

ANNUAL REPORT

2020 / 2021



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ANNUAL REPORT

2020 / 21

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Due to the extraordinary circumstances of 2020 and 2021, the CRCS issues one Annual Report for both years.

PRESIDENT'S ADDRESS: CRCS 2020-21: ACHIEVEMENTS



The preparation of an annual report, in this case for two years, 2020 and 2021, presents a unique opportunity for the Cyprus Red Cross Society (hereafter referred to as the CRCS), to publicise its accomplishments during the course of a year. This is of particular importance to an organisation such as the CRCS the sustainment of its operations heavily depends on the goodwill and generosity of its sponsors (public or private), as well as on governmental subsidies. It is, therefore, with great pride and contentment, that I am addressing the CRCS Annual Report for 2020 and 2021, as a tribute to the CRCS sponsors, contributors, friends and volunteers.

In full compliance with the Fundamental Principles of the International Red Cross and Red Crescent Movement (hereafter referred to as the Movement) and its own Statutes, as well as in full compliance with the relevant Laws of the Republic of Cyprus, the CRCS relentlessly pursued its activities to fulfil its mission which is none other than providing assistance to vulnerable groups. Needless to say that, the CRCS could not have achieved its goals and objectives had it not been for the support and the most commendable efforts of its Units, its members and volunteers, as well as its staff members.

In the last two years, we have experienced unprecedented situations due to the Covid-19 pandemic. The pandemic was one of the biggest challenges for the CRCS, mainly because it had to immediately reconfigure its existing activities and programmes and create new ones in a way that it could, on the one hand, continue its humanitarian work of providing aid and support to our most vulnerable fellow human beings and, on the other hand, comply with the Decrees and Protocols of the Government against the spread of Covid-19.

At this point, I would like to focus on the biggest and most important action of the CRCS in the last two years. As you know, in fulfilling its role as an auxiliary body to the public authorities on humanitarian matters, in view of the emergency caused by the Covid-19 pandemic and fully supporting the Government's efforts to address the emergency for the survival of our people, the CRCS has been at the forefront of supporting vulnerable groups from the very first instance.

During the implementation of the measures to restrict the movement of our fellow human beings, it was deemed necessary that a nationwide scheme be implemented for home delivery of essentials and other necessary goods to people who were under restriction for any reason and had no supportive environment. In this context, the CRCS created the "Emergency Service for the Support of Third Age People and Vulnerable Groups" (Emergency Service), which operated on a nationwide basis under the management of the Headquarters, so that it would be implemented in a uniform manner nationwide. The Emergency Service became operational at the commencement of the restrictive measures on March 19th, 2020.

The Emergency Service was created on the recommendation of the First Vice President of the CRCS, Ms Leda Koursoumba, and operated under her responsibility and supervision, with a core of CRCS Officers and in close cooperation with the relevant Sectors as well as with the help of volunteers. At this point, let me express my heartfelt thanks to Ms Koursoumba for her methodicalness, flexibility and prompt response as well as for all her guidance and support. I also thank all the Officers and Volunteers who worked hard for the operation of the Emergency Service. To manage the Emergency Service, a Call Centre was operated at the Headquarters, which received calls/requests on a nationwide basis, for the purpose of equal treatment and uniformity (Phase A 19/3/2020 - 31/5/2020).

I am proud to report that, thanks to everyone's cooperation, from the launch of the Emergency Service until the end of 2021, the CRCS managed to respond to 23.257 requests and provided support to over 77.000 of our fellow citizens.

My heartfelt thanks to all the Units, Members, Volunteers and Staff who worked with zeal and dedication, especially under these adverse and unprecedented circumstances, so that the CRCS could help our most vulnerable fellow human beings in need.

2020 and 2021 were very difficult years financially, due to the Covid-19 pandemic and because of the health restrictions most of our fundraising campaigns were not allowed to proceed.

I must congratulate all the Units who responded to an increased numbers of requests from vulnerable people and also due to the continued influx of migrants (the HQ had a tremendous volume of work during 2020 and 2021 on this issue and asylum seekers for humanitarian assistance, including moral support on a daily basis), while sustaining its 'traditional' humanitarian activities under the Easter and Christmas Love Campaigns, delivering mainly food packages to thousands of families, in both urban and rural areas.

Concurrently with the above-mentioned activities, the CRCS was also involved in a multi-faceted array of many other activities that made 2020 - 2021 yet another truly productive year we can be proud of. The activities included, among others, the Children Therapy Centre, in Limassol, Polemidia, disaster relief, the provision of First Aid training, psychosocial support sessions to vulnerable groups, addressing the needs of newly arrived migrants, restoring family links, facilitation of blood donation sessions, and provision of mobility aid appliances.

In closing, I would like to express my appreciation, gratitude and warm thanks, to all those, who helped CRCS to undertake and maintain all the above humanitarian activities. I thank also for their support, the Ministry of Finance, the Ministry of Health, the Ministry of Interior, the Ministry of Foreign Affairs and the Ministry of Education, Culture, Sport and Youth, for their collaboration with the Youth Section. To the members of the Council, the Executive Committee, the Subsidiary Units, as well as to our many volunteers, the Director General and to all the staff members, I wish strength, health and courage, and to continue carrying on their gallant responsibilities with resilience, in order to ensure that together we can all continue to make an even bigger difference and strengthen our humanitarian mission, with even more success.

Fotini Papadopoulou
President

FIRST VICE PRESIDENT'S ADDRESS



The period under review has been unique, in that the entire planet has been experiencing devastating socio-economic consequences of unparalleled proportions due to the Covid-19 pandemic. Responding to this extraordinary crisis, which was compounded by global uncertainty, has been a major challenge for the National Societies of the Movement. The CRCS, in its role as an auxiliary body in humanitarian matters and fully supporting the efforts of the Government to deal with this unprecedented situation for the survival of the people, was from the first moment at the front line to provide assistance to the vulnerable groups. We immediately modified and adapted existing services and programmes and created new ones, to respond to this emergency, in particular the limitations on the movement of people and the lockdowns. Within this framework, during the lockdown periods, it was deemed necessary to implement a programme of home delivery of food and other necessities for elderly people and other vulnerable groups, who had no supporting environment. Thus, the "Emergency Service for the support of elderly people and vulnerable groups" (Emergency Service) was set up on 19 March 2020. The Programme operated on an island-wide basis under the management of the CRCS Headquarters in close cooperation with the Branches, ensuring uniformity of guidelines and treatment of people in need on a pan-cyprian basis. This enabled us to take decisions and adapt procedures with no delay, so as to meet the needs of the day and serve the people in need in the best and most efficient way. Through this Programme, food, other supplies and medicines (on medical prescription), as well as certain personal services, were provided upon request to vulnerable people. All in full respect of the hygiene protocols of the Government, being concerned about the health of the people to be served as well as our volunteers and staff.

Volunteers proved, once again, to be our strongest asset. Their response to our appeal for help throughout Cyprus was impressive. Together with our staff, who put countless hours of voluntary work, work selflessly, around the clock when needed, to respond to the requests of the people for help. When the lockdown measures were lifted, it was deemed appropriate that this Service should continue in addressing the needs of people, but be operated at the local level by the Branches through their Social Welfare Programmes. To this effect, a training – brainstorming online seminar was organized, attended by all Branches to ensure continuity of the uniformity of treatment of people and application of the guidelines, including hygiene protocols. A highly important outcome of the emergency service was the development of a database for the purpose, which continues to be kept with all relevant data (particulars of the applicant such as, sex, age, ethnicity and of the kind of assistance given). This enabled us to have, at any given time, an accurate picture of the assistance given during the pandemic and to this date. At the same time, it is conducive to transparency and accountability, very important factors for the CRCS. It enables us to account in detail to our numerous donors, without whom we wouldn't have been able to provide this assistance to people, and to the society at large, how their grants for the purpose were used.

Today I am very proud to report that, from 19 March 2020 to 31 December 2021, the CRCS responded to 23,257 requests providing humanitarian assistance in kind to more than 77,000 people. This number corresponds to more than 8.5% of the total population of the country. The pandemic has been a challenge which proved the importance of the auxiliary role of our National Societies in the principle of Humanity; and also proved the invaluable asset of volunteerism. A lesson that has been learned is that, it is of the utmost importance to continue to invest in capacity building of our Branches and also in our volunteers. In conclusion, I feel the need to express, once again, my deep appreciation and thanks to all our donors, our volunteers and our staff, without whom our success in reaching and assisting vulnerable groups would have been minimal.

Leda Koursoumba
First Vice President

DIRECTOR GENERAL'S ADDRESS



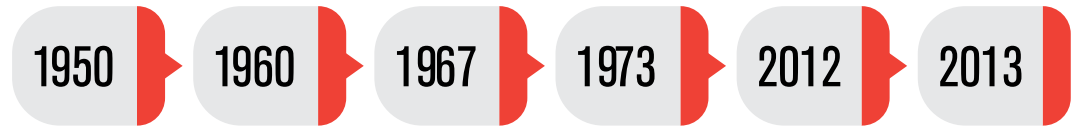
These last two years have been filled with unprecedented challenges, which had a significant impact on all of us; the Covid-19 pandemic making people more vulnerable and requiring additional support and assistance to access health, social and other essential services. As the pandemic progressed, it became also evident that the majority of Red Cross and Red Crescent National Societies (RCRC-NS) faced similar challenges and obstacles. Therefore, RCRC-NS invested tremendous efforts in modifying, adapting and implementing programmes in response to specific situations and their context and finding appropriate solutions to address the prevailing circumstances. Without a doubt, the CRCS did not escape the disruption in its usual activities that the pandemic created. The situation demanded adjustments in working conditions, and commanded innovative solutions, such as digital transformation, shifting activities to online or remote work. It also highlighted the necessity of exerting an effort to sustain the psychosocial well-being of the staff and volunteers (in order to prevent the 'burn-out' syndrome, to minimise health risks and to motivate them) and thus by extent improving the quality of services provided to beneficiaries.

