude of the disaster, appealed to the people to collect food and money for the relief of those affected. The response was more than touching, as more than 300 tons of humanitarian aid were collected. The First Aid Station in Varibobi, the Central Warehouse of the H.R.C.S. in Kolonos and the warehouses of the Regional Departments of the H.R.C.S. throughout Greece were filled with huge quantities of food and basic necessities, which were then transported to the fire-stricken areas and distributed door-to-door by staff and volunteers.

### Donation of school supplies to 3,905 students in fire-stricken areas

The Hellenic Red Cross planned, in view of the new school year, the organization of actions in order to support all students attending Primary (Kindergartens and Primary Schools) and Secondary Education (Gymnasiums) schools in the fire-stricken areas of the Regional Units of Northern Evia, Northeast Sector of Athens, Ilia, Arcadia, Laconia and Rhodes.

Specifically, H.R.C teams staffed with social workers visited these areas in order to make school supplies available to the relevant school units as well as to offer psychosocial support services. In total, 3,905 students will benefit from these actions and the cost will be covered by financial donations received by the H.R.C to support fire victims.

### Prince Charles supports the H.R.C 's effort.

The emergency call made by the Hellenic Red Cross for the collection of financial support to the fire victims of the country, both inside and outside the borders, with the amount collected so far exceeding € 2.5 million, took on huge and global dimensions. Expatriates, famous stars and foreign personalities, such as the famous model Bella Hadid, spread the message of the Hellenic Red Cross around the world. Indicative of the universal recognition and confidence in the work of the H.R.C towards the fire victims is the fact that HRH Prince of Wales, Charles, heir to the throne of the United Kingdom, offered great financial support to the H.R.C 's bank account, setting an example for others to do the same. Also, following a decision by the President of the United Arab Emirates Sheikh Khalifa bin Zayed Al Nahayan, in cooperation with the country's Red Crescent, huge humanitarian aid was sent to the H.R.C, by chartered private aircraft, in order to strengthen its work towards the fire victims.

### Unboxholics raised €353,293 for those affected

Of course, even within borders, the response to the fundraising was huge and universal, with citizens, companies and organizations constantly supporting the fire victims through the Hellenic Red Cross. It should be noted the huge offer of the Unboxholics, who managed within 24 hours to collect the fantastic amount of 353.293,80 euros and allocate it to the H.R.C.

During this period, in addition to the continuous humanitarian aid missions, social workers go daily to the fire-stricken areas to talk with citizens and local authorities, recording the needs that exist, so that the financial support of the residents, who saw the efforts of a lifetime turned to ashes, can begin immediately and in a targeted manner.

## The Prime Minister of Greece congratulated the H.R.C for its great contribution to Greek society

The Greek Prime Minister, Mr. Kyriakos Mitsotakis, visited the H.R.C Pavilion at the 85th Thessaloniki International Fair (11 - 19 September 2021) to congratulate the President and the Volunteers of the H.R.C for their huge contribution, both in the major summer fires and for their particularly important contribution to dealing with the pandemic. The Prime Minister made special reference to the crucial contribution of the H.R.C to the fight against the pandemic, on the one hand through its participation in the vaccination program "Eleftheria" and on the other hand to the numerous actions it implements throughout Greece, aiming at limiting the spread of the virus (temperature measurements, rapid tests, etc.). It is noted that the stand of the H.R.C was visited, among others, by the Minister of Education and Religious Affairs Mrs. Niki Kerameus, the Minister of Rural Development and Food Mr. Spilios Livanos, the leader of the Official Opposition Mr. Alexis Tsipras, the Secretary General of Social Solidarity and Combating Poverty Mr. George Stamatis and the Inspector of Northern Greece of the Hellenic Police, Lieutenant General Konstantinos Skoumas.

## Rapid test sampling at Kara Tepe RIC

Volunteer Samaritans Rescuers of the Hellenic Red Cross contributed decisively to the conduct of a rapid-test at the Reception and Identification Center for migrants/refugees of Mytilene, during July 23-25. The Volunteers informed the beneficiaries about the necessity of Covid-19 tests by going from tent to tent and urged them to come for sampling at the Hellenic Red Cross unit located daily at a central point of the RIC.

It is recalled that the H.R.C implements a programme of the European Commission (DG Sante), in cooperation with the IFRC, funded by the European Union, in which it conducts rapid tests on a daily basis to vulnerable populations throughout Greece.

