

ANNUAL REPORT

2019



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PRESIDENT'S ADDRESS

CYPRUS RED CROSS SOCIETY 2019 ACHIEVEMENTS

The preparation of an annual report presents a unique opportunity to any organization, including 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 2019, 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 residing in Cyprus. 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.

As previously stated, the CRCS core activity is the provision of assistance, humanitarian or otherwise, to vulnerable groups residing in Cyprus. As a matter of fact, the CRCS readily responded to an increased number of requests, particularly due to the continued influx of migrants 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.

Furthermore, it has to be emphasized that, the underlying success and sustainability of any activity, be it short or long term, depends mainly on securing the appropriate financial support from potential sponsors and/or fundraising campaigns. One such event that has become an annual one over the last few decades, is the Pancyprian Fundraising Campaign. This annual Campaign has become the most important financial source for the sustainability of all CRCS's programmes and activities. Indeed, 2019 was another successful year in terms of the funds raised, a significant portion of which supports and maintains the services of CRCS Children Therapy Centre "Stella Soulioti" - serving children and young persons up to 22 years old with developmental and mobility difficulties. In addition, a fundraising Charity Gala dinner, organized by OPAP Cyprus, helped to the upgrading of the therapies and services provided, by the Centre to the children, as well as for the maintenance of the premises themselves.

Concurrently with the above-mentioned activities, the CRCS was also involved in a multi-faceted array of many other activities that made 2019 yet another truly productive year we can be proud of. The activities included, among others, 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.

Moreover, two extremely significant events also occurred in 2019 that stand out in the calendar of activities of our National Society:

(i) The official visit of the President of the International Federation of Red Cross and Red Crescent Societies (IFRC), Mr Francesco Rocca, (11-14 February 2019). This first ever visit to Cyprus by an IFRC President highlighted the significance that the Movement attaches to its support and encouragement, as well as assistance provided to National Societies which had joined the IFRC, irrespective of their size. The IFRC President's visit was highly constructive and provided excellent opportunity for exchange of views on the overall CRCS activities and programmes. The visit served a dual purpose; The IFRC President was able

to experience and learn about our National Society's activities and programmes in situ. The visit also opened up avenues for future collaborations with the Italian Red Cross and the IFRC on various programmes and activities; and,

(ii) The organisation of the 5th Small European National Societies Conference (SENS 12 – 13 September 2019). The CRCS had the privilege and honour to organise and host such an international event. This Conference gave the opportunity to the participants to share information, exchange knowledge and best practices, to discuss issues of common interest and concerns, as well as to take decisions for future actions within the Movement.

In closing, I would like to express my appreciation, gratitude and warm thanks, to all those estimable individuals who helped CRCS to undertake and maintain all the above humanitarian activities. 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 them 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



EXPRESSION OF THANKS BY THE DIRECTOR GENERAL

In 2019, the CRCS faced many challenges, which, had it not been for the unwavering support received from its sponsors and collaborators, could not have been brought to a successful conclusion. In this context, I would like to take this opportunity to express my deepest gratitude to all stakeholders for the spirit of collaboration, devotion, diligent efforts, enthusiasm, commitment and generosity that played a pivotal role in making 2019 yet another very successful year.

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 Small European National Societies Group - SENS, the Norwegian Red Cross - Hordaland Branch and the Austrian Red Cross - Vienna Branch for their invaluable support. For another year, our cooperation was strengthened and their support played a vital role in fulfilling our humanitarian mission.

It is very important to emphasize that, 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.

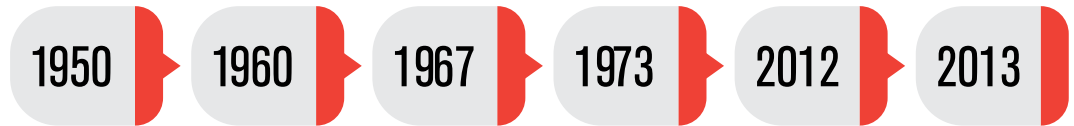
Special thanks also go to all the Media for their invaluable contribution in promoting our mission and publicising the work of the CRCS.

Last, but by no means the least, special thanks are expressed towards the Branches, the Youth Section, the Local Unit, the members and volunteers, as well as the staff members, who have been instrumental in the successful outcome of the CRCS work towards alleviating human suffering in 2019.

Christina Kapartis
Director General



CYPRUS RED CROSS SOCIETY FROM 1950 TO 2019



HISTORICAL WALKWAYS

- 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 by the 1974 Turkish invasion.
- 2012** The CRCS was officially recognized by the ICRC as its 188th member.
- 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.

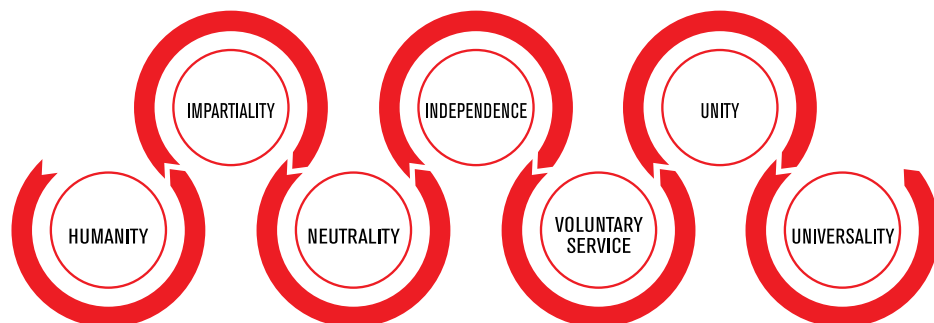
Vision

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 as to race, class, gender, religion or faith, political opinions or beliefs, or on any other similar grounds.

7 FUNDAMENTAL PRINCIPLES



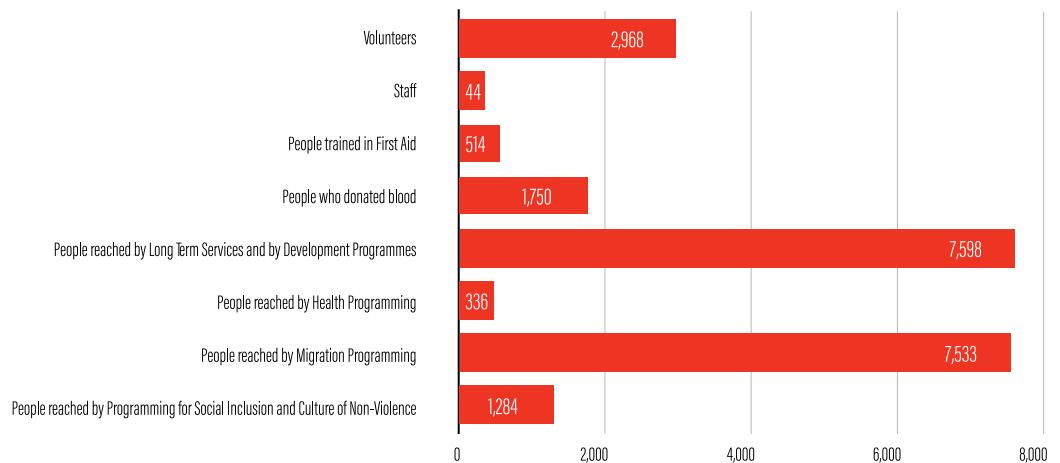


2019 DIARY OF ACTIVITIES & MAIN EVENTS

JANUARY		Sales of the 2019 Lucky Charms
FEBRUARY	11-13	Visit of the IFRC President to CRCs
MARCH	15-30	CRCs Excursion to Argentina and Brazil
APRIL		CRCs Easter Love Campaign
MAY	8	World Red Cross Day
	8-28	CRCs annual Pan-Cyprian Fundraising Campaign
	27-31	ARGONAFIS Exercise
JUNE	18-25	Participation of the Youth Section at the 4th International Youth Meeting in Solferino, Italy
JULY	10	Closing ceremony of the CRCs Fundraising Campaign
	1-8	Youth Summer Camp, Platres, Cyprus
AUGUST		
SEPTEMBER	12-13	5th Small European National Societies (SENS) Conference, Cyprus
	14	World First Aid Day
OCTOBER	14-25	CRCs Excursion to Morocco
NOVEMBER		
DECEMBER	4-12	Statutory Meetings, Geneva
	CRCs	Christmas Love Campaign
		Christmas Bazaars by the Branches and Youth Section