An endearing expression of gratitude goes to individual donors and sponsors, private companies, organizations, institutions and the public of Cyprus, for their support, financial and otherwise, through provision of goods and services, and volunteering, respectively. It is important to note that, the CRCS had the opportunity to extend its network, knowledge sharing and capacity building through the support of the ICRC, the IFRC and sister National Societies. Particular thanks go to the ICRC, IFRC the Norwegian Red Cross - Hordaland Branch and the Austrian Red Cross - Vienna Branch for their invaluable support. For yet another two years, our cooperation was strengthened and their support played a vital role in fulfilling our humanitarian mission. Furthermore, through its reinforced collaboration with European institutions, the CRCS was able to undertake additional EU-funded projects, which enhance our capacity building skills. Moreover, I should like to express my most sincere thanks and appreciation to the Government of the Republic of Cyprus and, in particular, to all the Ministries and their Departments, for their continuous support and close constructive cooperation. Special thanks also go to all the Media for their invaluable contribution in promoting our mission and publicising the work of the CRCS.

Last, but by no means the least, I would like to express my most sincere appreciation to the CRCS Branches, the Youth Section, the Local Unit, their members and volunteers, as well to the CRCS volunteers and staff members for their devotion and love for humanity whose contribution was instrumental in the successful outcome of the CRCS work towards alleviating human suffering in the years 2020 and 2021.

Christina Kapartis
Director General

CYPRUS RED CROSS SOCIETY HISTORICAL RETROSPECTIVE



- 1950** The Red Cross in Cyprus began to operate in 1950 as a branch of the British Red Cross.
- 1960** The Republic of Cyprus was established.
- 1967** The CRCS was established as a body corporate pursuant to Law 39 of 1967 and was recognized as a Voluntary Aid Society auxiliary to the public authorities for humanitarian purposes.
- 1973** The CRCS applied to become a member of the Movement, but this was interrupted due to the 1974 foreign invasion.
- 2012** The CRCS was officially recognized by the ICRC.
- 2013** The CRCS was admitted to the IFRC, during its 19th General Assembly, held in Sydney, Australia and constitutes the 188th Member of the Movement.

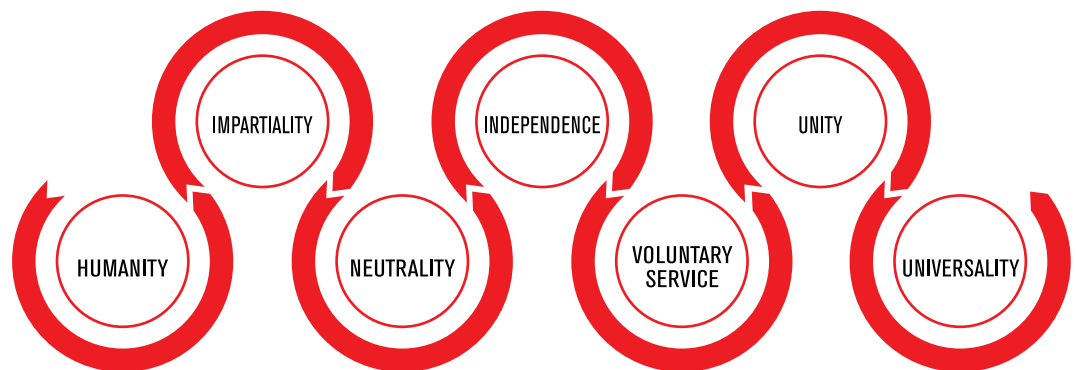
Vision

To establish the CRCS as the leading humanitarian organization in Cyprus to which people would like to contribute and which would attract persons of all ages and backgrounds, for voluntary service.

Mission

A humanitarian organization led by volunteers and guided by the Fundamental Principles of the Red Cross and Red Crescent Movement and its own Statutes, with a mission to prevent and alleviate human suffering, and to support and prepare individuals and communities to respond effectively to emergencies, in times of peace and war, without any discrimination such as to race, class, gender, religious denomination, political opinions or beliefs, or on any other similar grounds.

7 FUNDAMENTAL PRINCIPLES





2020 & 2021 DIARY OF ACTIVITIES & MAIN EVENTS

Many, if not all, of the CRCS activities and events were modified/ postponed and/or cancelled, due to the Covid-19 pandemic. Therefore, the CRCS focused its efforts to the new services that were introduced to mitigate the effects caused by the pandemic. Almost every aspect of the CRCS services were adapted to the new pandemic environment and continued to offer support and care to the most vulnerable.

Most of the meetings/ seminars etc, were held virtually, via online communication platforms.

The few landmark activities and events that were organised are the following:

Year 2020

January	Production and Sales of the 2020 Lucky Charms
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March 19	Establishment of the "Emergency Service for the support of elderly people and vulnerable groups"
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	Establishment of the "Let's Talk Service" for the elderly.
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April	CRCS Easter Love Parcels' Campaign
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May 8	World Red Cross Day
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December:	CRCS Christmas Love Parcels' Campaign
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Year 2021

April:	CRCS Easter Love Parcels' Campaign
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May 8	World Red Cross Day Pancyprian Fundraising Campaign
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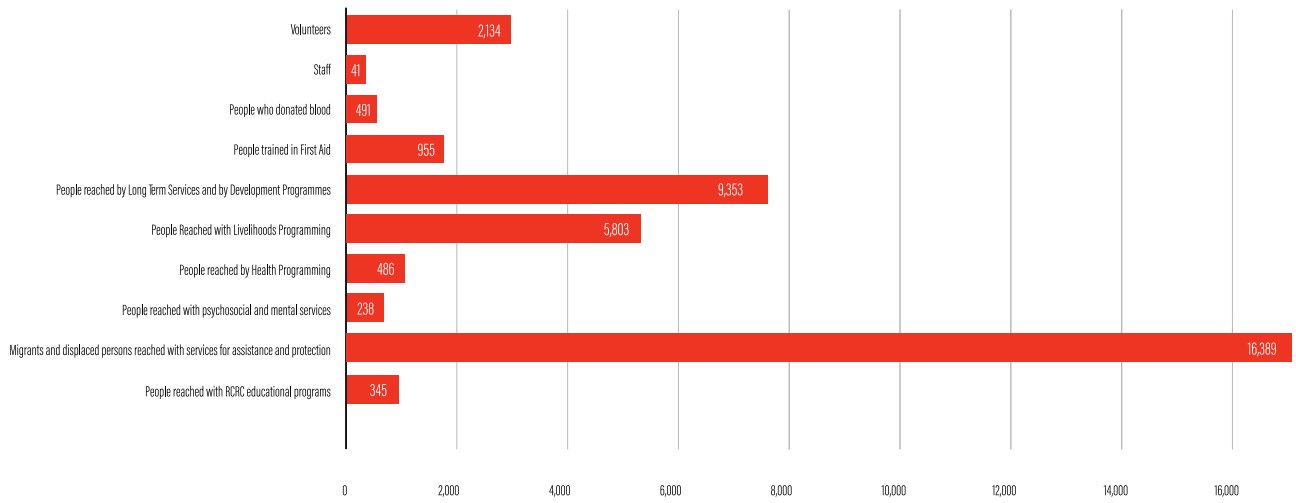
July 3	Response missions to the fires in Larnaca and Limassol districts and provision of humanitarian assistance to fire victims
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August	Financial assistance to fires in Greece
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November	General Meetings of the Branches – Election of new Committees
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December	CRCS Christmas Love Parcels' Campaign
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2021 NUMBERS



GOVERNANCE STRUCTURE

According to the CRCs Statutes (adopted in 25.01.2012) the Governing Bodies of the National Society are the following:

- The General Assembly
- The Council
- The Executive Committee

Members of the Council 2020-2021

Elected under Article 12 (1) (a) (b)

Ms. Fotini Papadopoulou	President
Ms. Leda Koursoumba	First Vice-President
Mr. Mustafa Hami	Second Vice-President
Mr. Dinos Christofides	Treasurer
Mr. Andreas Artemis	Member
Ms. Amalia Erotokritos	Member
Ms. Evmorfia Fereos	Member
Ms. Despo Frederickou	Member
Mr. Christos Mavrellis	Member
Mr. Takis Neophytou	Member
Mr. Angelos Nicolaidis	Member
Mr. Costas Pandehis	Member
Mr. Michalis Sarris	Member
Mr. Costas Tambourlas	Member
Mr. Tassos Televantides	Member

Under Article 12 (2)

Metropolitan of Tamassos & Orini, His Eminence Isaias Consultant

Under Article 12 (1) (c)

Ms. Marina Demades	President Nicosia Branch
Ms. Niki Hadjitsangari	President Limassol Branch (until November 2021) and thereafter Ms Olivia Papadaki.
Ms. Kika Konia	President Famagusta Branch (until November 2021) and thereafter Ms Emilia Vourka.
Ms. Aliko Neokleous	President Larnaca Branch (until November 2021) and thereafter Ms Lito Efstathiou.
Ms. Anna Christodoulidou	President Paphos Branch (until November 2021) and thereafter Ms Maria Korakides
Ms. Maroulla Angelides	President Kyrenia Branch (until November 2021) and thereafter Ms Maro Hadjistephanou.
Ms. Antri Georgiou-Gavriel	President Polis Chrysochous Branch
Ms. Vanessa Kyprianou	President Central Committee Youth Section
Ms. Lena Protopapa	Treasurer Nicosia Branch
Ms. Toula Charalambous	Treasurer Limassol Branch (until November 2021) and thereafter Ms Elena Potamitou
Ms. Emilia Vourka	Treasurer Famagusta Branch (until November 2021) and thereafter Ms Polymnia Glykeriou
Ms. Lenia Karapataki	Treasurer Larnaca Branch (until November 2021) and thereafter Ms Maria Theofilou
Ms. Efi Kannaourou	Treasurer Paphos Branch (until November 2021) and thereafter Ms Christiana Ataliotou
Ms. Evanthia Papasavva	Treasurer Kyrenia Branch (until November 2021) and thereafter Ms Maria Loizi



Ms. Maria Avraam Treasurer Polis Chrysochous Branch and thereafter Ms Simoni Symeou
Mr. Antonis Melas Treasurer, Central Committee Youth Section

Under Article 12 (4)

Director General Ms Christina Kapartis participates in an advisory capacity, but without voting powers.

Members of the Executive Committee in 2020-2021

Under Article 13 (1) (a)

President Ms. Fotini Papadopoulou
First Vice President Ms. Leda Koursoumba

Under Article 13 (1) (b)

Treasurer Mr. Dinos Christofides

Under Article 13 (1) (c)

The Representative of the Branch Committees - Ms. Niki Hadjitsangari-President of Limassol Branch (until November 2021) and thereafter Ms Olivia Papadaki.