## World First Aid Day by the Hellenic Red Cross

On Saturday 11 September 2021, the H.R.C organised an event for World First Aid Day. With the slogan "First Aid is for everyone and starts at school", "Become a First Aid hero at school and in society", the stand of the Hellenic

Red Cross in Syntagma, from Saturday morning in a festive atmosphere, welcomed dozens of children accompanied by their parents, young people and crowds of people interested in learning first aid.

The trainers of the Health Sector constantly provided first aid demonstrations and provided their equipment for children and adults to test their skills. "Raising public awareness on the usefulness of First Aid is a major humanitarian duty and duty," said the President of the Hellenic National Emergency Service, Dr. Antonios Avgerinos, adding that the Organization has "a number of flexible programs, adapted to each age group and provided with the application of modern teaching methods and excellent educational equipment."

### German and Austrian Red Cross teams, visit in Mytilene

Representatives of the German and Austrian Red Cross, accompanied by volunteer Samaritans of the Athens Department, went to Mytilene in order to be informed by the competent bodies about the latest developments in the refugee-migration issue and to inspect the progress of the programs they fund at the Kara Tepe Accommodation Center.

During the visit, they held a meeting with the Mayor of Lesbos, Mr. Stratis Kytelis, where new collaborations aimed at ensuring the best possible living conditions in the Lesbos RIC were discussed. At the same time, Mr. Kytelis praised the work of the H.R.C, as with the constant and continuous presence of its teams in Lesbos, it has played a decisive role in the management of the current migrant-refugee crisis.

### Huge contribution of the H.R.C to the Acropolis Rally

Health coverage throughout the length and breadth of the route of the legendary Acropolis Rally, to the public and drivers, was carried out by the Volunteers, Samaritans-Rescuers, with the contribution of the Search and Rescue Unit (SIC) of the Hellenic National Rescue Unit, winning the praise of the Prime Minister of Greece, Mr. Kyriakos Mitsotakis.

During the opening ceremony, the President of the H.R.C. Dr. Antonios Avgerinos had a discussion with the President of the International Automobile Federation (FIA), Mr. Jean Todt, who thanked him for the massive

participation of the volunteers of the H.R.C.S. in order to ensure the smooth running of the historic "Rally of the Gods".

### The decisive contribution of the volunteers of the H.R.C.S. to a serious injury of a child in Patras

The Volunteer Samaritans-Rescuers of the Hellenic Red Cross, who covered the 13th P.I.C.K. Patras on September 18-19, immediately and effectively intervened in a serious injury to a child, after a fierce collision with a kart that deviated from its course and collided with the location of the unfortunate 6-year-old. His immediate immobilization on a suitable stretcher and the provision of the necessary first aid, as well as the administration of oxygen, by the volunteers of the H.R.C who immediately rushed to the scene, were decisive for the development of the young child's health.

### The H.R.C supports the work of the Aegean Group in the border islands

On Wednesday, September 2, 2021, the President of the Hellenic Red Cross, Dr. Antonios Avgerinos, met with the President of the non-profit organization, Aegean Group, Mrs. Denise Tsimi. The meeting took place in an excellent atmosphere and it was decided to establish cooperation with the aim of strengthening the populations living on the border islands of Greece. In the context of the upcoming cooperation, the Hellenic Red Cross will undertake the training of First Aid to the residents of the islands and possibly primary nursing coverage.

### Dynamic presence of the Hellenic Red Cross in this year's Super Cup

The Hellenic Red Cross, responding immediately to the request of E.S.A.K.E., was dynamically present at the two-day celebration of Greek Basketball (2nd HNC Coin Super Cup) held in Patras (September 25-26) and was combined with the mass return of fans to the stadiums.

The role of the H.R.C in this year's Super Cup was twofold. On the one hand, it provided health coverage to the public who attended the top four matches, on the other hand, specially trained teams of Volunteer Samaritans-Rescuers of the H.R.C held a demonstration of First Aid during the rest of the competitions, aiming to inform people

about the importance of First Aid in emergency situations and in everyday life. At the same time, they held First Aid seminars for young athletes, aged from 6 to 15 years, of the Prometheus BC academies.

### Super League and E.E.C.S. joined forces for a common goal

The Hellenic Red Cross and Super League have entered into a partnership, which will actively contribute to the promotion and cultivation of the athletic and voluntary spirit in the country, while ensuring the smooth and safe conduct of the championship matches. In the context of the new partnership, the H.R.C will offer health coverage to fans at matches of the First National Football Division (Super League) throughout Greece, as well as Training in First Aid and Cardiopulmonary Resuscitation (CPR) to Super League staff and its members (coaches, caregivers, employees, academy coaches, etc.) as well as the relevant Training Certification it provides and is valid for five years. In addition, it is planned to jointly carry out voluntary Blood Donations throughout Greece, as well as various other actions that will be announced in the near future.