2019 NUMBER

Volunteers	2,968
Staff	44
People trained in First Aid	514
People who donated blood	1,750
People reached by Long Term Services and by Development Programmes	7,598
People reached by Health Programming	336
People reached by Migration Programming	7,533
People reached by Programming for Social Inclusion and Culture of Non-Violence	1,284



GOVERNANCE STRUCTURE

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

- The General Assembly
- The Council
- The Executive Committee

Members of the Council in 2019

ELECTED UNDER ARTICLE 12 (1) (A) (B)

1. Ms. Fotini Papadopoulou President
2. Ms. Leda Koursoumba First Vice-President
3. Mr. Mustafa Hami Second Vice-President
4. Mr. Dinos Christofides Treasurer
5. Mr. Andreas Artemis Member
6. Ms. Amalia Erotokritos Member
7. Ms. Evmorfia Fereos Member
8. Ms. Despo Frederickou Member
9. Mr. Christos Mavrellis Member
10. Mr. Takis Neophytou Member
11. Mr. Angelos Nicolaidis Member
12. Mr. Costas Pandehis Member
13. Mr. Michalis Sarris Member
14. Mr. Costas Tambourlas Member
15. 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 |
| Ms. Kika Konia | President, Famagusta Branch |
| Ms. Aliko Neokleous | President, Larnaca Branch |
| Ms. Anna Christodoulidou | President, Paphos Branch |
| Ms. Maroulla Angelides | President, Kyrenia Branch |
| Ms. Vanessa Kyprianou | President, Central Committee Youth Section |
| Ms. Lena Protopapa | Treasurer, Nicosia Branch |
| Ms. Toula Charalambous | Treasurer, Limassol Branch |
| Ms. Emilia Vourka | Treasurer, Famagusta Branch |
| Ms. Lenia Karapataki | Treasurer, Larnaca Branch |
| Ms. Efi Kannaourou | Treasurer, Paphos Branch |
| Ms. Evanthia Papasavva | Treasurer, Kyrenia Branch |
| 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 2019

UNDER ARTICLE 13 (1) (A)

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

UNDER ARTICLE 13 (1) (B)

Treasurer -	Mr. Dinos Christofides
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UNDER ARTICLE 13 (1) (C)

The Representative of the Branch Committees - Ms. Niki Hadjitsangari-President of Limassol Branch

UNDER ARTICLE 13 (2)

Director General - Ms. Christina Kapartis Ms Christina Kapartis participates in an Advisory Capacity, but without voting powers.

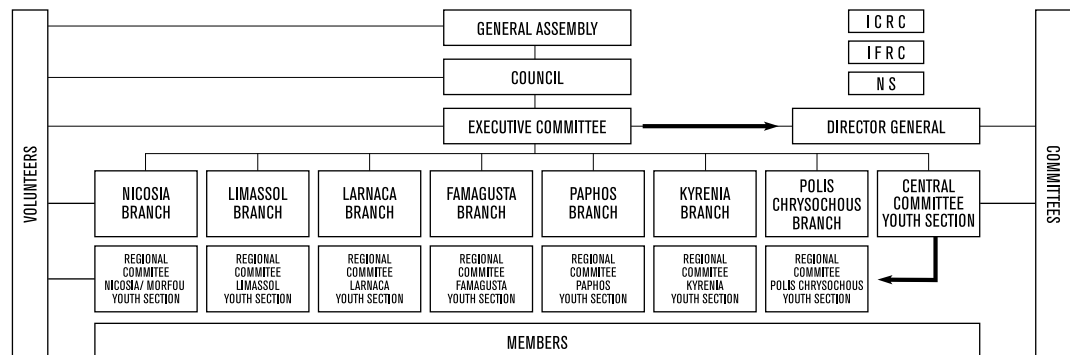
ORGANIZATIONAL CHART

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.

On 17 September 2019, CRCs upgraded Polis Chrysochous from local unit to a Branch.

In 2019, CRCs had 44 staff members and around 3,000 volunteers.



MAIN ACTIVITIES IN CYPRUS

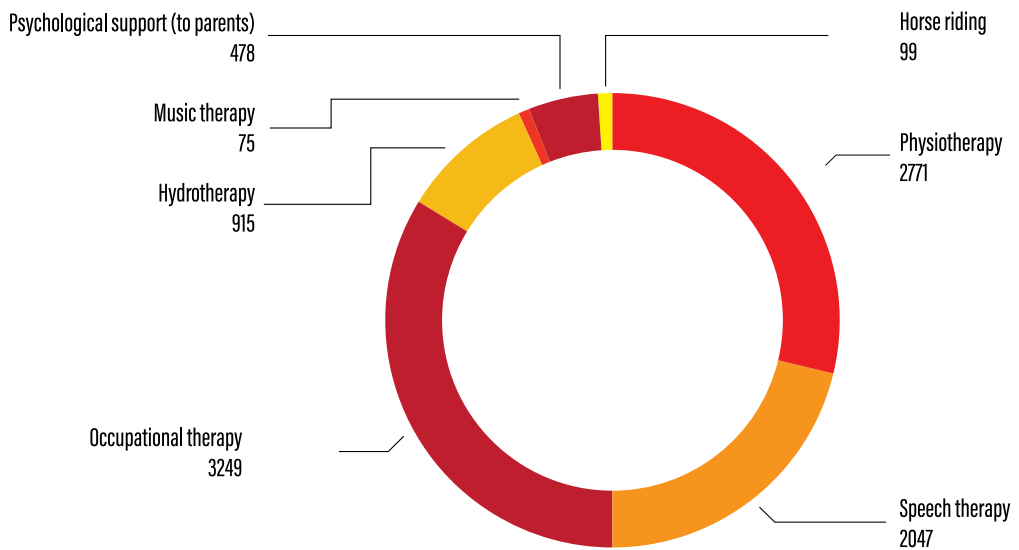
CRCs CHILDREN THERAPY CENTRE "STELLA SOULIOTI"

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 multiple physical and developmental disabilities. Currently, it operates in Limassol, as a modern high-level outpatient day care therapy centre.

SERVICES OFFERED

The Centre currently serves more than 100 children 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.

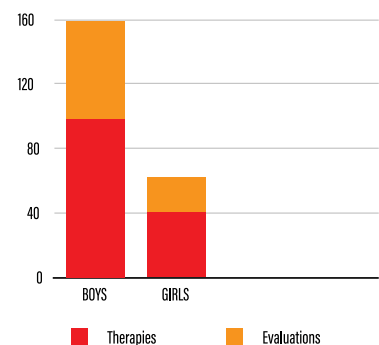
In 2019, the Centre offered the following therapies:



Moreover, a specialised Paediatrician supervises the general healthcare of the children and cooperates closely with the Limassol General Hospital and other external health specialists. The CRCs 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.

