

RCRC

Red Cross Red Crescent
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"I'm alive"

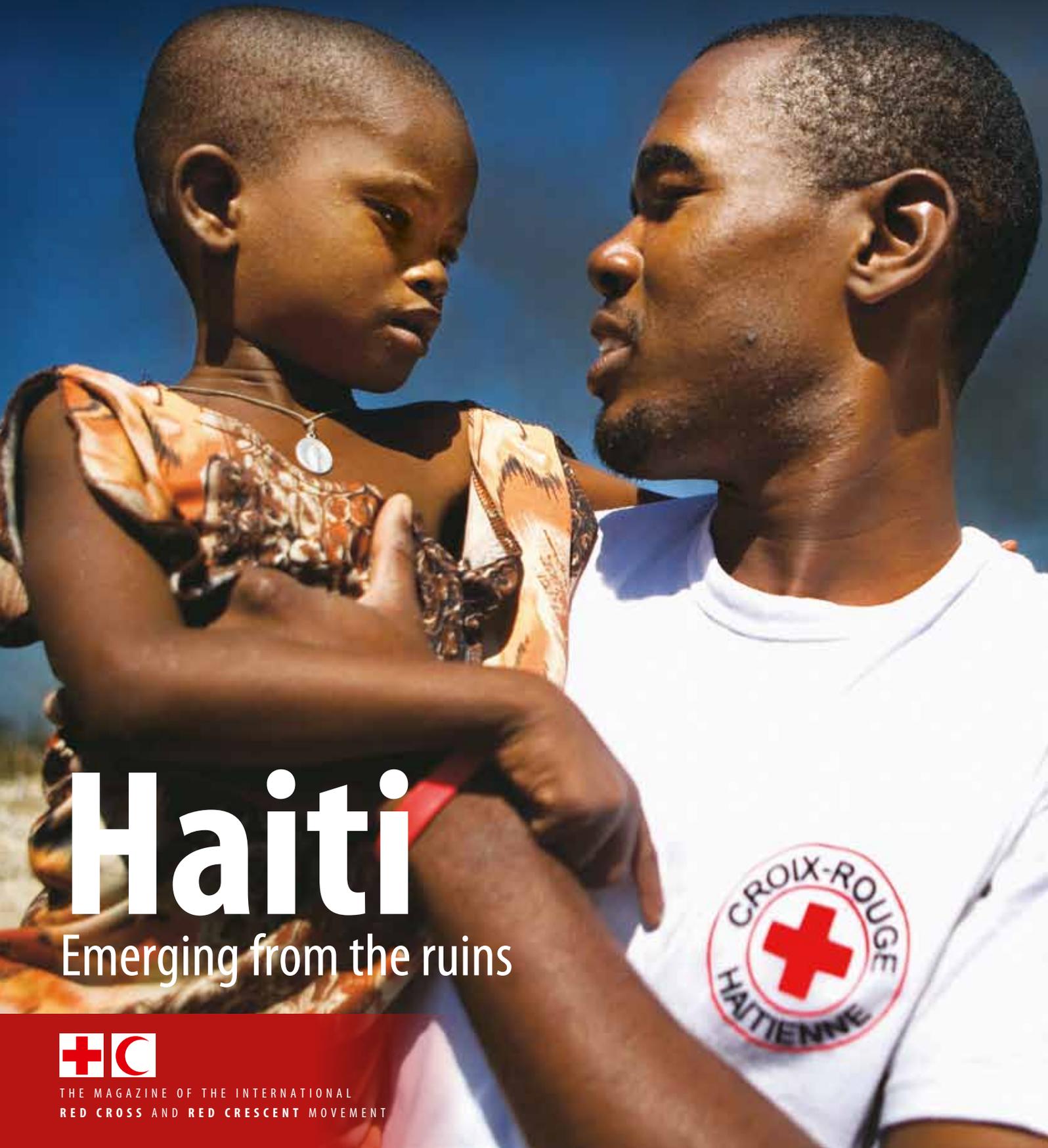
Restoring family links after natural disasters

A new battlefield

The Movement takes on the challenge of urban violence

TB behind bars

Getting sick in prison doesn't have to be a death sentence



Haiti

Emerging from the ruins



THE MAGAZINE OF THE INTERNATIONAL
RED CROSS AND RED CRESCENT MOVEMENT

The International Red Cross and Red Crescent Movement is made up of the International Committee of the Red Cross (ICRC), the International Federation of Red Cross and Red Crescent Societies (IFRC) and the National Societies.