Under Article 13 (2)

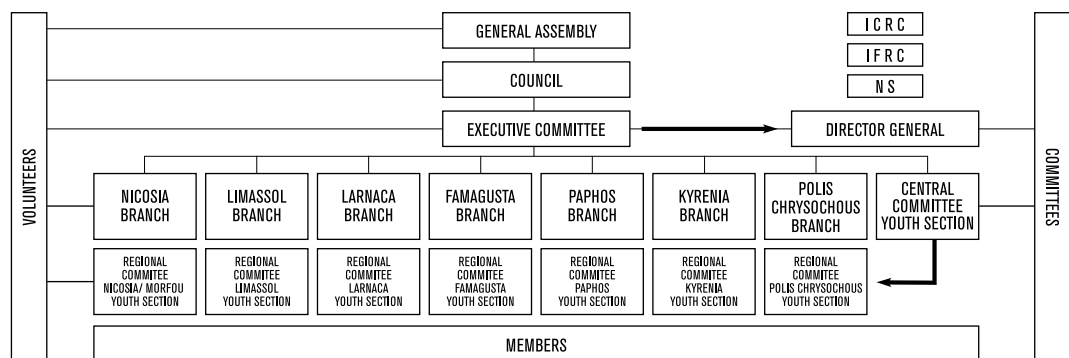
Director General Ms. Christina Kapartis participates in an advisory capacity,
but without voting powers.

ORGANIZATIONAL CHART

The main governing bodies of the CRCS are the General Assembly, the Council and the Executive Committee.

The CRCS has seven (7) Branches: Nicosia, Limassol, Famagusta, Larnaca, Paphos, Kyrenia and Polis Chrysochous, one (1) Local Unit: Kokkinochoria and Youth Section, which is composed of the Central Committee and five (5) Regional Youth Section Committees: Nicosia/ Morfou/ Kyrenia, Limassol, Famagusta, Larnaca and Paphos.

In 2020, the CRCS employed 41 staff members (full, part-time or on project basis) with 2,178 volunteers, while in 2021 it had 39 staff members (full, part-time or on project basis) and 2,134 volunteers.



SERVICES AND PROJECTS



CRCs CHILDREN THERAPY CENTRE "STELLA SOULIOTI"

The CRCs Children Therapy Centre "Stella Soulioti" (formerly known as 'Home for Sick Children') was founded in 1957, in Kyrenia, to serve children with severe disabilities. It currently, operates in Limassol, as a modern high-level outpatient day care therapy centre.

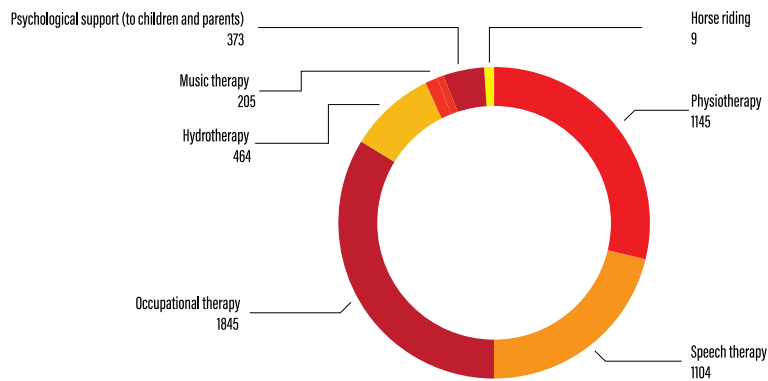
Services offered

The Centre serves more than 100 children and young adults up to 22 years old, with severe physical disabilities and other developmental problems. The Centre offers a wide range of therapies under one roof, providing mobility solutions for the children's comfort and medical and nursing care in a family friendly atmosphere.

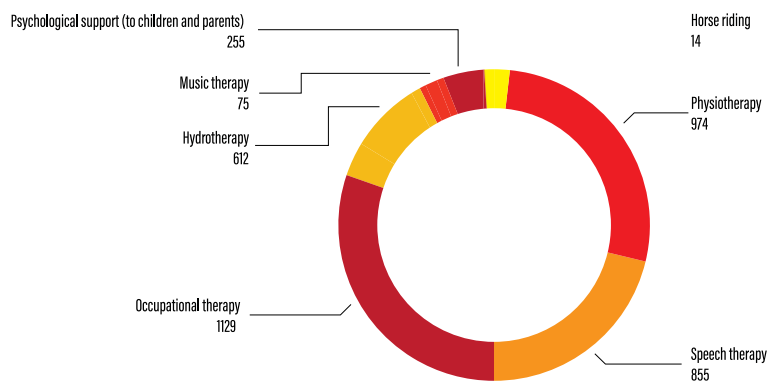
Early in the Covid-19 pandemic, the Centre had experienced many therapy sessions cancellations.


The Centre while implementing all the appropriate protective measures offered the following number of therapies, in years 2020 and 2021:

Year 2020



Year 2021





Moreover, a specialised Paediatrician supervised the general healthcare of the children and cooperated closely with the Limassol General Hospital and other external health specialists. The Children Therapy Center 'Stella Soulioti', to this day, continues its efforts towards constantly upgrading the services offered, with the ultimate goal being to provide the best possible environment to the children undergoing treatment in the Centre.

Collaborations

The Centre still hosts the Special School for Children with Disabilities, operating under the responsibility of the Ministry of Education and Culture, within its premises. In addition, it also accommodates the 'ELPIDA Day Care Centre' for adults with severe disabilities, operating, under the responsibility of the 'Theotocos Foundation'. Furthermore, it works closely with the Ministry of Health and the Limassol General Hospital to provide orthopaedic, neurological and other treatments on a regular and ad hoc basis.

Treatments

In 2020 and 2021, due to the COVID-19 pandemic, no neurotoxin treatments (Botulinum toxin-commonly known as, BOTOX) were planned.

Operational Costs

The Centre is supported by the Anastasios G. Leventis Foundation, the CRCS Units (25 per cent of their proceeds coming from the Pancyprian Fundraising Campaign), members and volunteers, donors, other sensitised individuals and the public, who cover the major portion of the financial requirements for its operation. The Government of the Republic of Cyprus, through the Ministry of Health also supports the Centre through annual funding, covering approximately 30 per cent of the Centre's operational costs.

Vision

The CRCS's vision is to see the Centre operating at its full capacity, working on a 24-hour basis, instead of a day-care centre. The next renovation phase will include the creation of a hosting unit, where children undergoing treatment and the persons accompanying them, could be accommodated. The new unit will be housed in the old Nurses Home building - a separate building next to the Children Therapy Centre.

Contact Details

Cyprus Red Cross Society Children Therapy Centre "Stella Soulioti"
Korivou street, Kampos Polemidia, 3113 Limassol, Cyprus
P.O. Box 55263, 3820 Limassol, Cyprus.

T.: +357 25 334 024, F: +357 25 333 466

E: home@redcross.org.cy

DISASTER PREPAREDNESS AND MANAGEMENT



The CRCS, in its role as an auxiliary body to the public authorities on humanitarian issues, works in close cooperation with the Government. It participates in national disaster, emergency and preparedness exercises. Depending on the nature of the disaster or emergency, the CRCS cooperates with one or more of the following Governmental Departments and Services:

- Ministry of the Interior: Civil Defence (continuous collaboration), Police, and the Fire Brigade;
- Ministry of Foreign Affairs: for emergencies involving arrivals of third country nationals, migrants, refugees, etc; and,
- Ministry of Health: for pandemics and other health related emergencies.

Due to Covid-19 pandemic, no exercises were organised, during this period (2020-2021).

Preparedness and Management of Covid-19 pandemic

In the course of the Covid-19 pandemic, adhering to health protocols, the CRCS Headquarters supplied all Units, staff and active volunteers with protective equipment and materials, such as disposable masks, antiseptics, gloves, face shield, thermometers, disposable medical uniforms, medical caps, shoe covers, high level surface disinfectants and ozone devices.

FIRST RESPONDERS

Training

As part of the continuous training of the First Responders Team, one workshop and one field training were held, as follows:

Workshop

A two-part workshop was held on 10 and 24 October 2020 in Nicosia and Troodos area, respectively, abiding to all the protective measures.

The workshop included the following aspects:

- Training in Advanced First Aid;
- Goal and purpose of providing initial treatment in case of injury or illness and to maintain life and minimize the consequences;
- Actions taken in case of emergency

Training

A training course was held from 10 June to 24 July 2021 in Nicosia area.

The 30-hour training included the following subjects:

- Training in Advance First Aid;
- Goal and purpose of providing initial treatment in case of injury or illness and to maintain life and minimize the consequences;
- Actions taken in case of emergency.

Response

Year 2020

- Participation in the "Emergency Service for the support of the elderly and vulnerable groups" providing food, medicines and other basic necessities.
- Participation and provision of services to the initiative of the Cyprus Commissioner for Volunteering and Non-Governmental Organizations relating to the mobile crews for servicing vulnerable people, as a result of the Covid-19 pandemic.

Year 2021

- Response missions to seven (7) villages in Larnaca and Limassol districts due to fires.
- Participation in the "Emergency Service for the support of the elderly and vulnerable groups" providing food, medicines and other basic necessities.
- Participation in the mobile crews organised by the office of the Commissioner for Volunteering and Non-Governmental Organizations, that helped vulnerable people to obtain basic items due to Covid-19 pandemic.



FIRST AID



Courses and Training

CRCS is an officially recognised 'First Aid Training at Work' provider; certified and licensed by the Department of Labour Inspection of the Ministry of Labour and Social Insurance, offering the following two training programmes:

- First Aid at Work – Emergency Incidents (six- hour course), and
- First Aid at Work (18-hour course).

In addition, CRCS offers the following course:

- Automated External Defibrillator (AED) – (six hours).

Early in the pandemic, the CRCS experienced a number of cancellations, as businesses and organisations were temporarily suspending their operations or had restricted access to the public.

During 2020, the CRCS trained 332 people (198 male and 134 female), whilst in 2021, the CRCS trained 955 people (528 male and 427 female).