Therapies for children in 2019: Insert graph (similar to 2018 report)

Therapies	Boys 98	Girls 40
Evaluations	Boys 61	Girls 22





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 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 2019, the Centre continued the neurotoxin treatment (Botulinum toxin-commonly known as, BOTOX) for addressing paediatric upper limb spasticity in children of two (2) to 17 years of age, that meet the appropriate criteria, in collaboration with the Limassol General Hospital Paediatric Ward and Private sector's specialists. To this effect, the CRCS facilitates the pre-injection selection process of children to undergo this treatment at its premises. During 2019 the Centre facilitate done pre-injection clinic, where from a total number of 10 children who were examined, four (4) children were injected the Botulinum Toxin at the Limassol General Hospital Paediatric ward.

OPERATIONAL COSTS

The Centre is largely supported by 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, covers approximately 30 per cent of the Centre's operational costs, while the remaining amount is covered by the CRCS, through fundraising events. During 2019, OPAP Cyprus organized a charity dinner in favour of the Children Therapy Centre "Stella Soulioti". The total amount raised was EUR 209.000,00.

CRCS expresses its deep appreciation to OPAP Cyprus and all the companies, organisations and individuals, who supported this cause. Their assistance was very significant and will help the Centre to upgrade its therapies towards the children.

VISION

The CRCS's vision is to see the Centre operating at its full capacity, working on a 24-hour basis, and not just as 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"
Polemida, Limassol, Cyprus, P.O. Box 55263, 3820 Limassol
T.: +357 25 334 024, F: +357 25 333 466, E: home@redcross.org.cy

DISASTER PREPAREDNESS AND MANAGEMENT

In carrying out its role as an auxiliary body to the public authorities for humanitarian issues, CRCS works in close cooperation with the Government. CRCS 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: The Civil Defence (continuous collaboration), the 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.

Participation in National Disaster Exercises

"Argonaftis": Argonaftis is the largest national emergency and disaster management exercise, which takes place in Cyprus annually. The main "players" in the exercise are the National Guard, Government Ministries and the CRCS. The CRCS participated with its teams: First Responders, Disaster Management, First Aid, Psychosocial Support services, Migration and Restoring Family Links programmes, whereby CRCS presented its main activities, in an emergency response situation. The exercise took place from 27 to 31 May 2019, at the port of Larnaca. During the exercise, representatives from different countries' Embassies and many other Cypriot stakeholders also participated.

Assessment Mission Courses

The CRCS participated in an Assessment Mission Course organised by the European Union, where CRCS presented a virtual scenario of an earthquake, which had occurred on the island and had elaborated on the measures taken, to members from EU countries- consisting of four trainees and one leader.

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, to offer 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 training:

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

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.

World First Aid Day

On the occasion of the World First Aid Day (every second Saturday of September each year), CRCS circulated a dedicated poster in 2019. The poster's slogan was "First Aid save lives. It's for everyone, everywhere!". The CRCS called on the public to learn First Aid, encouraging them to always have a First Aid kit at home, in their car and at work.

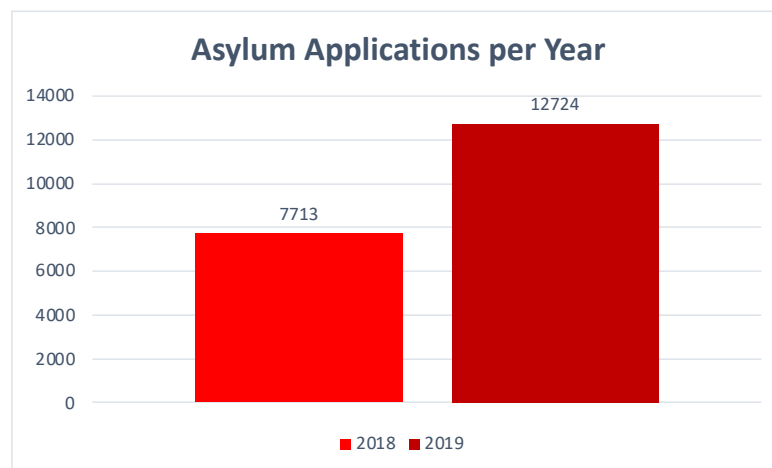




MIGRATION

Following the 2018 trends, Cyprus continued to be the final destination for the migrants arriving in the country. According to the 2019 data provided by the Asylum Service, the arrivals (1,123 persons), were slightly increased compared to 2018. The great majority of the migrants are seeking job opportunities and better health care, and come mostly via Turkey, African, Arab and Asian countries.

Meanwhile, Cyprus is still ranked first in the *per capita* number of asylum applications among the 28 EU member states. During 2019, 12,724 persons applied for asylum, which indicates a significant increase (167%) in comparison to 2018 (7,713 persons). According to official attestations by the Ministry of Interior, most of the applicants were already living in Cyprus as migrant workers, and applied for asylum in order to extend their stay in the country, when their visa expired.



In response to the continued migrant influx, the CRCS not only increased but also reinforced its activities already in operation within the Migration programmes. On 21 October 2019, 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) of the Federation.

Through the received funding, the CRCS was able to recruit two social workers, who served as front-line officers inside the First Reception Centre for Asylum Seekers, at Pournara Camp in Kokkinotrimithia. The social workers distributed the CRCS hygiene kits and other items, according to identified needs.

Moreover, the CRCS was able to produce several brochures, available in Arabic, English, Farsi, French, Kumanji, Sorani, Turkish and Urdu. Those brochures were:

- 'Guidelines on hygiene' brochure;
- 'Guidelines on addressing trauma' brochure;
- 'Guidelines on health' brochure, and,
- 'Services for migrants' brochure.



All other services and migration-related activities continued as per usual practice throughout the year, including:

- Emergency response to all refugee boat and land arrivals, providing information, humanitarian assistance, Restoring Family Links (RFL) services and Psychosocial support;
- Regular visits to the Migrant Detention Centre in Menogeia, offering humanitarian assistance;
- Establishment and update of a volunteer database exclusively interested and qualified to participate in migration – related missions and activities;
- Continued coverage of humanitarian needs, along with the provision of Psychosocial Support, to migrants residing at the Open Reception and Accommodation Centre for Applicants of International Protection in Kofinou area, as well as to migrants living in the cities;
- Participation in a training workshop, covering new trends and practices in the field;
- Mediation for the rights of homeless migrants with the Cyprus Welfare Office;
- Strengthening of the RFL service; and,
- Increased communication and collaboration with other relevant local and international institutions, active in the field.

Field activities

In 2019, the CRCS continued its presence at the two Government facilities for migrants:

First Reception Camp in Kokkinotrimithia area

CRCS is the only humanitarian organisation which has been formally allocated a role in governmental plans, for responding in an emergency situation. In collaboration with the Civil Defence and the Asylum Service, the CRCS Migration team is actively involved in addressing the basic needs for every migrant arriving by boat or by land. Through its storage facility, located at the First Reception Camp in Kokkinotrimithia area, where the migrants are transported after their arrival, the CRCS addresses their basic needs, by providing hygiene kits, as well as carrying out an individualised Emergency Needs and Vulnerability Assessment.

Indeed, in the course of 2019, the CRCS Migration Office provided its services to 4,338 migrants, immediately after their reception at the Camp. According to the recorded data, most of the beneficiaries were single men, followed by unaccompanied male minors, many of whom had no relatives or friends residing in Cyprus.