### H.R.C. supports the earthquake victims of Crete

The Hellenic Red Cross, immediately after the outbreak of the strong earthquake of 5.8 on the Richter scale that hit Crete on Monday, September 27, 2021 and caused serious damage to more than 1,000 homes, immediately sent teams of Volunteer Samaritans-Rescuers from the Regional Departments of the Hellenic Red Cross to Rethymno, Agios Nikolaos, Chania, Kissamos, Heraklion and Mires to offer their services where there was a need and to help set up tents for earthquake victims. At the same time, a large amount of humanitarian aid was sent from Athens (blankets, tents, long-term food, etc.) to help residents whose homes have suffered partial or total destruction.

In fact, the President of the H.R.C, Dr. Antonios Avgerinos, visited the earthquake-stricken areas of Crete the next day, in order to be fully informed by local authorities about the magnitude of the disaster and to coordinate the actions of volunteers for the relief of those affected. During his visit, he had the opportunity to talk with the Prime Minister of Greece, Mr. Kyriakos Mitsotakis, who congratulated him for the immediate and crucial contribution of volunteers to the earthquake-stricken areas.

## Hellenic Red Cross rejoins the battle for "Freedom"

The Hellenic Red Cross, always acting as a supporter of the Greek State, joined again, dynamically, the vaccination program "Eleftheria", with the participation of 50 specialized nurses of the Health Sector. As of Tuesday, December 14, 2021 and for as long as necessary, the nurses of the H.R.C.S. offer their valuable services to the new Mega Vaccination Center of Glyfada and to that of Prometheus. It is reminded that the Hellenic Red Cross, since the beginning of the pandemic, has been actively participating in all State actions to combat the coronavirus (vaccinations, rapid tests, temperature measurements, informing citizens, etc.).

## €25,000 to help earthquake victims in Crete

On Friday, December 10, 2021, a major action of the Hellenic Red Cross took place in Crete, in the presence of the President, Dr. Antonios Avgerinos, with the aim of supporting the earthquake-stricken families of the wider area of the Municipality of Minoa Pediada.

Specifically, the President of the Hellenic Red Cross together with teams of volunteers from the Regional Sections of the Hellenic Red Cross in Crete offered moments of joy and love to about 400 students in the earthquake-stricken areas, giving them toys and gifts in view of the Christmas holidays. Then, in a modest ceremony, the President of the H.R.C.S. handed over a cheque worth 25,000 euros to the Mayor of Minoa-Pediada, Mr. Emmanuel Fragakis, money collected from the donations of the people and will be donated immediately for the huge needs of those affected. The Deputy Minister of Sports, Mr. Lefteris Avgenakis, also participated in the action, who spoke with the most flattering words about the volunteers of the H.R.C and the multidimensional humanitarian work they do. The President, Dr. Antonios Avgerinos, in his speech pointed out that the Organization, faithful to its humanitarian duty, will continue unabated to support the earthquake victims, implementing various kinds of charitable actions.

## Christmas gifts to 1,100 students in fire-stricken areas of Greece

The Hellenic Red Cross, at the initiative of H.R.C President, Dr. Antonios Avgerinos, offered moments of joy, love and optimism during the holiday season to more than 1,100 kindergarten and primary school students in the fire-stricken areas of Attica (Polydendri and Vilia) and those of Northern Evia (Municipalities of Mantoudi, Limni - Agia Anna and Istiea - Edipsos).

In particular, teams of the Hellenic Red Cross, consisting of social workers and volunteers, engaged the children creatively, playing interactive games with them and jointly creating beautiful Christmas cards, which they placed on the Tree of Wishes. The aim of this action is the psychological uplift of children who experienced the devastating consequences of the fires of August and is part of the multifaceted support of the H.R.C to the fire-stricken families of Greece. The cost of the action was covered by the amount of money collected to support the fire victims.

## Christmas food collection with the support of ANTENNA Group

The Hellenic Red Cross and the ANTENNA Group joined forces again and jointly called on the world to collect food to help our vulnerable fellow human beings during the Christmas holidays. The response of the people was more than touching, gathering a large quantity of food in the central warehouse of the H.R.C in Athens and in the Regional Departments of the H.R.C throughout Greece. The food was then distributed to vulnerable social groups, lonely citizens, the elderly and the homeless, which the H.R.C has always supported, offering them moments of joy and love during the Christmas holidays.