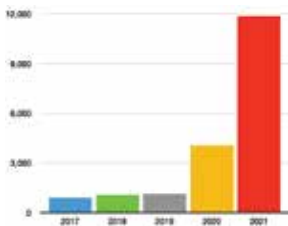
European First Aid Certificate

Since 2018, the CRCS First Aid courses are officially accredited by the Global First Aid Reference Centre in Paris, by being granted the European First Aid Certificate.

MIGRATION

Since 2019, the number of migrants arriving in Cyprus was dramatically increasing, hitting an all-time record high in 2021, as seen below in Figure 1. For the last three years, Cyprus holds the first place, when it comes to the per capita number of receiving asylum applicants, among the other EU member states. The latest data indicate a 4.5% percentage of migrant population arriving, which represents the highest percentage in the EU, way over the capacity limit, set as a maximum by the EU (2%). Up until October 2021, there were three Centres, operated by the Government, relating to migrants (the Reception Centre 'Pournara' in Kokkinotrimithia/ Nicosia, the Accommodation Centre in Kofinou/ Larnaca and the Detention Centre in Menogeia/ Larnaca). In response to the high numbers of migrants reaching Cyprus, the Ministry of Interior set up a new closed-type of "Accommodation" Centre at Limnes area (close to the Menogeia Detention Centre). The Centre is currently used as an emergency quarantine transfer area for migrants that are contacts to cases tested positive to Covid-19 inside the Pournara Centre.

Funding from the Disaster Relief Emergency Fund (DREF) of the International Federation of Red Cross and Red Crescent Societies (IFRC) In response to the continued migrant inflow, the CRCS sought the assistance of the IFRC Europe Regional Office in Budapest, Hungary, in order to apply for funding from the Disaster Relief Emergency Fund (DREF). On 31 March 2020, the Disaster Relief Emergency Fund (DREF) Project, "DREF I" ended. Through this project, funded by the IFRC, the CRCS provided its services to 2,049 migrants. The CRCS requested further funding from DREF, in the row. Thus, the "DREF II" programme was attached to the Regional Emergency Action Plan of Europe for Covid-19. It lasted from May 2020 to August 2021 with a budget of EUR 214,814,00. With the active participation of the Branches in the project, the CRCS reached 30,459 beneficiaries throughout Cyprus, of which about 50% were migrants. When the project ended, CRCS asked for a third funding from the IFRC. In June 2021, the "DREF III" was initiated, with a new budget of EUR 205,285,36 covering the needs of newly arrived immigrants in humanitarian items, hygiene and medicine. The programme is to be completed in January 2022 and expected to have serviced about 9,000 newly arrived migrants.



Funding from the Swiss Confederation – State Secretariat for Migration (SEM)

On 29 April 2020, CRCS applied for the "COVID-19 Fund for the support of Asylum Seekers, Refugees and other Vulnerable Groups". The project was funded by the Swiss Confederation – State Secretariat for Migration (SEM), amounting to EUR 90,786,00 and ended on 31 August 2020. The project's target population was 1,800 migrants initially; however, the CRCS was able to reach a total number of 2,040 migrants. Through this programme, the CRCS prepared and distributed the "COVID-19 Hygiene Kits" to migrants at the Centres and CRCS Branches. It included the procurement of clothing for newly arrived migrants, and supported the CRCS "Emergency Service for the support for the elderly and vulnerable groups" programme.

Funding from Cyprus Government

The Government of Cyprus granted EUR 100,000,00 to the CRCS, to cover the needs of the migrants at the First Reception Centre (FRC) "Pournara" in Kokkinotrimithia for the years 2020 and 2021.

Other sources of funding

In December 2020 and December 2021, the Norwegian Red Cross - Hordaland Branch donated a total of EUR 47,500,00 (EUR 12,500,00 and EUR 35,000,00) to CRCS to support migrants. In December 2021, the CRCS also received a further donation of EUR 8,000,00 from the Swiss Embassy in Cyprus, for the purchase of clothing for 584 migrants, residing at the FRC "Pournara". Moreover, through the sponsorship of the Anastasios G. Leventis Foundation, the CRCS covered the needs in medication, school supplies, clothing, towels, shoes, optics, toys, hygiene items and baby food for migrants, at all Centres. Through the sponsorship of Loula Iosifidis bequest, the CRCS covered several additional needs for migrants.



Field activities

As a consequence of the above-mentioned sponsorships and funding, the CRCS was able to continue and reinforce its migration-related activities throughout 2021, which were:

- Provision of humanitarian aid (hygiene kits, clothing, foot-wear) and coverage of costs of medicines that were not available at public hospitals or for migrants, not yet registered in the General Healthcare System (GHS).
- Provision of humanitarian aid especially to pregnant women and new-born babies (special packages).
- Provision of additional items to babies, children and other special groups.
- Covering for the cost of optical aids.
- Psychosocial Support services for the migrants at the Menogeia Detention Centre. (read more in section "Psychosocial Support" of this report).
- Restoring Family Links services are offered at migrant Centres when a need is identified.

Beneficiaries served per Centre, with hygiene kits, clothes and medicines

CENTRE	2020	2021
KRC Kofinou	589	1,587
FRC "Pournara", Kokkinotrimithia	8,459	17,477
Limnes Accommodation Centre	0	15
Detention Centre in Menogeia	49	25
TOTAL	9,097	19,104

Financial Information

Spent Funds (€) per Category of Donation

DONOR	2020	2021
IFRC	83.398,46	196.253,26
Cyprus Government	59.280,98	21.224,03
Other Governmental Institutions (non-Cypriot)	90.131,13	9.255,54
Other National Societies	12.366,74	674,02
Other sources	33.382,96	79.654,15
TOTAL	234.598,52	302.172,03

Outreach

In 2020, the CRCS performed consecutive meetings with the most active 'actors' on migration issues, including state officials. Specifically, a series of meetings took place with the Director of the managing company of the two above-mentioned Centres (Kokkinotrimithia and Kofinou), in order to lay out a common plan of action, due to the Covid-19 pandemic restrictions. Moreover, there was a meeting with the Head of the Advisory Committee for the Integration of Migrants (Civil Registry and Migration Department), in order to explore ways for CRCS to be involved in existing or future 'migrants' integration schemes, in Cyprus. A meeting with the Director of the Multipurpose Centre of the Municipality of Nicosia took place for the same reason, as well.

PSYCHOSOCIAL SUPPORT

During 2020 and 2021, the Psychosocial Support (PSS) staff and trained volunteers were involved in various projects that aimed to address the psychosocial needs of vulnerable people, in Cyprus. Specifically, the PSS volunteers continued to provide their services at the Reception and Accommodation Centre for Applicants of International Protection in Kofinou, as well as to the Detention Centre in Menoyeia. Additionally, the PSS Office responded to the Covid-19 pandemic by adjusting and creating psycho-educational material related to the pandemic, as well as developing new psychosocial support programmes, in order to assist the most vulnerable, under these circumstances.

Continuous activities:

- **Psychotherapy Service - Therapy Room:**
During the years 2020 and 2021, the Psychotherapy Service received five (5) referrals by the CRCS Nicosia Branch (three men and two women). It is important to note that this service was temporarily suspended for an extended period of time, for nine months and four months, in 2020 and 2021 respectively, due to the Covid-19 pandemic. It is worth-noting that, the PSS Service also managed to complete all the necessary procedures which allowed the recognition of the Psychotherapy Service-Therapy room, by the Government Social Welfare Services, as an official Centre for the provision of Counselling Services. With these credentials in hand, the PSS Officers can now communicate with the Governmental Social Workers, in order to establish an official network of referrals, allowing the Centre to increase its outreach further into the civil society - the procedure still being under review by the Social Welfare Services.
- **Mobile Application: 'Refugee Buddy':** Provision of information to newly arrived migrants in Cyprus.
- **Psychosocial Support Emergency Bag:** The bags are used during an emergency in order to calm, inform and provide basic assistance to people in distress.

Field activities: Provision of services to Migrants

Psychosocial Support Services - Menoyia Detention Centre	2020	2021
Visits	21	10
Provision of services	143 migrants	39 migrants

Psychosocial Support Services

Reception and Accommodation Centre for Applicants of International Protection:	2020	2021
Visits	20	8
Provision of services	151 migrants	140 migrants

Educational activities

Psychological First Aid:

During 2020, the PSS Office completed four (4) training sessions to CRCS staff and volunteers and another four (4) in 2021. Concomitantly, the Office translated and printed an introductory booklet (from English to Greek - see link below), which was published by the IFRC Reference Centre in Copenhagen, in order to be used as supportive and informative material, during the training of volunteers. The booklet has acquired its own ISBN number and has been submitted to the Cyprus Library in order to allow the CRCS to sell it, and to cover the printing cost of the Book. Currently, the Office printed 500 copies of the above-mentioned booklet, which were to be used for training purposes during 2021. The Booklet has also been submitted to the Reference Centre of the IFRC and is now available for everyone who wish to access it <https://pscentre.org/?resource=pfa-a-short-introduction-greek>.

Psychological Support - Coping with Trauma:

The leaflet provides basic information on what a psychological trauma is after a crisis and how the general public can recognise the signs that psychological trauma when present. The PSS Office scheduled yet another translation of this material, in 2021.

Activity Book - Play and Learn with Linos and Flora:

The project started in 2020, as a 'stand-alone' project (activity book) under the PSS Service; developed because of the emerging need for a PSS tool that could be used by children (in more than one language) in any setting. The project was inspired by an activity book of the Swedish Red Cross. This book is a multi-lingual book using four (4) different languages: Greek, English, French and Arabic. It was created with the assistance of volunteers (teachers, academics and translators) and students of the Media Department of the UCLan University (University of Central Lancashire), during their Practicum. The students prepared a detailed action plan (fully structured) authorised by the Psychosocial Support Office and their Academic Supervisor, allowing everyone to work under specific time-frame (for this activity, the PSS Service used its existing Memorandum of Understanding between the CRCS and the UCLan University). The Activity Book has been registered to the Cyprus Library and it has its own ISBN number allowing the CRCS either to provide it for free to those in need or sell it in Bookstores, book fairs and schools, in order to generate income that would allow to cover the printing cost of the book. The PSS Office already printed 100 copies of this activity book and was planning to train volunteers within the first two months of 2020 with a view to train/teach adults who reside at the Reception and Accommodation Centre in Kofinou, to educate their children. The Office also applied to the Ministry of Education for its authorisation and approval (2020), allowing for the book to be used within the school environment. The official approval was conveyed to CRCS in November 2021.