Open Reception and Accommodation Centre for Applicants of International Protection in Kofinou area

CRCS dedicates its resources mainly to cover medical needs and visual aids, for which the public healthcare system does not provide, as well as any other needs. Specifically, any particular need for each resident is registered separately and in turn, the CRCS prepares individualised packages, which are then delivered directly to each beneficiary by the Migration Officer and volunteers.

Specifically, the CRCS undertook the cost for 51 medical prescriptions and served over 118 migrants with humanitarian assistance.



PSYCHOSOCIAL SUPPORT

In 2019, Psychosocial Support Service (PSS) trained volunteers that were actively involved during the influx of migrants, from war-torn countries. In parallel, a group of volunteers began working on a weekly-basis at the Reception and Accommodation Centre for Applicants of International Protection, in Kofinou. Using the "Community-Based" approach, as recommended by the International Guidelines of the Movement, volunteers implemented various Psychosocial Support interventions for adults and children that reside in the above-mentioned Reception Centre.

Specialised Services: Psychotherapy Service

Since 2012, CRCS and more specifically the Psychosocial Support Office has managed through a number of collaborations with Academic Institutions, such as the University of Nicosia, the European University and the Systemic Institute of Cyprus, to provide specialised services to the CRCS beneficiaries who needed psychological support. Trainee psychotherapists (students of Master's and Doctorate degrees) offered their services, whilst being supervised by their respective Academic Institutions, free-of-charge.

Mobile Application: 'Refugee Buddy'

The CRCS launched the 'Refugee Buddy' App in July 2018 to supply newly arrived migrants in Cyprus with information regarding their new country of residence. The application was originally designed by the Netherlands Red Cross and CRCS launched it in Cyprus, with the assistance and guidance of the Norwegian Red Cross - Hordaland Branch. The mobile application provides information on areas such as asylum procedures, transportation, medical services, small basic phrase book, Cyprus culture and information regarding the Restoring Family Links - RFL service. The application can be downloaded in Arabic or English languages and is available on the Android and Apple platforms, as a free download. It also works offline. During 2019, the Psychosocial Support Office of CRCS added two new sections on the Application: Education and General Information on Cyprus.

Psychosocial Support Emergency Bag

The Psychosocial Support Office of CRCS created 30 emergency bags that can be used during an emergency, according to IFRC PSS Reference Centre. The use of the bag, during an emergency, aims to improve the provision of supportive assistance and the ability to establish trust and build a rapport with the affected population. The emergency bag contains items that can be used to calm, inform and psycho-educate people in need.

Psychosocial Support Services - Detention Facilities

In 2019, the CRCS was present at the Centre, carrying out monitoring visits and providing humanitarian assistance, in close collaboration with the custodial police authorities. The Psychosocial Support Office assessed the needs of both the police guards and the detainees, in order to provide them with the necessary psychosocial support.

Introduction of Psychological First Aid

Psychological First Aid (PFA) is a humane, supportive response to a fellow human being, who is suffering and may need support. It is an acute intervention of choice, when responding to the psychosocial needs of children, adults and families affected by a disaster or a terrorist attack. It is designed to reduce the initial distress caused by traumatic events and to foster immediate and long term adaptive functioning and coping. During 2019, the Psychosocial Support Office introduced PFA in its interventions and trainings and completed four (4) trainings.



Homecare Programme for Vulnerable People

In September 2019, the Programme, which is funded by the Norwegian Red Cross - Hordaland Branch, was restructured and redesigned to include two main pillars of action:

- Pillar 1: Visits to communal Rest Homes; and,
- Pillar 2: Home Visits (visits at their residences of vulnerable people within the communities).

Under the first pillar of action, volunteers offered their companionship and performed activities such as baking, gardening, music, archery, handcraft, playing board games, and reading books. Furthermore, it was also considered beneficial for the CRCS's volunteers, especially for those who would participate in the 'Home care programme for vulnerable people', to follow a series of trainings with the objective of providing them with more skills and self-confidence, during their work in the field. The objective of those trainings were:

- Home care –person centred approach and communication techniques for working with the elderly;
- Psychological First Aid;
- Stress and Coping; and,
- Community - based Psychosocial Support.

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, helping to restore family contacts. The Restoring Family Links services are funded by the ICRC which also provides trainings, knowledge sharing, materials, problem-solving etc.

Support for the Enclaved

According to the records obtained by the United Nations, as from 31 December 2019, 379 persons (312 Greek Cypriots and 67 Maronites), live in the Karpasia peninsula and the Maronite villages in Kyrenia District, in the occupied part of the island. The enclaved, when visiting the free areas, receive support from the CRCS in various forms. Specifically, with the assistance of the United Nations Force in Cyprus (UNFICYP), the CRCS arranges 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 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, 268 individuals were transported on CRCS vehicles from the Ledra Palace check point, to destinations all over Cyprus.



Ambulances for the Occupied Areas with the CRCS Emblem

In fulfilling its mission as an auxiliary body to the public authorities, the CRCS helped with the implementation of an agreement between the leaders of the two communities regarding the uninhibited movement of ambulances to and from the occupied areas. As of May 2009, ambulances carrying the insignia of the Ministry of Health and the CRCS emblem, have been freely moving between the occupied and the government controlled areas of the island, transporting sick or injured Greek and Turkish Cypriots. In 2019, 10 ambulances were used for the transportation. 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 a hearse and undertakes the funeral arrangements.

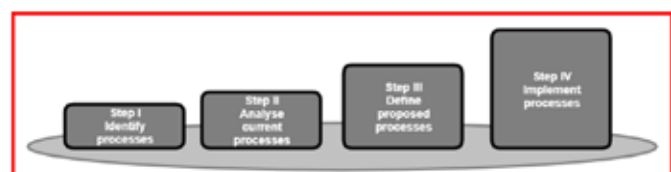
PROCESS MANAGEMENT PROJECT

This three-year project started in April 2018. Basically, what the project entails is the recording and analysis of all processes, currently operating at the CRCS, with a view to identifying omissions and/or potential improvements, in order to harmonise processes within the CRCS. The objective of the Project is to increase the effectiveness, and by extension, the quality and output of the CRCS services. Beginning with the processes operable by the existing offices of the CRCS Headquarters, all were identified. These were categorised into the appropriate process groups, in accordance to the universally accepted and recognised definitions of primary, secondary and tertiary processes (cited: Gareis, R. & Stummer, M.: Processes & Projects, 2008; p:53), as shown in the diagram below:

Diagram: Dissecting and recording processes

In the course of recording each process, all existing documents were revised and any new documents, as well as various checklists and/or work instructions were subsequently designed and developed. It is worth-noting that during the practical implementation of a particular process, any difficulties or omissions were noted and dealt with, accordingly. Since almost all of the processes, operable at the CRCS Headquarters have been recorded and analysed, the focus now will be concentrated on categorising, recording and analysing all the processes that are operable at the branch level. It is important to note that since developing and recording processes is a 'dynamic' process, updating or amending documentation for any department will be on-going.

The project is funded by the Austrian Red Cross - Vienna Branch to whom CRCS expresses warm thanks and appreciation for their continuous support and guidance.



BRANCH ACTIVITIES

CRCS has seven Branches: Nicosia, Limassol, Famagusta, Larnaca, Paphos, Kyrenia and Polis Chrysochous and one Local Unit: Kokkinochoria. Their common activities are described in this "Branch Activities" section, whilst, their special activities are described in a separate section dedicated to each Branch and Local Unit.