## The H.R.C supported vulnerable social groups during the holiday season

The Hellenic Red Cross distributed "meals of love" to 500 homeless people in Athens on New Year's Eve, as part of its ongoing support to people living on the streets of Athens. In particular, mobile units of social workers and volunteers distributed hot meals, direct social assistance material, personal hygiene items, weather protection

items, Covid-19 protective equipment and clothing. At the same time, First Aid and Mental Health First Aid were provided, as well as information on the temporary accommodation offered by the Local Government.

### The H.R.C supports vulnerable social groups

The Hellenic Red Cross and ANT1 Group offered moments of joy, hope and optimism to 90 children hosted at the Chatzikyriakio Child Protection Foundation of Piraeus. Specifically, members of the Hellenic Red Cross and representatives of ANTENNA, on Friday morning (New Year's Eve), visited the historic Foundation of Piraeus in order to offer love, smiles, gifts and toys to children who have been victims of abandonment.

### The H.R.C celebrated World Volunteer Day with a great action for children in the center of Athens

The Hellenic Red Cross, the largest and oldest humanitarian and voluntary organization in Greece, honored World Volunteer Day (5/12) by organizing a big event for children and teenagers in the center of Athens. Specifically, on Saturday, December 4, 2021, at Kapnikarea Square, volunteers and staff of the Youth and Social Welfare Sector of the H.R.C held an action for children and adolescents, aiming through activities and interactive games to spread the Red Cross spirit and the supreme value of volunteerism to young people. At the same time, the children participated in an experiential action on the occasion of the 7 Fundamental Principles of the Movement, getting to know through numerous activities the long history of the largest Humanitarian Organization worldwide. At the end of the action, commemorative gifts were distributed to the participants.

### The Hellenic Red Cross honored World Animal Day by supporting strays

The Hellenic Red Cross, on the occasion of World Animal Day (4/10), carried out actions to support our four-legged friends who live on the street or have been victims of abandonment.

- On Sunday, October 3rd, the eve of World Animal Day, the H.R.C transported with a team of volunteers, a large amount of animal feed to support the animals hosted at the Animal Welfare Association of Nea Filadelfia, while volunteers actively participated in the bazaar that was set up to support its work.

- On Monday, October 4, 2021, the H.R.C sent a large amount of feed to the animal shelter of the Municipality of Athens, in order to assist in the particularly difficult and demanding work of the people of the shelter. Volunteers of the H.R.C were found at the scene and walked the dogs, offering them moments of joy and socialization.

### The contribution of the Hellenic Red Cross to the 38th Authentic Athens Marathon is huge

The Hellenic Red Cross was dynamically present at the 38th Athens Authentic Marathon, providing health coverage along the entire length of the historic route. Specifically, 130 volunteers from the Regional Departments of Athens, Piraeus, Patras and Tripoli of the Hellenic Red Cross participated, providing First Aid to hundreds of runners who faced problems during the races. Also, the Telecommunications team, located at the Marathon operations center in Gada, constantly informed the volunteers, Samaritans - Rescuers about new incidents that occurred at various points of the route.

At the same time, professional nurses of the Hellenic Red Cross staffed the clinics of EKAV, successfully dealing with problems presented to the athletes of the Marathon. The volunteers of the Hellenic Red Cross were visited at the Kallimarmaro Stadium by the President of the Hellenic Red Cross, Dr. Antonios Avgerinos and the Secretary General, Mr. George Skoumas, congratulating them for their excellent presence in another top sporting event in the country.

### The Deputy Minister of Sports honored the volunteers of the H.R.C for their great contribution to the Acropolis Rally

The chequered flag of the historic Acropolis Rally fell on Friday, October 1, 2021, at OAKA, in a glorious event in honor of the volunteers, especially the Hellenic National Rally, who contributed decisively to the highly successful conduct of the famous Rally of the Gods. Warm thanks to the Volunteers, Samaritans - Rescuers of the Hellenic Red Cross were given both by the Deputy Minister of Sports Mr. Lefteris Avgenakis and all stakeholders of the great celebration of motorsports, congratulating them for the readiness and organization they showed throughout the length and breadth of the route.

During the ceremony, EKO, the major sponsor of the Acropolis Rally, presented to the President of the H.R.C a cheque worth 5,000 euros in fuel for the vehicles of the H.R.C, significantly enhancing the diverse and multidimensional work of its volunteers, all over Greece, for the benefit of Greek society.

### Dispatch of 6.5 tons of humanitarian aid to the Kos RIC for the 375 refugees

The Hellenic Red Cross sent a large amount of humanitarian aid to the Kos RIC (3/11), in order to reinforce the 375 refugees found on an adrift ship sailing off Crete. Specifically, following communication by the President of the H.R.C. Dr. Antonios Avgerinos with the Administration of the RIC of Kos and informing him about the exact needs of the refugees, a truck of the H.R.C was sent with 6.5 tons of humanitarian aid (3/11), including clothing and footwear, as well as a quantity of sanitary material, in order to be immediately distributed to the beneficiaries.