Trainings provided to CRCS Staff, Volunteers and other Organisations

The PSS Officers provided a series of training sessions throughout 2020, a total of 33 on the following subjects: Psychological First Aid, Training on Psychosocial Support Activities, Stress and Coping, Community Based Psychosocial Support.

Homecare Programme for Vulnerable People

This programme is funded by the Hordaland Branch of the Norwegian Red Cross. It consists of two main pillars of action:

- Pillar 1: Visits to communal Rest Homes, and;
- Pillar 2: Home Visits (visits in houses of vulnerable people in the communities).

All actions of the Homecare Programme were suspended due to the Government imposing restrictive measures on movement during the Covid-19 pandemic. During 2020, only 16 reach-outs were conducted. Each reach-out stands for a visit at a rest-home or a home visit. In discussion with the Hordaland Branch of the Norwegian Red Cross, a new activity was designed, the Let's Talk Service, as shown below.

Activities during Covid-19

Let's Talk Service:

This Service was developed in response to the Covid-19 pandemic outbreak and with the consent of Hordaland Branch. The purpose of the Service was to offer companionship and minimise the feeling of loneliness or isolation of the elder population during this period (Covid-19 pandemic) and was offered in a pancyprian basis. Each beneficiary of the Service had a scheduled phone conversation with a trained volunteer once or twice a week (phone call conversation can last up to 30 to 35 minutes). The basic phone line operator was a licensed Clinical Psychologist. The operator after the initial screening process evaluated



each beneficiary to see if the beneficiary was eligible for the programme, as set by the inclusion criteria. If the inclusion criteria are not met by a potential beneficiary (even though the person may be in a crisis state), the operator (clinical psychologist) tries to calm the person down, and consult him/her as to which other services are available, to be referred. The Let's Talk training is a two-hour training specifically designed by the PSS Officers to introduce volunteers to the concept and the aims of the Service, the regulations and structure, confidentiality issues, code of conduct and to familiarize them with all the basic skills required to provide psychosocial support to the beneficiaries of the Service.

From the beginning of the Service (May 2020) until the end of 2021, the Service had the following results:

Let's Talk Service results	2020	2021	TOTAL
Total Calls Received	160	183	343
Beneficiaries enrolled	26	19	45
Volunteers Enrolled	20	20	40
Debriefing Sessions	33	80	113
Training Sessions	13	11	24
Total Reach outs	332	996	1328

Activity Cards for Children:

The Activity Cards were originally developed by the Reference Centre of the IFRC and World Vision, as part of their "Activity Catalogue for Child Friendly Spaces in Humanitarian Settings". These were designed especially for children who were in lockdown or had limited access to schools and other recreational programmes. The activity cards were designed to help children to have fun, learn ways to be emotionally healthy, and to practice new skills. All of the cards can be used individually or with a small group of two to three people at home or in any suitable place. Cards are available in eight languages: Arabic, English, Farsi, French, Norwegian, Somali, Spanish and Tigrinya; the PSS Office also translated these cards into Greek language (2021) and uploaded and available at https://pscentre.org/?resource=child-friendly-activity-cards&wpv_search=true&selected=single-resource

Psychological Coping during a Disease Outbreak for families, friends, colleagues of those in quarantine or self-isolation

These mental health and psychosocial support messages were developed jointly by the Japanese Red Cross Society and the Hong Kong Red Cross - designed for families, friends, and colleagues of those in quarantine or self-isolation, during 2020. The PSS Office translated the material into the Greek language (which was provided by the Reference Centre of the IFRC) and printed 300 copies of this material.

Mental Health and Psychosocial Support during disease outbreak - The Elderly

The mental health and psychosocial support messages were developed by the Hong Kong Red Cross for the elderly and for the people with chronic conditions, during disease outbreak (material provided by the Reference Centre of the IFRC). The PSS Office also translated this material into the Greek language and printed 300 copies, available for distribution in Cyprus.

RESTORING FAMILY LINKS

Every year, thousands of family members are separated due to conflicts, disasters and/or migration. People suffer terribly when they lose contact with their loved ones, especially when they do not know where they are or whether they are safe or even alive. The ICRC and the National Societies of Red Cross and Red Crescent, work together around the world, to locate people and to put them back into contact with their relatives. Tracing activities may extend well beyond the end of a conflict or a natural disaster. The CRCS participates in this activity by helping to restore family contacts. The Restoring Family Links (RFL) services are funded by the ICRC, which also provides training, knowledge-sharing, materials, problem-solving etc.

Support for the Enclaved

According to the records obtained by the United Nations, as from 31 December 2020, 368 persons (308 Greek Cypriots and 60 Maronites) live in the Karpasia peninsula and the Maronite villages of Kyrenia District, in the occupied part of the island. The enclaved, when visiting the government-controlled areas of the Republic of Cyprus, receive support from the CRCS in various forms. Specifically, with the assistance of the United Nations Force in Cyprus (UNFICYP), the CRCS organises weekly dispatches to the occupied areas, addressing the needs of the enclaved. These include, among others, medicines and medical and mobility appliances such as oxygen bottles and visual aids, as well as wheelchairs and other walking aids, respectively. During the visits of the enclaved to the government-controlled areas, the CRCS covers all their needs, such as meals, transportation and hospital care. Through this programme, 90 individuals were transported on CRCS vehicles from the Ledra Palace check point to destinations all over Cyprus. Moreover, through this programme, in 2021, 28 individuals were transported on CRCS vehicles from the Agios Dometios check point, facilitating their access to public services, hospitals and relatives, and providing food to those visiting the CRCS premises in Nicosia.



Services during Covid-19 pandemic

During the first lockdown (24/3/2020 - 31/5/2020), the Office of the Presidential Commissioner requested the CRCS to assist the Government with the provision of medicines, oxygen bottles etc for also the Turkish Cypriots residing in the non-government controlled areas. With the assistance of the UNFICYP, this action was carried out very successful on a weekly basis. This was reflected in the Report of the UN Secretary General to the Security Council on the United Nations operation in Cyprus (S/2020/682, 10 July 2020), which stated:

“Despite the challenges posed by the pandemic, UNFICYP, in cooperation with the Cyprus Red Cross Society, managed a large number of requests from authorities on both sides of the island to facilitate access for Cypriots to essential services. Most of the requests were accepted by the other side, putting politics aside in favour of addressing humanitarian needs. The requests included the crossing of 27 Turkish Cypriots to the south to receive essential medical treatment, often several times per month, and the weekly delivery to Turkish Cypriots, and Greek Cypriots and Maronites who live in the north, of essential medicine that can only be obtained in the south.” (Paragraph 36). This is the first time that a reference was made by the Secretary General of the UN to the Cyprus Red Cross Society. This indicates recognition of the CRCS as the National Society, which aptly demonstrated its readiness to provide assistance, even to the occupied areas, if allowed and/or assisted by the United Nations.



The Report was forwarded to:

- The Minister of Foreign Affairs and the Permanent Mission of the Republic of Cyprus in Geneva;
- The ICRC;
- The IFRC: President, Vice-President for Europe region, Secretary General;
- The Chair of the Standing Commission;
- The Regional Office of Europe;
- The Red Cross EU Office;
- The Members of the RC EU Office, and;
- The Small European National Societies (SENS) Group.

Ambulances for the Occupied Areas with the CRCS Emblem

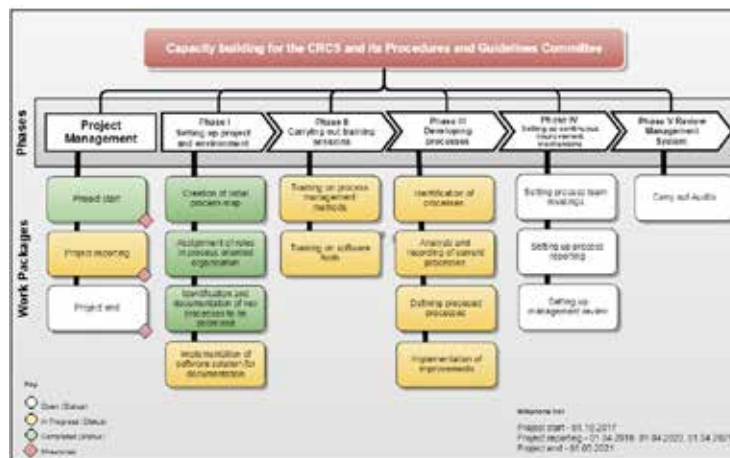
In fulfilling its mission as an auxiliary body to the public sector, the CRCS helped with the implementation of an agreement between the leaders of the two communities regarding the uninhibited movement of ambulances from and to the occupied areas. Since May 2009, ambulances carrying the insignia of the Ministry of Health and the CRCS emblem, are allowed to freely move between the occupied and the free areas of the island, transporting sick or injured Greek and Turkish Cypriots. In 2020 and 2021, ten (10) ambulances were used for the transportation purposes. The necessary arrangements for and the cost of the insurance coverage of the ambulance vehicles were undertaken by the CRCS.

Post Mortem Transfers to the Occupied Part

Pursuant to a decision taken in 2013, regarding the arrangements for the post-mortem transfers to the occupied part of Cyprus, the Humanitarian Affairs Services of the Government, in cooperation with the UNFICYP and the CRCS, monitors the crossing of the hearse and undertakes the funeral arrangements.

PROCESS MANAGEMENT PROJECT

This three-year project (2018-2021), funded by the Austrian Red Cross-Vienna Branch was basically designed to record all processes operating across the CRCS (see Figure 1). The objective of the Project undertaken was to document all processes pertaining to existing programmes and by extrapolation to increase the effectiveness, the quality and output of the CRCS services, provided to its beneficiaries.