The Branches with their volunteers, members and staff provided assistance and participated in several activities and campaigns. Their efforts in helping vulnerable groups in Cyprus, focused on the following activities:

Humanitarian and financial assistance

All the Branches provided humanitarian assistance, in kind, to vulnerable individuals and families, such as food, clothing, footwear, food and diapers for children, refurbished furniture, supermarket coupons, to name but a few. This effort was particularly intensified over the Christmas and Easter periods.

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

Love Campaigns

The CRCS, in an effort to meet the increased demands for humanitarian aid, continued with the organisation of the "Love Campaigns", which had started back in 2012. During 2019, two such campaigns were organised, one during the Easter and one during the Christmas periods. The CRCS, through its Branches distributed nationwide 4.786 "love packages" and coupons. These parcels included food and hygiene items. Moreover, the Youth Section, in cooperation with the Ministry of Education, Culture, Sport and Youth, prepared and distributed packages to vulnerable families of children attending primary schools in rural areas of the Nicosia district. 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 packages, including deliveries in very remote and isolated villages around the country. Special thanks are also extended to the G.A.P. Vasilopoulos company for assisting CRCS with the transportation of the packages free-of-charge.

Home visit scheme

Throughout 2019, groups of volunteers organised visits to homes and hospitals. The main target of the home visits' scheme was to record and assess the requirements for humanitarian assistance of individuals in need, as well as to offer social support to lonely and vulnerable people. This effort was particularly intensified during the Christmas and Easter period.

Wheelchair and Mobility Equipment Scheme

Through this scheme, wheelchairs were provided for 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.

Social activities for Elderly

The Nicosia and Kyrenia Branches organised social activities and excursions for elderly people. These social events were organised with a view to keeping the elderly active, at their elderly people's hospices, socialising with people and having fun.

Fundraising Activities and other Events

All scheduled annual fundraising activities organised by the Branches were successful and generated considerable income. The main one, of course, was the annual Pancyprian Fundraising Campaign. Other sources of income were the collection of membership fees, donations received from individuals and companies, as well as donations received in memory.



NICOSIA BRANCH

Social Welfare Programme

Since September 2014, the Nicosia Branch has been implementing a Social Welfare Programme with a series of actions such as initial assessment, needs' assessment, food aid, clothing, home visits, counselling sessions, information and referrals to health care professionals, aiming to cover the humanitarian needs of vulnerable people, visiting the Branch. The Programme has been restructured and upgraded in such a way so as to observe and verify the socioeconomic status of beneficiaries. Therefore, interviews and home visits were conducted by professionals and trained volunteers (social workers), thus allowing a better understanding of the needs of the vulnerable people. The goal was to formulate sustainable solutions and to resolve any difficulties encountered. The Programme has been progressing with considerable success; further measures are currently under review for its efficiency, as well as for the empowerment of the people involved, with a view to increasing the capacity building of the Branch. During the year 2019, 1,109 families were assisted through this service, and 2,937 bags with dry food were offered. The results of the evaluation of the Programme showed that more than 90 per cent of the beneficiaries were very satisfied from the services and the humanitarian assistance they received from the Branch.

'Mirazome' programme

Since 2013, the Nicosia Branch introduced a new programme that aimed to support families and individuals, who suffered from the consequences of the financial crisis, that hit Cyprus. Through the programme 'Mirazome', which in the Greek language means 'Sharing', the Branch offered 9,029 cooked meals and 10,140 loaves of bread to 180 families, in the course of the year. Approximately, 100 volunteers of the Branch participated in the programme, by cooking these meals.

Enclaved persons

Since 1974, the CRCs has been helping and supporting the enclaved people who visit the government controlled areas of the Republic of Cyprus. Among others, CRCs facilitates their access to public services, hospitals and relatives, and provides food to those visiting the CRCs premises in Nicosia. During 2019, staff and volunteers of the Branch were actively involved in the provision of this service, in collaboration with the RFL Service of the CRCs Headquarters.

Christmas event for children

For the fourth consecutive year, the Nicosia Branch organised a children's Christmas event, in the presence of 'Santa Claus'. The aim of the event was to offer an entertaining interlude to children. Presents were offered to all children of the beneficiaries, who attended the event.

Alleviating Hunger in Nicosia "One Sandwich at A Time"

During 2019, the Nicosia Branch welcomed the opportunity to partner with Caritas Cyprus, in providing on-the-go-meals to several needy beneficiaries, once a week. The programme called "One Sandwich at A Time" targets those who have not yet been able to access government benefits or who have very few resources to cook for themselves. As part of "One Sandwich at A Time", the Branch prepared and delivered sandwiches to the Caritas Nicosia Migrant Centre, on a weekly basis. The three-month long pilot phase was completed with great success, with more than 900 sandwiches delivered to Caritas. After the successful pilot period, the Nicosia Branch and Caritas Cyprus decided to continue the programme for another six months.

Workshop: Managing Stress and Emotional Wellbeing

Through the evaluation of the needs of the beneficiaries, it became obvious that there was a need to organise a workshop in order to train beneficiaries to cope with stress and to strengthen their emotional wellbeing. The workshop was organised on the initiative of two of the volunteers of the Branch who are experts in this field. The techniques and concepts taught at the workshop were based on human behaviour research, neuroscience and a holistic approach to physical and mental wellbeing. Therefore, the workshop was geared to help beneficiaries to lessen the stress in their life, so they could become happier,

healthier, and more productive. The ultimate goal is a balanced life, with time for work, relationships, relaxation, fun and the resilience to hold up under pressure and meet challenges head on. This pilot phase that was initiated during the year 2019, included 49 workshops with a total of 1.284 participants. The results were very encouraging as to the effectiveness of the workshop.

Process modernisation and programmes' evaluation

During 2019, the Nicosia Branch launched an in-house project pertaining to the computerisation of its programmes (services). Additionally, an in-house questionnaire was developed in order to evaluate the existing programmes based on the feedback received from its beneficiaries with the objective to gradually implement more efficient and transparent procedures. Within the framework of modernisation of its programmes and in alignment with the above actions, considerable progress was achieved in updating its internal procedures.



LIMASSOL BRANCH

Blood donation sessions

The Blood Donation scheme of the Branch successfully continued for the 59th consecutive year. During 2019, 3,000 bags of blood were collected for the Limassol General Hospital. It was organised in cooperation with the Hospital Blood Bank Team, Gymnasiums of Limassol district, as well as with the assistance and devotion of the volunteers and members of the Blood Donation Committee of the Branch. In 2019, the Branch donated one television to the Blood Bank of Limassol Hospital.

Donation to the CRCs Children Therapy Centre "Stella Soulioti"

The Branch donated a lift for the swimming pool of the Centre, for its hydrotherapy sessions amounting to €4.956,00.

Christmas lunch for vulnerable families

On 26 December 2019, the Branch organised a Christmas lunch for vulnerable families at a traditional tavern, in Limassol. More than 60 children with their families had the opportunity to have fun, in the presence of a professional magician, enjoying his tricks and receiving wonderful gifts from 'Santa Claus.'



FAMAGUSTA BRANCH

Christmas event for disabled people

Members of the Branch visited a number of Institutions, which host disabled people, in the city of Larnaca and Famagusta area. During the Christmas period, an event was organised in an Institution in Liopetri. Members and volunteers of the Branch offered entertainment by singing Christmas carols and providing gifts and sweets to the residents of the Institution.