### The volunteers of the H.R.C.S. on the side of the 70 refugees/migrants rescued off Crete

The mobilization of Hellenic Red Cross volunteers was immediate and effective, in order to provide all kinds of humanitarian assistance to the 70 refugees/migrants, who were rescued on Sunday (21/11) from a sailboat shipwreck off Crete.

Specifically, the volunteers of the Hellenic Red Cross from the Regional Departments of Chania and Kissamos contributed to the preparation of the space where refugees/migrants are temporarily hosted. At the same time, they provided basic necessities and first aid until the early morning hours. It is noted that the refugees/migrants, in their attempt to leave the sailboat, suffered injuries and needed immediate health care.

### Award of "Kleios Misirloglou" Virtue Prizes to 13 police officers of the "Dias" team

In a modest ceremony, on the morning of Friday, December 17, 2021, at the Electra Palace in Thessaloniki, the Hellenic Red Cross awarded the "Kleios Misirloglou" Virtue Prizes for 2020, in the presence of the President of the Hellenic Red Cross. Dr. Antonios Avgerinos and the Secretary General, Mr. George Skoumas.

This year, 13 police officers of the "Dias" team of Thessaloniki were honored, who with their timely intervention saved a little girl, victim of a traffic accident, contributing decisively to her immediate transfer to hospital. The event was welcomed by the former Minister of Macedonia and Thrace Mr. Theodoros Karaoglou, the Member of Parliament for Thessaloniki A' Mr. Dimitris Kouvelas, the Deputy Mayor of Social Policy, Mr. Haris Aidonopoulos, the General Inspector of the Hellenic Police of Northern Greece Mr. Konstantinos Skoumas and the Deputy Regional Governor of Central Macedonia and Thrace, Mrs. Voula Patoulidou. Everyone referred with the most flattering words to the Hellenic Red Cross and what it stands for, but also to the special importance and moral value of the "Kleios Misirloglou" Virtue Awards.

The President of the H.R.C, Dr. Antonios Avgerinos, in his speech stated, inter alia, that: "This is an event of particular importance for the H.R.C. This year, we wanted, as a minimum token of love, solidarity and thanks to these wonderful people of the Hellenic Police, who showed high faith in some rare timeless ideals through this wonderful altruistic act, to highlight and reward it as an example. Greek society needs such examples. Social solidarity and social cohesion remains our first goal and purpose."

### 2,000 olive saplings to the fire victims of Ilia

On Thursday, December 9, 2021, the Hellenic Red Cross, in the presence of the President Dr. Antonios Avgerinos, delivered 2,000 Koroneiki olive seedlings to the Mayor of Pyrgos, Ilia, Mr. Panagiotis Antonakopoulos, offering significant support to producer families in the wider region affected by the devastating fires of August.

The delivery of the olive seedlings was attended by a large number of volunteers from the Regional Departments of Patras, Pyrgos and Amaliada, as well as members of the Municipal Council of Pyrgos. Then, the Mayor of Pyrgos, Mr. Panagiotis Antonakopoulos, at the Latsio Municipal Hall, offered a special honorary distinction to the President of the H.R.C, stressing that "your initiative shows your social work towards our fellow human beings who are experiencing a gloomy economic situation and are in need of help in order to be able to survive".

The President of the Hellenic Red Cross, Dr. Antonios Avgerinos, after warmly thanking the Mayor for this kind gesture, pledged in his speech that the Hellenic Red Cross will continue to stand by the fire victims of Ilia, with continuous humanitarian aid and various charitable actions. At the same time, he thanked the ANT1 Group (especially the President Mr. Thodoris Kyriakou) for the huge help in publicizing – communicating the appeal of the H.R.C for financial assistance to our fellow citizens affected by fire.

## Memoranda of Cooperation

### Memorandum of Cooperation between the Ministry of Health and the Hellenic Red Cross.

A Memorandum of Understanding was signed on Monday, December 20, 2021, at the Headquarters of the Hellenic Red Cross, by the Ministry of Health and the Hellenic Red Cross, consolidating their cooperation. This Memorandum of Understanding reflects the excellent relations between the Ministry of Health and the Hellenic Red Cross and the desire to further strengthen joint activities on issues related to the Health sector.