The underlying aim was to harmonise processes within the National Society (NS), identifying potential omissions (or not best practices) and rectifying these accordingly, as well as to instigating potential improvements. During the first two years, all processes operable within the existing offices of the CRCS Headquarters were identified and categorised, into the appropriate process groups and processes (primary, secondary and tertiary). This categorisation was carried out, in accordance to the universally accepted and recognised definitions, principles and 'norms' of Process Management (cited: Gareis, R. & Stummer, M.: Processes & Projects, 2008; p:53). During this period (two years 2018-2020) all existing documents were revised and any new documents were developed (various checklists, new roles and/or work instructions). Furthermore, new spaces were created to house processes (identified, recorded and analysed) that were diffusely found (fragmented) in the various existing departments (and carried out by non-specified personnel). This defragmentation was deemed necessary, as any similar processes were revised and subsequently 'transformed' to 'universal' ones. It is worth-noting that during the practical implementation of a particular process, any difficulties or omissions, were also noted and dealt with accordingly, for example the development of the 'Pending Matters' page for tracking down work progress. In the course of the year 2020, the CRCS Headquarters staff members, began to get familiarised with the 'Confluence' platform, specifically with regard to the 'Pending Matters' feature, through the organisation of practical workshops.

It should be stressed that the Covid-19 outbreak in 2020, halted the momentum of the project. However, despite the delays and shortcomings that the pandemic imposed on all of us, 90% of the CRCS Headquarters' processes were recorded. During the last part of 2020 and early 2021, the focus converged into categorising and recording (and homogenising of relevant documents, in accordance to GDPR guidelines) of all the processes that were operable at the branch level. This continued throughout 2021, as the working 'tools' (meeting with process owners at the Branch level) were reduced to zooming sessions, due to all the restrictions enforced. The beginning of 2022 would earmark the start of Phase IV, which would entail an extensive educational programme encompassing a series of training online sessions on familiarising all CRCS employees and active volunteers alike on the processes of their particular interests, as well as the implementation of a reporting system.

The CRCS expresses its gratitude and deep appreciation to the Austrian Red Cross - Vienna Branch for their continuous support and guidance, for their knowledge sharing, for their devotion to this difficult project and for their love for excellence.

BRANCH ACTIVITIES

CRCS has seven (7) Branches:

1. Nicosia Branch;
2. Limassol Branch;
3. Famagusta Branch;
4. Larnaca Branch;
5. Paphos Branch;
6. Kyrenia Branch and;
7. Polis Chrysochous Branch.

CRCS has one (1) Local Unit:

1. Kokkinochoria Local Unit, under Famagusta Branch.

The common activities of the Branches and the Local Unit are described in this “Branch Activities” section, whilst, their special activities are described in a separate section dedicated to each Branch and Local Unit. During the years 2020 and 2021, most of the services and activities, were modified, temporarily suspended or even cancelled due to the Covid-19 pandemic. During this global health crisis, solidarity among all Units of the CRCS proved to be vital and necessary. Both, cooperation and coordination were strengthened which these led to providing timely and effective responses to affected population.

“Emergency Service for the Support of the Third Age People and Vulnerable Groups” / Social Welfare Programme

The Branches, with mainly the help of their volunteers, members, and staff, focused their efforts in assisting the most vulnerable people, in Cyprus. All the Branches actively participated in the “Emergency Service for the Support of the Third Age People and Vulnerable Groups” (read more in section “First Vice President Address” of this report). The Social Welfare Programme of the Branches that was in place was further strengthened. Even the Branches that did not operate this Programme *per se*, received support from the CRCS Headquarters and/or other Branches. Specifically, the Kyrenia Branch supported the Social Welfare Programme of the Nicosia Branch and assisted in the promotion of the newly introduced service called ‘Let’s talk’ (read more in section “Psychosocial Support” of this report). The Youth Section also distributed love packages during the Easter and Christmas periods (as part of their Social Welfare Programme). The number of love packages and coupons distributed during the Easter and Christmas periods by all the Units was 4.119 for 2020 and 4.598 for 2021, respectively. Warm thanks are extended to donors, as well as to the many CRCS members, volunteers and staff, who had worked diligently for many days, in order to prepare and ensure the timely delivery of the humanitarian aid.

Table: Provision of in-kind humanitarian assistance per Unit for the years 2020-2021

Unit	Requests
Headquarters	390
Nicosia Branch	6.058
Limassol Branch	3.897
Famagusta Branch	2.367
Larnaca Branch	2.765
Paphos Branch	3.257
Kyrenia Branch	664
Polis Chrysochous Branch	751
Youth Section	3.108
Total	23.257





For the period from 19 March 2020 until 31 December 2021, the CRCS responded to **23.257** requests providing in kind humanitarian assistance to more than **77.000** people.

Humanitarian and financial assistance

In special cases, further assistance for the purchase of medicines was secured by the Branches and offered to individuals in need. Specifically, in many cases, financial assistance was also provided to students to cover their tuition fees and other expenses. The Branches also contributed to the appeals of the Movement to alleviate the suffering of victims of various disasters.

Home visit scheme

Due to the Covid-19 pandemic and the restrictive measures imposed, this activity ran under the "Emergency Service for the Support of the Third Age People and Vulnerable Groups" / Social Welfare Programme, home delivering items to vulnerable people.

Wheelchair and Mobility Appliances' Scheme

Through this scheme, wheelchairs were provided on a short-term lease to the public, at a very low cost. Provision of wheelchairs to vulnerable and disabled individuals was offered free-of-charge.

Fundraising Activities and other Events

Due to the pandemic, many fundraising activities had to be cancelled or postponed. Some Branches organised online fundraising activities during 2020, while carried out a limited number of fundraising events in 2021. The main Pancyprian Fundraising Campaign was cancelled in 2020, while in 2021 it was scheduled with some limitations. Other sources of income included the collection of membership fees, donations received from individuals and companies, as well as donations received in memory.

New Branch Committees

All the Branches (except the Polis Chrysochous Branch) held their Annual General Meetings, during November 2021. Their new Committees were elected for a four-year term (2021-2025).

NICOSIA BRANCH



The advent of the Covid-19 pandemic in 2020 and its propagation over 2021, presented the Nicosia Branch with a great challenge; from delivering much needed oxygen cylinders, to providing social welfare services, to transporting people with disability, to distributing humanitarian and mobility aids (such as dry food, hot meals, clothes, hygiene kits and wheelchairs, hospital beds etc, respectively), to delivering food and relief items in the aftermath of deadly wildfires. Furthermore, the Nicosia Branch also assisted other Branches (Famagusta, Larnaca, Paphos and Polis Chrysochous) by distributing humanitarian aid (dry food etc) upon their request. In a few cases, the Nicosia Branch covered the needs of vulnerable people in other districts upon the request of other Branches.

Social Welfare Programme

Since September 2014, the year when the Social Welfare Programme was first implemented, the Branch was constantly exerting an effort to upgrade this programme, with a view to making this service more effective (by verifying the socioeconomic status of beneficiaries). However, as a result of the Covid-19 pandemic, the normal home visits were postponed. Therefore, the customary initial *in situ* needs' assessment was carried out over the telephone and were replaced by basic needs goods' delivery (dry food, cleansers, medicine, wheelchair etc). Delivered goods were left outside of the beneficiaries' residences, without CRCS staff and volunteers coming into contact with the beneficiaries, thus minimising the risks of Covid-19 virus transmission. Under this scheme, during 2020, 1,011 families were assisted, with 2,135 bags of dry foodstuff that had been prepared and offered, while in 2021, 1,243 families were assisted with 2,192 bags of dry foodstuff.

Alleviating Hunger in Nicosia "One Sandwich at A Time"

Since 2019, the Branch partnered with Caritas Cyprus, to provide on-the-go meals to several needy beneficiaries, once a week. This small programme "One Sandwich at A Time" targeted those who had not been able to access government benefits and had very few, if any resources to cook for themselves and in some cases for their families. As part of "One Sandwich at A Time", volunteers of the Branch were preparing and delivering 50 (wrapped) sandwiches to the Caritas Nicosia Migrant Centre, every Thursday after 12pm, for a pilot period of three (3) months, totalling 900 sandwiches. Stemming from this mutually beneficial venture, between the two organizations, they signed a new agreement to extend this collaboration for yet another six months. Up until April 2020, 250 sandwiches were prepared and offered. However, due to the more restrictive measures imposed (as the pandemic was progressing) by the government, the programme was temporarily suspended until July 2020, but this time the sandwiches were replaced with portions of cooked food; From July until the end of the programme in December 2020, 490 portions of cooked food were delivered to Caritas Cyprus.

Workshop: Managing Stress and Emotional Wellbeing

Through the assessment of needs of the beneficiaries, it had become obvious that there was a need to organise a workshop in order to train beneficiaries on how to cope with stress and to safeguard their emotional wellbeing, based on concepts from human behaviour, neuroscience and holistic approach research. The aim of this 'approach' was to help beneficiaries break the 'mould' of stress in their life, resulting in a balanced lifestyle, with time for work, relationships, relaxation, fun, resilience to hold up under pressure and to meet challenges head on.

The pilot phase was initiated during 2019 and included 49 workshops with 1,284 participants; the results had been very positive. Up to March 2020, 320 beneficiaries 'profited' from this initiative. Thereafter, the programme was suspended, due to the Covid-19 pandemic restrictive measures.

'Moirazome' programme

Operating since 2013, the programme aims to support families and individuals who suffered from the consequences of the financial crisis that hit Cyprus. Through the programme 'Moirazome' (from the greek word meaning 'Sharing'), whereby the





Leventis Gallery restaurant and Volunteers of the Branch initiated this programme by offering cooked meals; 8,188 cooked meals were offered to 178 families, in the course of these years. From January 2020 to March 2020, 100 volunteers were preparing and cooking the meals for the programme, covering the needs of 178 families. From April 2020 onwards, the Leventis Gallery Restaurant contributed with 180 portions per week for the programme. It is worth-noting that in January 2021, the Branch inaugurated its kitchen, acquiring a full operational status, which abides fully to health and safety professional standards; on a weekly basis, Branch Volunteers prepare and cook 230 hot meals (chicken, roasted beef, pasta, vegetables etc) that are offered to 47 families, as well as to other collaborating organisations/ services in the community, such as the Nicosia Municipal Multifunctional Foundation, the Association for the Prevention and Handling of Violence in the Family (SPAVO) and the Pancyprian Association of Large Families. During 2021, the Branch offered 11.960 hot meals.