Kokkinochoria Local Unit

The newly-established Kokkinochoria Local Unit of the Famagusta Branch, in Paralimni, offered humanitarian assistance to vulnerable groups of people in the area. In addition, the Unit organised a fundraising bazaar, which took place from 21 to 22 December 2019, at Ayios Georgios Square under the auspices of the Paralimni Municipality. The event attracted a lot of people from Paralimni and nearby villages, as well as a large number of tourists.



LARNACA BRANCH

Blood donation sessions

The Larnaca Branch, in collaboration with the American Academy of Larnaca, has been organising blood donation sessions for many years. The blood donors were students of the higher classes of the Academy. The Larnaca Branch issued certificates and gave out awards to all blood donors. During 2019, the total number of blood donors was 29. Additionally, the Branch facilitated the blood donation session at the Pancyprian Gymnasium, by offering sandwiches and refreshments to the blood donors.

Disaster Management

In collaboration with the CRCs Headquarters Disaster Management team and the Civil Defence, members of the Branch participated in a two-day international (also involving the military) exercise known as "ARGONAFIS" and in a rescue and support exercise within the realms of the "ENGELADOS" (in the event of an earthquake).



PAPHOS BRANCH

Informative Speech to students

The Paphos Branch was invited to address the Erasmus symposium held during March and April 2019 at the first Lyceum of Paphos. The President of the Branch informed teachers and the students coming from Germany, Iceland, Italy, Norway, Spain and Cyprus on the role of the CRCS and its humanitarian work. The address was mainly focused on the humanitarian aid provided by the CRCS to migrants, refugees and asylum seekers in Cyprus, such as the assistance provided at the First Reception Camp in Kokkinotrimithia area and at the Open Reception and Accommodation Centre for Applicants of International Protection in Kofinou area. Furthermore, the participants were also informed on other services provided to migrants and asylum seekers and, more specifically on the psychosocial support and restoring family links services. In ending, her address, the President of the Branch offered an open invitation to all participants that during their next visit to Cyprus they could visit the camps concerned and observe the results of the efforts made.



KYRENIA BRANCH

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

Event for the 70th anniversary of the founding of the Former Home for Sick Children

On the occasion of the 70th anniversary of the founding of the CRCS Children Therapy Centre "Stella Soulioti", formerly known as the 'Home for Sick Children', in Kyrenia, an event was organised for the Alumni of the former Home, who now live in all parts of Cyprus. The purpose of the event was to bring the Alumni members together since most of them had not met each other for a long time. An extensive presentation with photographs and other mementos, was delivered by Mr Takis Neophytou, Member of the CRCS Council, who was a teacher at the former Home back then. A very comprehensive history of the former Home was also presented to all participants informing them of the impressive past achievements of the Home. The presentation was very much appreciated by all participants.

'Elli Soteropoulou Award'

The 2019 'Elli Soteropoulou' annual award, in memory of Elli Soteropoulou who was an active member of both the Kyrenia Branch and the Youth Section, was jointly given with the Youth Section to the best athlete of Grade III of the Aglantzia Gymnasium, Photini Antoniou, who was also an active volunteer.



POLIS CHRYSOCHOUS BRANCH



Formation of Polis Chrysochous Branch

On 17 September 2019, the CRCS Council, upon the suggestion of the Executive Committee, decided on the formation of Polis Chrysochous as a Branch (CRCS Statutes - Article 19). Polis Chrysochous is a remote area with increased needs for humanitarian assistance. This is also the area where most migrants arrived by boat and thus the volunteers responded effectively and covered their needs.

The Polis Chrysochous Branch continued to offer humanitarian assistance to vulnerable individuals and families of the area.

YOUTH SECTION ACTIVITIES

In 2019, the Youth Section had 2,050 members, who were mainly students of primary and secondary schools, university students, and other young volunteers.

'Elli Soteropoulou Award'

The 2019 'Elli Soteropoulou Annual Award', in memory of the volunteer member Elli Soteropoulou of Kyrenia Branch, was given jointly with the Kyrenia Branch to the best athlete of the Grade III student of the Aglantzia Gymnasium, Photini Antoniou, who was also an active volunteer of the CRCS.

The Youth Section's activities in 2019 involved the following:

- Provision of humanitarian assistance;
- Fundraising activities; and,
- Training, educational and raising awareness activities.

Provision of humanitarian assistance:

- The Youth Section, in cooperation with the Ministry of Education, Culture, Sports and Youth, distributed 1,500 food 'love parcels' to families of students of primary and secondary schools during Easter and Christmas holidays, in all cities; Financial assistance to students and other individuals in need (travelling expenses for treatment abroad, purchase of books etc.); and,
- Visits to charitable institutions by Primary school students like the CRCS Children Therapy Centre "Stella Soulioti", the "Christos Stelios Ioannou Foundation" and others.

Fundraising activities:

- Annual Pancyprian Fundraising Campaign: The revenue from the Fundraising Campaign in 2019, reached EUR 53.103,53. The Youth Section contributed financially with the amount of EUR 13.130,68, (representing the 25 per cent of the Branch's net proceeds of the annual Fundraising Campaign CRCS Council decision dated 8/7/2015), to the CRCS Children Therapy Centre "Stella Soulioti".
- Organisation of events: Christmas charity bazaars, tea parties, fashion shows, a football tournament, a Children's theatrical performance and a film screening afternoon etc, raising more than EUR 25.000,00.

Training and educational activities:

- "Saturday Children Programme": This programme targets young people, aged 12-18 year-old, who gather every other Saturday at the CRCS premises in Nicosia and Limassol, with the aim of encouraging their potential participation as volunteers in various events and activities organised by the Youth Section. Moreover, this programme presents a great opportunity to youngsters to develop their leadership and organisational skills, as active young volunteers. The total number of children who attended this weekly programme, in 2019, was 81;
- Annual Pancyprian Conference: The Conference was organised by the Larnaca Youth Section at Ayiou Georgiou Lyceum, in Larnaca, and was attended by 120 students, aged 12-17 years old, from all over Cyprus. The subject of the conference was "The Cultivation of values through the principles of the Red Cross." Dr. Stavros Photiou, Professor at the University of Cyprus, introduced the subject to the students. The conference was attended by the CRCS President and the First Vice-President of the CRCS, officials representing the Ministry of Education, Culture, Sport and Youth, teachers and other volunteers;
- Youth Summer Camp in Platres village: The Youth Summer Camp that was sponsored by the Embassy of China, hosted 60 children, aged 12-15 years old, from all the cities of Cyprus. The camping took place at Platres village from 1 to 8 July 2019. The main objective of the camp was to give the children the opportunity to participate in an entertaining and at the same

time educational programme for young leaders. Indeed, the educational programme allowed the youngsters to learn more about the Red Cross, the promotion of the principles, the ideals and the spirit of the Red Cross, as well as helping to develop their leadership skills that they could apply at their schools;

- Informative lectures and Workshops from the Red Cross in primary and secondary schools: The aim and objective of these lectures, organised by the Youth Section, are to inform pupils and teachers about the humanitarian work of the CRCS, its structure and organisation, as well as the activities of the Youth Section. In 2019, the Youth Section organised 85 such lectures;
- Leadership Skills Training: In July 2019, the CRCS Youth Section organized a three-day training course on the 'Leadership Skills programme' of the Red Cross Centre of the Cooperation in the Mediterranean. The programme was facilitated by a trainer from the Centre of the Cooperation in the Mediterranean and a trainer from the Croatian Red Cross. Fairy-tale "Colored Soldiers": The tale of the CRCS Youth Section, entitled "Colored Soldiers", gives children the opportunity to get to know the seven Principles of the Red Cross in a pleasant way. The author, teacher and volunteer Mr. Loukas Panagi, was inspired by the rich action of the CRCS and wrote a fairy-tale, which he has donated free-of-charge exclusively to our organization. The fairy-tale is mainly addressing to children aged 5 - 12 years, and;
- The 4th International Youth Meeting – Solferino 2019: The meeting took place from 18 to 25 June 2019, at the Red Cross campsite, a few kilometres away from the location of the battle of Solferino, in Italy. The CRCS Youth Section participated for the first time with three volunteers. During the meeting, the volunteers had the opportunity to work with trainers from the Pacific, Portugal and Ukraine and facilitated two YABC (Youth as Agents of Behavioural Change) workshops.