The Minister of Health, Mr. Athanasios Plevris stated: "I wanted to come here today for the signing of the memorandum, as I believe that the Ministry of Health owes it to the Hellenic Red Cross, because, over time, in any action we needed help, you were always by our side. Especially in dealing with the pandemic, our fellow citizens should know that a large part of the vaccination action is covered by the Hellenic Red Cross. I believe that through the memorandum we show as a State that the H.R.C is part of the actions and assistance that the State wants to give to our fellow citizens."

### Memorandum of Cooperation with "The Smile of the Child"

On Thursday, July 29, 2021, the President of the Board of Directors of the Hellenic Red Cross, Dr. Antonios Avgerinos and the President of the Board of Directors of "The Smile of the Child", Mr. Costas Yannopoulos, signed a Cooperation Agreement between the H.R.C and "The Smile of the Child". With the signing of the Pact, the two sides begin a joint effort to develop strong and reliable prevention and immediate intervention mechanisms in cases of children at risk and to strengthen procedures to raise awareness and inform public opinion on issues of emergency and disappearances.

## Memorandum of cooperation with the historic festival of Athens & Epidaurus

A Memorandum of Understanding was signed on Wednesday, June 23, 2021, by the President of the Hellenic Red Cross, Dr. Antonios Avgerinos with the management of the historic Athens & Epidaurus Festival.

The purpose of cooperation between the two sides is twofold. It concerns, on the one hand, the health coverage and the treatment of emergencies with the proper and safe provision of First Aid by specialized teams of the H.R.C. in all cultural events of the Festival and, on the other hand, the conduct of rapid antigen tests for the employees of the Festival events.

## Cooperation with the Lambropouleio Charity Foundation

Support of the "Help at Home" Service and the "Psychosocial Support of Individuals and Families" Service of the Social Welfare Sector through the grant of the Lambropouleion Charitable Foundation, for the financial support of the most vulnerable groups of the population served by the above services, such as the elderly, people with disabilities, lonely people, families facing social and economic difficulties, single parents and large families, unemployed and homeless. In addition, through the Foundation's funding, the cost of a Social Worker's payroll for one year for the "Help at Home" Service was covered.

## Funded Programs

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| Throughout the reporting year, the IFRC and the ICRC financially supported the 2 Emergency Operations implemented by the Hellenic Red Cross, both to support displaced populations and to manage the impact of the COVID-19 pandemic. |
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## COVID-19 Emergency Appeal Programme: Responding to the Pandemic

The Hellenic Red Cross, from the very first moment of the outbreak of the COVID-19 pandemic, with the support of the International Federation of Red Cross & Red Crescent Societies (IFRC), its 86 active Regional Departments throughout Greece, and its well-trained volunteers and employees, stands by the state and those in need, focusing

especially on vulnerable groups of the population affected by the effects of the pandemic. These groups include the elderly, the homeless, the uninsured, refugees, migrants and unaccompanied minors, among others.

Through the actions implemented by the H.R.C, beneficiaries gain access to basic primary health services and are substantially strengthened in order to face the social and economic consequences of the pandemic. At the same time, the H.R.C supports key state structures and services of the country that have been mobilized in order to limit the spread of the virus through the vaccination program and actively participates in information and information actions on individual precautionary measures.

**Based on figures, the H.R.C has:**

- donated a large number of personal protective hygiene equipment (including 4,000 gloves and surgical masks) to the Ministry of Health and has contributed decisively to the organization of voluntary blood donations in a large number of General Hospitals throughout the country in order to meet the country's blood needs (over 270 blood donations of which more than 4,000 units of blood have been collected).
- Supported the vaccination of more than 208,000 people, having mobilized its nursing, administrative and volunteer staff in vaccination centers in Attica, in cooperation and communication with the Ministry of Health of Greece.
- Perform diagnostic tests (rapid test and PCR test) for COVID-19 on over 9,470 people
- Carried out more than 570,000 temperature measurements on citizens entering public places and government services, such as courts, airports, ports, hospitals and archaeological sites.

- Offered assistance to over 3,860 people placed in voluntary isolation in the form of material assistance and service in daily household chores.
- Offered material assistance (mainly food and non-food items) to over 34,000 people with the help of the Social Services of its Regional Departments.
- Developed actions to promote health and hygiene in the community as well as information to prevent the spread of the pandemic, which have been attended by more than 17,000 beneficiaries.
- Offered access to primary health care to over 33,000 people by providing medical services fully adapted to the increased demands created by the pandemic.
- Supported over 23,000 people with Mental Health and Psychosocial Support services.
- Reached over 11,192 people with active outreach to homeless people (Streetwork teams), to whom it has provided food, First Aid and critical information to protect them from the virus.
- support more than 2,900 people with services related to their educational needs (mainly in the context of the operation of the 2 MFC in Athens and Thessaloniki and the 5 Accommodation Centers for Unaccompanied Minors in Athens, Kalavryta and Volos).
- received more than 100,000 calls through the telephone line of the MFC informing the public about the instructions of the National Public Health Organization (EODY), the General Secretariat for Civil Protection and the World Health Organization (WHO) in 12 foreign languages, and more than 2,170 calls through the Psychosocial Support hotline.