Transportation Programme for people with mobility difficulties

This pilot scheme programme started in October 2021 and targets people with mobility difficulties, who reside within the greater Nicosia area. The purpose of this programme is to promote social protection and elimination of social exclusion of people with mobility difficulties, improving their quality of life and creating new perspectives for their integration into society (to meet their essential needs, especially pertaining to matters of health). Specifically, in the course of the fourth quarter of 2021, 55 such transport service requests were carried out, ranging from transport for chemotherapy, kidney dialysis, physiotherapy, speech therapy, regular hospital check-ups, appointments for vaccination and for medical evaluations at the Department for Social Inclusion of Persons with Disabilities, with a view to assessing/reviewing the patients' social allowances/pensions, from the Government.

Trainings

The Branch continued its Volunteer training programme, whereby a number of volunteers were trained in First Aid, acquiring skills in Cardiopulmonary Resuscitation (CPR) and in using Automated External Defibrillators (AED).

Special events

'Life' Gallery & auction

The event was originally planned for March 2020. However, as every other Branch activity, it had to be temporarily suspended, due to the pandemic, and was rescheduled and carried out in October 2020. Specifically, 114 Cypriot and Greek artists offered their unique creations based on the subject 'Life' using a replica of an egg, symbolising life. The 114 art creations were displayed at the Leventis Gallery, for 11 days (7-18 October 2020), whereby visitors of the exhibition could place their bids, through 'silent' auction. For the purpose of this auction, a website (www.redcrosslife.com.cy) was created, alongside social media pages on Facebook and Instagram, which added to the success of the event. The event raised EUR 100.000,00, surpassing the proceeds of any other previous event organised over the years, by the Branch.

Friends for Oscars

A fundraising activity which entailed four (4) theatre charity performances had been first scheduled for 2020. However, as with every other activity (in the course of the Covid-19 pandemic), it had been also temporarily postponed. Eventually, three (3) live performances were successfully carried out in November 2021, while taking advantage of an internet streaming facility the play was broadcasted during the Christmas period. All the proceeds raised from these performances (which surpassed all expectations), EUR 15.127,70, went towards financially supporting the Social Welfare Programme of the Branch.

LIMASSOL BRANCH



Humanitarian assistance

The Branch participated actively in the Emergency Service during Covid-19 pandemic. Through the Social Welfare Programme, the Branch provided assistance to vulnerable people. Once a week the Branch offered food parcels and clothing to individuals and families in need. During the Christmas and Easter periods special Love Food Parcels were distributed to approximately 525 families for the festive seasons. In addition to this, supermarket vouchers were given to approximately 250 families for festive seasons.

The Branch has a fully equipped clothing boutique that contains adults and children clothing, in order to facilitate the selection of clothing by those in need.

The Branch continued offering a breakfast meal to 60 students during the school period. To the students, the Branch provided vouchers for the procurement of school equipment, other special festive parcels and presents during the Christmas and Easter periods.

Blood donation

The Blood Donation scheme of the Branch successfully continued during 2020 and 2021. This was carried out in coordination with the Limassol Hospital Blood Bank Team, the Gymnasiums in the Limassol District, as well as the help of the Blood Donation Committee members of the Branch. Unfortunately, many of blood donations sessions were cancelled due to the protective measures imposed by the government for the Covid-19 pandemic.



FAMAGUSTA BRANCH

Humanitarian assistance

The Branch participated actively in the Emergency Service during Covid-19 pandemic. Through their Social Welfare Programme, assistance was provided to vulnerable people. In addition, during 2020 Easter period, the Branch offered 175 supermarket coupons and 335 food packages to vulnerable people. During the Christmas season, the Branch offered 132 supermarket coupons and 33 food packages to vulnerable people. In 2021, during the Easter season the Branch offered 55 supermarket coupons and 123 food packages, while during the Christmas season, it offered 45 supermarket coupons and 133 food packages.

Kokkinochoria Local Unit

The Kokkinochoria Local Unit of the Famagusta Branch in Paralimni village offered humanitarian assistance to 36 vulnerable families in the area, consisting of supermarket coupons and food packages. In addition, the fundraising events of the Unit consisted of the sale of sweets, lavender scents and napkins that were prepared by its volunteers.



LARNACA BRANCH

Humanitarian assistance

The Branch participated actively in the Emergency Service during Covid-19 pandemic. Through the Social Welfare Programme, the Branch provided assistance to vulnerable people. In 2020, during the Easter period, the Branch offered 627 food packages to vulnerable people and to three special schools in Larnaca area. During the Christmas season, the Branch offered 223 food packages to vulnerable people and to three special schools in Larnaca. In 2021, during the Easter period, the Branch offered 250 food packages and 256 food packages during Christmas time.

Blood donation

The Branch, in collaboration with the American Academy of Larnaca, had been organizing Blood Donation events among the students of the higher classes for many years, issuing certificates and awards to all Blood Donors. During 2020, the total number of blood donors was 25 persons, while during 2021, the total number of blood donors was 33 persons.

Additionally, the Branch supported the blood donation event at the Pancyprian Gymnasium also in Larnaca, where sandwiches and refreshments were offered to the blood donors.



PAPHOS BRANCH

Humanitarian assistance

The Branch actively participated in the Emergency Service during Covid-19 and provided humanitarian assistance through its Social Welfare Programme. In total, the Branch responded to 3.257 requests providing humanitarian aid in-kind.

Response to migrant arrivals

The Branch delivered humanitarian aid to migrants who arrived on a small boat at the port of Kato Paphos. Members of Paphos Branch and volunteers were there to welcome and offer support, dry food, and clothes.

Special Events

Paphos Municipality – Santa Run

On 12 December 2021, the Paphos Branch attended the annual Santa Run, taking place at the Kennedy Square in Paphos. During the event, the Branch had the opportunity to enrol new volunteers and sell various items in order to generate income.

Visit to the A' Kindergarten of Paphos

The President of the Branch gave an informative address to all the children of the A' Kindergarten of Paphos, regarding the fundamental principles of the Movement and the activities of the CRCS Paphos Branch. Together with the Parents' Association, children donated clothing and toys to the Branch, for the people in need.

International School of Paphos – PTA

On 18 December 2021, 13 students of the International School of Paphos visited the Branch and donated biscuits and several treats to be distributed to needy families. During the visit, the work of the Branch was explained by the Branch President.

Paphos Police

On 24 December 2021, the Chief and Members of Paphos Police donated children's gifts to the Branch, offering joy and happiness to dozens of children.

Fun Run

On 30 December 2021, members and volunteers of the Paphos Branch participated in a tour from Coral Bay to Paphos, dressed as Santa Claus, spreading smiles and happiness to all the people meeting them *en route*. This event generated income to the Branch.



KYRENIA BRANCH

The Kyrenia Branch, although displaced for many years, takes an active part in a number of CRCS activities.

'Elli Soteropoulou Award'

The award is given in memory of Elli Soteropoulou who was an active member of both, the Kyrenia Branch and the Youth Section. During 2020 and 2021, the "Elli Soteropoulou award" was awarded jointly with the Youth Section, to the best athlete in the Grade III of the Aglandjia Gymnasium, who also happened to be an active volunteer.

Renovation of homes

Financial and technical assistance was given for the repair and renovation of a dilapidated refugees' home of two elderly disabled brothers from Kyrenia.



POLIS CHRYSOCHOUS BRANCH



The Polis Chrysochous Branch continued to offer humanitarian assistance to vulnerable individuals and families of the area. The CRCs Headquarters supported the Social Welfare Programme of the Branch.

YOUTH SECTION ACTIVITIES

In 2020, the Youth Section had 1.800 volunteers, while in 2021 it had 1.200 volunteers, enrolled. The vast majority of them are students of primary and secondary schools, university students, and other young volunteers.

Due to the special conditions that have been implemented as a result of the Covid-19 pandemic and the restrictive measures that had been imposed, numerous Youth Section's programmes were modified, postponed or even cancelled.

Despite the difficult conditions, the Youth Section managed to carry out the following activities:

- In cooperation with the Ministry of Education, Culture, Sports and Youth, the Youth Section distributed 1.850 love parcels and supermarket coupons in 2020 and 1.500 in 2021, on a pan-cyprian basis. The parcels contained food and other necessities with an approximate cost of EUR 50,00 each and were offered to families of pupils of primary and secondary schools, during the festive seasons of Easter and Christmas.

Fundraising campaigns

During Christmas, the Youth Section held a few campaigns, aiming to generating income:

- "Christmas is sweeter when you share it": Alphamega Hypermarkets and ION chocolates joined forces, in supporting the Love Christmas campaign of the Youth Section for two consecutive years (2020 and 2021). From the sale of this special edition of the chocolates the amount of EUR 9.000,00 (2020) and the amount of EUR 20.000,00 (2021), was collected respectively.
- Christmas Gift Boxes: Volunteers prepared Christmas boxes with chocolates, cookies, jars of jam, nuts, snacks, food and other surprises. This activity was promoted through the social media of the Youth Section. From the sale of the boxes the amount of EUR 2.500,00 was collected in 2020 and EUR 2.000,00 in 2021, respectively.
- "Wrapped with love": In 2021, the Mall of Cyprus organized a campaign for the Christmas period, during which volunteers from the Youth Section were wrapping holiday gifts for a donation (EUR 2,00 per gift) to support the CRCS. The income received was EUR 700,00.
- "Every child in the theatre": In 2021, the Youth Section in collaboration with the Assitej Cyprus and its initiative, gave the opportunity to 134 students from vulnerable families to go to the theatre, during the Christmas period. Many children reported that it was the first time that had the opportunity to attend a theatrical performance.
- Throughout the last two years the Youth Section supported several families in need, by providing basic equipment for their houses or covering expenses e.g. utility bills, rent etc.

Educational programmes

During 2020 the Youth Section, with the help of volunteers, updated its programmes and enriched its activities. Specifically, the Youth Section translated into the Greek language, two different programmes that are used by other RCRC-NS. The new programmes related to:

- First Aid for primary school students, and;
- Climate Change for secondary school students.

The ultimate goal is to use these programmes as part of the school curriculum and to be taught by trained teachers, who would be trained by young volunteers of the CRCS. Due to the pandemic, however, this activity was temporarily suspended in 2020, with an anticipated resumption in 2021.