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 is 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 is implemented by the CRCS and Enoros Consulting Ltd. The objective of the project is the improvement of the living conditions of the Centre's residents, through a series of leisure activities for minors (of pre-school and school age) and adults, based on needs' assessments performed in the course of the project's duration. Specifically, the project offered a programme of afternoon homework assistance, as well as art classes for children, cooking classes, gym activities, movies, and computer classes both for adults and minors. In addition, in an effort for the residents to get to know the Cyprus society, a number of excursions were organised by the CRCS all over Cyprus, since the start of the project,

Employability and Social Integration of Refugees and Asylum Seekers - ESIRAS Project

This was a European Commission funded project, with a duration of 18 months, which was directly assigned to the IFRC. The IFRC designated the Spanish Red Cross to serve as the Co-ordinator to undertake the organisation and implementation of the project (as the coordinator),

(a) to promote among the refugees and asylum seekers, a better awareness and understanding of the host country socio-cultural context with a view to their smoother integration into the host country's social fibre, and (b) to improve on the opportunities of these vulnerable groups for better access to employment and social services.

The ESIRAS project was implemented in seven different European Red Cross National Societies, namely: Austrian Red Cross, British Red Cross, Cyprus Red Cross Society, Danish Red Cross, French Red Cross, Italian Red Cross and Slovenian Red Cross.

Within the context of this project, that started in 2018 and continued throughout 2019, a CRCS ESIRAS Office was established in downtown Nicosia, where the majority of these groups were residing, thus capitalising on CRCS's reach and support to the refugees and Asylum Seekers. Even if either any refugees or asylum seekers decided not to enrol in any of the ESIRAS activities, they were still able to acquire knowledge on public services, legal issues and other needs that they might have had. Through an individualised programme targeting the job market, each beneficiary participated in a series of capacity building and training workshops, vocational training sessions, received legal counselling and any other information. In addition, within the realms of the project, the ESIRAS beneficiaries were also invited to participate in a number of socio-cultural activities that were organised with a view to facilitate their social integration into the Cyprus Society.

All ESIRAS beneficiaries who had participated in vocational trainings, workshops and seminars, and had successfully completed the ESIRAS programme, were awarded the relevant certificates, which they could use to improve their opportunities in the labour markets. Indeed, 29 out of 118 participants (representing 25 per cent of the participating beneficiaries) gained professional qualifications that aimed to increase their job opportunities. Out of those 29 beneficiaries who had acquired their professional certificates, five of them had found a job almost immediately upon the completion of their participation in the programme.



CAMPAIGNS AND EVENTS

The rich and multi-faceted work of the CRCS is the result of the active involvement and enthusiasm of its staff, members and volunteers, which in 2019 was demonstrated through a large variety of campaigns and events. The objective of most of the events was to raise funds, in order to enable CRCS to provide and maintain the various forms of assistance to vulnerable groups, as well as to raise social awareness on a number of important issues.

Fundraising Campaign

The main annual Fundraising Campaign took place from 8 to 28 May 2019, all over the country. The sponsor of the fundraising campaign was the OPAP* Cyprus. The Campaign was launched on 8 May 2019, during a Press Conference at the CRCS Headquarters, in Nicosia. The event was declared open by the Minister of Health, H.E. Mr. Constantinos Ioannou.

The total amount raised, was EUR 218.542,96 - the net proceeds being EUR 202.740,95. The proceeds of the Campaign were diverted towards covering the expenses of the various humanitarian programmes of the different Units. The amount of EUR 57.183,84 representing the 25 per cent of the net proceeds, was allocated towards the operational costs of the CRCS Children Therapy Centre 'Stella Soulioti' (CRCS Council decision 8/7/2015, by the Units). The Fundraising Campaign also provided the opportunity to the CRCS to publicise and promote its goals and activities, as well as to offer volunteers the opportunity to be part of a humanitarian society.

On 10 July 2019, the closing ceremony of the fundraising campaign was held at the CRCS President's residence. During the event, the CRCS President thanked and honoured the sponsors for their valuable assistance and for the very successful promotion of the campaign, as well as the CRCS volunteers, members and staff, who had contributed towards the success of the event. Among others, commemorative plaques were given to other companies and individuals, who had contributed to the campaign and the programmes of the CRCS.



OPAP Cyprus Charity Dinner in aid of the CRCS

OPAP Cyprus organised a charity dinner on November 13, 2019 at the Parklane Hotel, in Limassol, for the Children of Therapy Centre "Stella Soulioti". The total amount raised was EUR 209.000,00. CRCS expresses its deep appreciation to OPAP Cyprus and all the companies, organisations and individuals, who supported the Centre.

*OPAP = Greek Organization of Football Prognostics S.A.

A **hug** is a form of endearment, universal in human communities, in which two or more people put their arms around the neck, back, or waist of one another and hold each other closely. If more than two persons are involved, it is referred to as a group hug. A hug, sometimes in association with a kiss, is a form of nonverbal communication. Depending on culture, context and relationship, a hug can indicate familiarity, love, affection, friendship, brotherhood or sympathy. A hug can indicate support, comfort, and consolation, particularly where words are insufficient. A hug usually demonstrates affection and emotional warmth, sometimes arising from joy or happiness when reunited with someone or seeing someone absent after a long time. – wikipedia.org



Ημερολόγιο 2019
Calendar 2019




Thank you spot

CRCS created a video spot in order to thank everyone who contributed to its humanitarian work. This video was broadcasted on TV stations during December 2019.

Annual fundraising excursions

The CRCS, continuing a more than ten-year tradition of planning and arranging annual excursions for its members and friends to countries abroad, organised in 2019, two such excursions: (a) to Argentina and Brazil; and (b) to Morocco. The purpose of these very successful activities is to generate funds for the CRCS and also to offer the opportunity to its members and friends to get together, know each other better, and to enjoy quality visits abroad.

The excursion to Argentina and Brazil was organized from 15 to 30 March 2019, and was attended by 46 persons. The programme included visits to Buenos Aires, the capital of Argentina, Patagonia, the Glaciers National Park and Ushuaia and Tierra del Fuego, the southernmost point of the world. The excursion to Argentina was followed by a visit to the impressive Iguassu Falls, on the borders between the two countries and this unique experience ended with an equally exciting three-day visit to Rio de Janeiro, in Brazil. The net profit from this trip that was diverted towards the CRCS programmes, amounted to EUR 9.200,00.

The second excursion organised was to Morocco; a really beautiful and interesting North Western African Arab country. It was held from 14 to 25 October 2019 and was attended by 51 members and friends of the CRCS. The programme actually covered the whole country, with visits to Casablanca, the biggest city, Rabat, the capital, Tangiers, Fes, Meknes, Ifran, Errachidia, Erfud, Ouarzazate, Marrakesh, the capital of the South, and Essauira. The net profit from this trip that was diverted towards the CRCS programmes amounted to EUR 10.990,00.