- has offered financial support in the form of vouchers and prepaid cards to over 1,990 people with the total amount of aid reaching 250,000 euros

**Emergency Appeal Programme "Population Movement" - Refugee: provision of health services in refugee structures and funding of existing H.R.C refugee structures.**

For migration, the H.R.C also remains at the forefront of responding to the needs of displaced populations. The main source of funding is the IFRC through the Urgent Appeal "Population Movement". The services provided by the H.R.C concern both the reception, hospitality, support, protection and social integration of migrants and refugees living in our country, as well as their equal access to health services, the facilitation of their communication with their relatives and the search for those who are missing.

Through the Educational Health Stations of Attica and the Mobile Health Teams (MHT) operating in the accommodation structures of Nea Malakasa, Kleidi Serres, Corinth, Ritsona but also in the Reception and Identification Centers (RICs) of Lesvos and Samos, the H.R.C. provides and implements necessary Primary Health Care services, trainings on Education & Promotion, vaccinations and escorts to Public Hospitals and Health Centers of the community by trained interpreters/cultural mediators. Within the Mobile Health Teams there are a variety of clinics, such as general pathology, gynecology / obstetrics, dermatology, pediatrics, dentistry and nursing stations. The medical and nursing staff are assisted in language communication issues by Arabic, Farsi and French interpreters.

In particular, at the RIC of Lesvos, the staff and volunteers of the Hellenic Red Cross assisted and supported the WASH team of the German Red Cross, constructing facilities for practicing the daily physical cleaning of the

beneficiaries and serving people with disabilities and pregnant women. With the operation of 5 Accommodation Centers for Unaccompanied Minors (KFAA), with a capacity of 154 minors, in Volos, Athens and Kalavryta, the H.R.C provides a wide range of services including: housing, food, provision of personal hygiene items, clothing and footwear, basic health services, psychosocial support, counseling and legal aid, remedial teaching, learning Greek, English and computers.

The 2 MFCs in Athens and Thessaloniki offer services that include psychosocial support, coverage of immediate living needs, preparation for the labor market, mediation with health services, counseling on integration issues, operation of an Information & Support Hotline, creative activities, educational activities for preschool and school children, remedial teaching for refugee children, Greek lessons and English to adults, and life skills seminars.

The contribution of the H.R.C in the field of displaced populations is also reflected numerically as follows:

- More than 27,000 unique beneficiaries (once registered) have received health services from the Refugee & Migrant Accommodation Centers of Nea Malakasa, Corinth, Kleidi Serres and Ritsona as well as in the RICs of Lesbos and Samos, from the Educational Health Stations of Attica and from the Urban Web Hospital.
- More than 15,700 beneficiaries have received Psychosocial Support and Mental Health services through individual or group counseling sessions that exceed 9,000.
- more than 1,120 people (as mentioned above) have benefited from Financial Assistance (CTP) programs with the total amount of financial assistance exceeding 280,000 euros.

- more than 13,000 migrants and refugees have received Accompanied Interpretation Referral services through the ACCREF programme.

- More than 550 minors have stayed in Accommodation Structures for Unaccompanied Minors of the Hellenic Red Cross.

#### Primary Health Care

- 3 Educational Health Stations of Athens, Kallithea and Ano Liosia<sup>1</sup> (provision of health services; operation of a pediatric clinic; vaccinations; operation of a Nursing Station for Mother and Child; school hygiene programs; preventive health checks)
- 3 "Home Care" services in Athens, Thessaloniki and Patras<sup>2</sup> (rehabilitation and maintenance of patients' health in the family environment)
- 1 "Health Education" Service
- 2 First Aid Stations of Athens (Acropolis) and Patras
- 28 Nursing Services<sup>3</sup> in the Region (Regional Departments of H.R.C)

#### Counselling and Social Care

- Psychosocial Support and Counselling Service for Individuals & Families (Athens)
- 10 Social Services in the region
- Community Programs of Care and Support for the Elderly "Help at Home" and "Open Protection Center for the Elderly - K.A.P.I."