Saturday Children

The Youth Section focuses its attention to staying in close contact with young volunteers. Due to the Covid-19 pandemic, the Youth Section scheduled online meetings with young volunteers on Saturdays (twice a month) discussing youth issues, organizing webinars and finding other ways to implement their humanitarian activities. These online meetings started in November 2020 and lasted until the end of the school year in June 2021. As from October 2021, the meetings were being held with physical presence of the young volunteers.

'Elli Soteropoulou Award'

The award is in memory of Elli Soteropoulou, who had been an active member of both the Youth Section and the Kyrenia Branch. The 2020 and 2021 "Elli Soteropoulou award" was awarded jointly with the Kyrenia Branch, to the best athlete in Grade III of the Aglandjia Gymnasium, who also happened to be an active volunteer.

EU FUNDED PROJECTS

Asylum, Migration Integration Fund - AMIF Project

The CRCs's project "Activities' programme for residents of the Open Reception and Accommodation Centre for Applicants of International Protection in Kofinou", began in December 2016. This project was funded by the Asylum, Migration and Integration Fund (AMIF) of the European Union (90 per cent) and the Republic of Cyprus (10 per cent) and implemented by the CRCs and Enoros Consulting Ltd. The objective of the project was to improve the livelihood of the Centre's residents, through a series of leisure activities for minors (of pre-school and school age), as well for adults (based on needs' assessments, performed in the course of the project's duration).

During 2020 and 2021, the project offered a programme of afternoon homework tuition assistance, as well as classes of art for children, cooking, computer, gym activities and movies, to both adults and minors. In addition, in an effort for the residents to get to know the Cyprus society, a number of excursions were organized by CRCs, since the start of the project, all over Cyprus. For several months during 2020 and 2021, lessons/activities were carried out online due to the restrictive measures imposed by the Government, due to Covid-19 pandemic.



CAMPAIGNS AND EVENTS

Due to the Covid-19 pandemic the CRCSC had to modify, postpone or cancel many of its fundraising campaigns and events.

Fundraising Campaign

The main Pancyprrian Fundraising Campaign was cancelled during 2020. This lack of raising funds was counter-balanced by many donations, received by the CRCSC for its "Emergency Service for the support of elderly people and vulnerable groups".

During 2021, the campaign was held with some limitations from 7 May to 15 June 2021, reaching the amount of EUR 72.504,61.

Yearly Lucky Charms

In 2020, the Michalakis Aloupas Jewellers Ltd, designed especially and produced 1200 lucky charm bracelets, made of silver. These charm bracelets were sold by the CRCSC volunteers at EUR 15,00 each. All the proceeds from the sales of these bracelets were allocated to support the CRCSC's humanitarian activities. The total income from the sale was EUR 8.565,00. The CRCSC extends its warm thanks to Michalakis Aloupas Jewellers Ltd for the design of the bracelet.

The CRCSC decided not to produce any Lucky charm bracelets for the coming years.

Desk Calendars

During 2020 and 2021, the CRCSC produced and printed Desk Calendars. In 2020 the slogan was "Sharing is Caring" and in 2021 the slogan was "#EverythingWillBeAlright". The calendars were distributed free-of-charge to CRCSC members and associates, while a small number of copies were also sent to the ICRC and IFRC in Geneva, as well as the Red Cross EU Office in Brussels, the Regional Office of Europe in Budapest and other RCRC-NS. The sponsor of the calendars for both years, was FINEXPERTIZA Cyprus HPA, to whom CRCSC expresses its sincere thanks and appreciation.



INTERNATIONAL ASSISTANCE

CRCS, as always, did its utmost to respond to the IFRC's emergency appeals for assistance to vulnerable groups and victims of manmade and/or natural disasters, worldwide. Accordingly, in 2020, the CRCS participated in programmes of international humanitarian assistance and contributed to the people of Australia, Lebanon, Greece and Armenia, whilst in 2021 contributed to the people of Croatia, Palestine and Israel.

YEAR 2020

AUSTRALIA

Bushfires struck Australia which were considered the worst to date. Teams of volunteers from the Australian Red Cross had been working tirelessly in communities and evacuation centres. The CRCS contributed the amount of EUR 10.000,00 to the Australian Red Cross for the fire victims.

LEBANON

The CRCS responded immediately, after the tragic events of Beirut port explosions on 4 August 2020 in Lebanon, by contacting the Lebanese Red Cross and the IFRC, expressing the CRCS readiness to offer any assistance needed. Specifically, the CRCS supported the action of the Volunteer and NGO Commissioner for the collection of long-lasting food.

To this effect, the CRCS prepared 600 boxes of long-lasting food and essential items for adults, diabetics, general packages for families and packages for infants of various categories up to one-year-old. CRCS expresses sincere thanks to Lidl Cyprus, which offered free-of-charge products worth over EUR 10.000,00 as well as to the pharmaceutical company Medochemie Cyprus, which also provided free-of-charge, 17 boxes of injectable antibiotics. All the items were sent to Lebanon in aid of the people affected. In addition, CRCS offered financial assistance amounting to EUR 20.000,00 as a result of donations from individuals and companies. CRCS also thanks to the staff and volunteers for their hard work and devotion.

GREECE

CRCS assisted the Ministry of Foreign Affairs to deliver necessity items to Moria, in Greece. The assistance contained hygiene items, blankets and baby wipes.

ARMENIA

The CRCS, in the context of its humanitarian contribution, actively supported the Armenians in the Artsax region by offering financial assistance. The CRCS First Vice President, Ms Leda Koursoumba, handed over a contribution of EUR 20.000,00 to the Representative of the Armenian community in Cyprus, Mr. Bartkes Mahdessian, for the Armenians of Artsax.





YEAR 2021

CROATIA

On 29 December 2020, a devastating earthquake of 6.2 magnitude struck, with the epicentre approximately 3 km from Petrinja (located some 50 km from Zagreb). The Croatian Red Cross teams on the ground joined the search and rescued operations immediately, providing first aid to the people on the ground. Seven people were killed during the earthquake and hundreds were injured. The earthquake caused a severe material damage in Petrinja, Sisak, surrounding villages and Zagreb, and many people were left without a home. The CRCS contributed the amount of EUR 5.000,00 to the Croatian Red Cross for the earthquake relief fund to help cover its cost in conducting humanitarian activities.

PALESTINE

The escalation of conflict in May 2021 resulted in more casualties among the civilian population including children, as well as an increased number of displaced civilians resulting from the destruction of buildings and the intensification of attacks on wider areas, within the Gaza Strip. Palestine Red Crescent Society's emergency operations room and its emergency medical services were dealing with an increasing number of casualties (critical injuries and deaths).

Efforts to provide shelter to the civilian people forced out of their homes because of direct attacks on their buildings or on their neighbourhoods were being hindered by the intensified fighting and the inability to coordinate safe access and safe shelter locations. Furthermore, due to the Covid-19 pandemic impact, the recent escalations taking a toll on the physical and psychological wellbeing of the civilian population of Gaza, including children. –The CRCS contributed to Palestine Red Crescent Society appeal by providing financial assistance in the amount of EUR 5.000,00.

ISRAEL

Since 10 May 2021, Israel faced a complex emergency that escalated during the following days, during which thousands (approx. 4,300) of rockets were fired from Gaza towards Israeli villages and cities surrounding, and up to 170 km from the Gaza strip border including Jerusalem, Tel Aviv, and Beer-Sheba. The CRCS contributed to the IFRC appeal: Emergency Plan of Action (EPoA), Israel: Complex Emergency, by providing the amount of EUR 5.000,00.

COOPERATION WITH THE MOVEMENT

Visit of the IFRC

During 2020 and 2021, delegations from the IFRC Europe Regional Office in Budapest visited CRCS three (3) times as part of their monitoring visits for the Disaster Relief Emergency Fund (DREF) that was allocated to the CRCS for migration purposes. The delegations had meetings with the Director General and the CRCS Migration Officer and they made the necessary trainings to the later.

The first visit occurred from 6 to 7 February 2020 concerning the DREF 1 - Logistics, by Ms Ibolya Takács.

The second visit occurred from 30 March 2020 to 3 April 2020 concerning the DREF 2. The delegation consisted of Ms Borbala Bodolai and Ms Henriett Koos.

The third and last visit was held between 11 to 14 August 2021 concerning the DREF3 project by Ms Agnes Rajacic.

Visit of the Norwegian Red Cross - Hordaland Branch

During 2021, the Norwegian Red Cross - Hordaland Branch visited CRCS from 19 to 21 October 2021. The delegation consisted of the Director, Mr Lars Skorpen and Mr Thorbjørn Fosse. The purpose of the visit was the discussion about the future collaboration, information and update on the Home Care programme for vulnerable groups of the Psychosocial Support office, the First Aid and First Responders' services. The delegation had the opportunity to visit the CRCS Emergency Warehouse and be informed about the procedure and materials. Additional time was given for socialising and networking. CRCS extends its sincere thanks and appreciation to the Hordaland Branch for their invaluable support, knowledge-sharing, love for humanity and friendship.



FINANCIAL AND INTERNAL INFORMATION

The overall financial position of the CRCS for 2020/2021 continued to be rather satisfactory. In general, the level of Income was similar to previous years. The level of Expenses, however, continued to increase considerably due to the heavy pressure of providing assistance to increased number of migrants arriving in Cyprus, as well as the procurement of protective gear against the Covid-19 pandemic.

Personnel

Although CRCS is a voluntary organization and its extensive activities are carried out by members and volunteers, its mission could not be accomplished without the significant administrative support, coordination, contribution and devotion of its regular staff members. In 2020, CRCS employed 41 staff members, 31 women and 10 men (permanent and staff employed for specific programmes). In 2021, CRCS employed 39 staff members, 28 women and 11 men.

Membership Fee

The CRCS's annual membership fee remained at the amount of EUR 10,00.

COMMUNICATION

During 2020 and 2021, the CRCs website and social media pages remained the major communication tool with its volunteers and friends in Cyprus, as well as abroad. In addition, in an attempt to facilitate communication with its staff and volunteers, through instant messaging, the CRCs created various communication groups, according to its services, by using the Viber mobile application.

Furthermore, the CRCs conveyed information and promoted its activities through social media interaction, radio and TV interviews, press releases and conferences, public speeches, TV advertising, printed advertisements and other promotional materials.

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