Upon returning to Cyprus, the CRCS President hosted a dinner party at her residence for the members of the groups, as well as for the members of staff, who had assisted in the organisation of the excursion, to thank them. At the end of the soirée there was a short photo-projection depicting moments from the trip.

Yearly Lucky Charms

In 2019, the Michalakis Aloupas Jewellers Ltd especially designed and produced 1500 Lucky Charm bracelets, made of silver. These charm bracelets were sold by the CRCS volunteers at the price of 15 Euro each. All the proceeds from the sales of these bracelets were allocated to support the CRCS's humanitarian activities. The CRCS extends its warm thanks to Michalakis Aloupas Jewellers Ltd for the design of the bracelet. The total income from the sale was EUR 11.880,00.

Desk Calendars

CRCS produced and printed Desk Calendars with the slogan "Hugs". The calendars were distributed free-of-charge to CRCS 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 RC/RC National Societies. The sponsor of the calendars was FINEXPERTIZA Cyprus HPA, to whom CRCS expresses its sincere thanks and appreciation.



INTERNATIONAL ASSISTANCE

CRCS, as always, did its utmost to respond to IFRC's emergency appeals for assistance to vulnerable groups and victims of man-made and/or natural disasters, worldwide. Accordingly, in 2019, the CRCS participated in programmes of international humanitarian assistance and contributed to the people of Mozambique.

MOZAMBIQUE

Following the International Appeal of the IFRC, in the aftermath of the tropical Cyclone Idai over Northern Mozambique Channel, in March 2019, the CRCS contributed the amount of EUR 5.000,00.

For the IFRC's emergency appeal, a total of 31 million Swiss francs, were collected in order to enable the IFRC to support the Mozambique Red Cross to deliver assistance to 200,000 people with a focus on the following areas: Shelter, including Household Items (HHI); Health; Water, Sanitation and Hygiene Promotion (WASH); Livelihood and basic needs; Disaster Risk Reduction (DRR); Protection, Gender and Inclusion (PGI) and National Society Capacity Strengthening for 24 months.

COOPERATION WITH THE MOVEMENT

IFRC PRESIDENT'S VISIT TO CRCS

The visit of the IFRC President, Mr Francesco Rocca, at the CRCS took place from 11 to 13 February 2019. It was a very successful and beneficial visit.

The programme of the visit included:

- Meeting with the President of the Republic of Cyprus;
- Meetings with the Ministers of Foreign Affairs and Interior;
- Visit to the Children Therapy Centre "Stella Soulioti";
- Visit to the Nicosia and Limassol Branches, and;
- Press Conference.



Students accompanied by their teachers, from three different schools in Nicosia, were present at the Press Conference. The IFRC President gave particular attention to the youth, encouraging them not to spend too much of their time on social media, but to share some of their free time by helping their fellow human beings.



NORWEGIAN RED CROSS - HORDALAND BRANCH VISIT TO CRCS

During 2019, the Norwegian Red Cross - Hordaland Branch visited the CRCS twice.

A delegation consisting of the Director, Mr Lars Skorpen and staff members visited CRCS from 27 to 29 May 2019. The purpose of the visit was to discuss about the future collaboration on the home - care programme, the first responders team and the organisation of visits to migrant's centres.

The second visit took place from 23 to 28 September 2019. The programme of the visit included meetings with the newly established Polis Chrysochous Branch, the Mayor of Polis Chrysochous, the Branches and the First Responders Team. In addition, the delegation had the opportunity to visit Pyrgos area, in Paphos, where migrants arrive by boat. Additional, time was given for socialising and networking and a visit to the occupied part of Nicosia.



SMALL EUROPEAN NATIONAL SOCIETIES CONFERENCE

The 5th Small European National Societies (SENS) Conference was organised for the first time in Cyprus, from 12 to 13 September 2019. The Conference was attended by the IFRC Vice-President - Europe Zone, Officials from the ICRC, the IFRC, the Red Cross EU Office and colleagues from the National Societies of Andorra, Iceland, Liechtenstein, Luxembourg, Malta, Monaco and Montenegro. Cook Islands participated as guest to observe the meeting. CRCS was represented by the President, the First Vice-President and the Director General.

The Agenda of the Conference included:

- Visit to the Presidential Palace and meeting with the President of the Republic of Cyprus;
- Opening of the 5th SENS Conference by the Minister of Interior at the CRCS Headquarters;
- Tour of Nicosia;
- Visit to the Children Therapy Centre "Stella Soulioti" facilities;
- Presentation on the CRCS activities by the Director General;
- Presentations by some National Societies on Gender equality, Climate change, Women's Leadership, Statutory Meetings etc; and,
- Social programme.

The CRCS continues to make an effort in further strengthening its network and relations with the Movement. Undeniably, the Conference gave the opportunity to the participating National Societies to decide on future actions and common challenges. During the Conference, the CRCS officials had the opportunity to discuss further with some National Societies about the challenges that arose from the increased arrivals of migrants in Cyprus and informed them on the CRCS's intention to apply for a Disaster Relief Emergency Fund (DREF) appeal.

STATUTORY MEETINGS

The CRCS participated in the Statutory Meetings of the Movement, which were held between 4 and 12 December 2019, in Geneva, Switzerland. Members of the CRCS delegation were as follows:

1. Fotini Papadopoulou, President;
2. Leda Koursoumba, First Vice-President;
3. Mustafa Hami, Second Vice-President;
4. Christina Kapartis, Director General;
5. Amalia Erotokritos, Member of the Council;
6. Vanessa Kyprianou, President Central Committee Youth Section; and,
7. Emilia Kitsiou, Member of the Youth Section, with capacity to vote at the Youth Commission election.

The Statutory Meetings consisted of the following Conferences:

- Youth Meeting (3-4 December 2019);
- IFRC 22nd General Assembly (5-7 December 2019);
- Council of Delegates (8 December 2019); and,
- 33rd International Conference (9-12 December 2019).

The side events offered an opportunity to the Conference participants to explore more in-depth themes that were of particular interest to them or share their good practices, which continued throughout the days. The CRCS delegates participated in various side events. The First Vice-President, Ms Leda Koursoumba, the Second Vice-President, Mr Mustafa Hami, and the Director General, Ms Christina Kapartis, attended all sessions of the 22nd General Assembly, the Council of Delegates and the 33rd International Conference, as well as certain side events, and made interventions, as appropriate. More precisely, the First Vice-President made interventions on matters such as (a) Reinforcing Gender Equality in the Work of the Movement and (b) Migration, and the Second-Vice President made an intervention on Climate Change.

The CRCS delegation had various networking meetings in parallel to attending the Statutory Meetings.

A detailed report was prepared and distributed to the CRCS Council Members.



FINANCIAL AND INTERNAL INFORMATION

The overall financial position of the CRCS for 2019 continued to be satisfactory. In general, the level of the Income was at a similar level to the previous year. The level of Expenses, however, continued to increase dramatically due to the heavy pressure in providing assistance to increased numbers of migrants arriving in Cyprus.

Personnel

Although CRCS is a voluntary organisation and its extensive activities are carried out by members and volunteers, its mission could not be accomplished without the significant administrative support, coordination and contribution of its regular staff members. In 2019, CRCS employed 44 staff members, 30 women and 14 men (permanent and staff employed for specific programmes).

Membership Fee

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

COMMUNICATION

In 2019, the CRCS website and social media pages remained the major communication tools with its volunteers and friends in Cyprus, and 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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