- Development of Street Work Groups (providing support, care and information to people in homelessness in the urban centers of Athens, Patras and Thessaloniki)
- Psychosocial Support Hotline "10205"

### **“Increasing COVID-19 Mobile Testing Capacities in Greece” program of HRC/IFRC funded by DG SANTE**

The Hellenic Red Cross (HCC), in the context of the Red Cross Movement's overall response to the COVID-19 pandemic and the increasing spread of the pandemic in Greece, has followed a broad COVID-19 Response Plan, aiming to support the reduction of the spread of the virus as well as the reduction of the social, health and economic impact of the pandemic on vulnerable populations and/or communities.

For this reason, the H.R.C in cooperation with the International Federation of National Red Cross/Red Crescent Societies (IFRC) implemented the project "Increasing COVID-19 mobile testing capacity in Greece" funded by the European Union and specifically by DG SANTE Directorate-General of the European Commission. The program concerned the conduct of rapid coronavirus antigen tests on migrants and refugees throughout Greece as well as on homeless and Roma in Attica.

The H.R.C operated a total of five Mobile Teams in Attica, Thessaloniki, Ioannina, Samos and Lesbos between May and September 2021. The H.R.C 's five Mobile teams carried out COVID-19-SARS-2 rapid tests on a total of 14,122 people. This project was part of a wider European Union Action involving a total of seven European countries (Austria, Germany, Greece, Italy, Malta, Portugal and Spain).

## Communication Activities of the Press, Communication, Public Relations & Social Media Department

In 2021:

- Video & Photos for the cooperation with Super League Greece
- **Videos, Posters & Photos for the K-9 Unit Restart**
- **Videos, Posters & Photos for Blood Donations**
- Videos, Posters & Photos for the Streetwork action
- Video with a message of solidarity with basketball players in collaboration with ESAKE
- Videos, Posters & Photos on Emergency Interventions
- Videos, Posters & Photos for World Refugee Day
- Solferino's anniversary video
- Video about Sonar Emily
- **Video for the participation of the H.R.C in the Authentic Athens Marathon**
- Video for the participation of the H.R.C in the Acropolis Rally
- Report Video 2021
- Video & Poster for World Search Day
- Videos, Posters & Photos for DG SANTE
- Video "Jerusalema Challenge", Together we are unstoppable
- Videos, Posters & Photos for May 8th
- Videos, Posters & Photos for First Aid
- **Videos, Posters & Photos for the Support of the Earthquake Victims in Arkalochori**
- Women's Day Videos & Posters
- Videos & Posters for the actions against the Pandemic
- Videos & Posters for Stray Animal Support Actions
- Awareness Videos & Posters
- Videos & Posters for Volunteering
- World Volunteer Day Videos & Posters
- Videos & Posters Thank you volunteers
- Health Services Posters

- Photos & Posters with various actions of the H.R.C
- Photos & Posters related to World Days
- Self-Test Proper Use Guide
- Communication with SMEs, businesses, institutions and organizations for the promotion needs of the H.RC, as well as the conclusion of agreements.
- Continuous communication and cooperation with the International Red Cross and Red Crescent Movement, aiming at the wider dissemination of the fundamental principles of the Red Cross, as well as the voluntary spirit in Greek society.
- Management of the National Rescue Service Main Website ([www.redcross.gr](http://www.redcross.gr)) and the Samaritan-Rescuers & Lifeguards Website
- Posting of Press Releases by the 90 Regional Departments
- Notice Posting
- Coordination and organization of online workshops/events implemented by the H.R.C
- Management of social media (Instagram, Facebook, Twitter, Tik Tok) and promotion of the Organization's actions through them.
- Strategic plan to increase interaction with the main page of the H.RC
- Coordination and curation of the social media of the 90 regional departments
- Guidance on the communication plan of the Regional Departments
- Writing and editing of more than 1,000 Press Releases from the 90 active Regional Sections of the Hellenic Red Cross.
- Organization and communication of actions for the collection of necessary goods and money for the beneficiaries of the Organization.
- Creation of press releases and their communication to the media
- Poster for Financial Support & Food Collection for Ellassona
- Poster for Easter Food Collection
- Poster & Video for Financial Support & Food Collection for Fire Victims
- Poster for Food Collection for Fire-Stricken Animals
- Poster for Financial Support & Food Collection for Arkalochori
- Poster for Christmas Food Collection

- Event Organization
- Writing of quarterly newsletters with the main activities of the period, in Greek and English
- Briefing of the Central Administration on news and publications related to the EU

## 7 fundamental principles

### **1. Humanity**

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

### **2. Impartiality**

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

### **3. Neutrality**

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

### **4. Independence**

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

## **5. Voluntary Service**

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

## **6. Unity**

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

## **7. Universality**

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