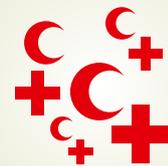
ICRC

The International Committee of the Red Cross is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of war and internal violence and to provide them with assistance. It directs and coordinates the international relief activities conducted by the Movement in situations of conflict. It also endeavours to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles. Established in 1863, the ICRC is at the origin of the International Red Cross and Red Crescent Movement.



International Federation of
Red Cross and Red Crescent Societies

The International Federation of Red Cross and Red Crescent Societies works on the basis of the Fundamental Principles of the International Red Cross and Red Crescent Movement to inspire, facilitate and promote all humanitarian activities carried out by its member National Societies to improve the situation of the most vulnerable people. Founded in 1919, the IFRC directs and coordinates international assistance of the Movement to victims of natural and technological disasters, to refugees and in health emergencies. It acts as the official representative of its member societies in the international field. It promotes cooperation between National Societies and works to strengthen their capacity to carry out effective disaster preparedness, health and social programmes.



National Red Cross and Red Crescent Societies embody the work and principles of the International Red Cross and Red Crescent Movement in more than 186 countries. National Societies act as auxiliaries to the public authorities of their own countries in the humanitarian field and provide a range of services including disaster relief, health and social programmes. During wartime, National Societies assist the affected civilian population and support the army medical services where appropriate.

The International Red Cross and Red Crescent Movement

is guided by seven fundamental principles:

humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

All Red Cross and Red Crescent activities have one central purpose:

to help without discrimination those who suffer and thus contribute to peace in the world.

Moving mountains

Recognizing the courage and determination of Haiti's National Society volunteers

IT IS IN TIMES OF GREATEST LOSS that we realize what is most important to our hearts and minds. It is in the deepest adversity that we discover who we really are. In Haiti we have lost so much. But we have learned a great deal about who we are as a nation, as a National Society and as individual volunteers.

Even as we grieve our loved ones, our colleagues, our brothers and sisters, we can still find reasons to be thankful. Those who have survived, even those who have lost everything, find comfort in being able to help others in need.

We are above all proud and grateful in the knowledge that we belong to a worldwide humanitarian movement based on humanity's highest ideals. This bond we have with our brothers and sisters around the world is something no act of nature can take away.

In recent months, I have heard the volunteers of the Haitian National Red Cross Society described as heroes. We will leave this to others to judge, but I certainly consider the word apt when I think about my colleagues' courageous actions.

Their heroism did not start on 12 January. It began the day they joined as Red Cross volunteers. It was the preparation of these volunteers — those who survived and those who did not — that helped us respond to this terrible catastrophe.

It was their presence — day in and day out — that afforded the Haitian National Red Cross Society the respect and cooperation of communities that have suffered so greatly. Often in danger, always determined, these volunteers have braved hurricanes and floods. They have helped people rebuild their homes and find new livelihoods since the hurricanes of 2008 and 2009. Just last year, they helped train more than 15,000 people in first aid, promoted good hygiene and blood donation, and worked towards the prevention of HIV/AIDS and malaria, highly prevalent diseases in Haiti.

They did not do all this alone, however. Delegations

from the American, Canadian, French, German and Spanish Red Cross Societies — along with colleagues from the ICRC and the IFRC — have been working side-by-side with us for many years. When the earthquake struck, National Society volunteers from around the world poured into Haiti without a moment's hesitation, willing to offer their energy, dedication, skills and love. I would like to thank all of these everyday heroes — as well as all those who gave their time and money to help Haiti recover and rebuild. These people are the very essence of the Movement that Henry Dunant dreamed of.

We have a saying in Haiti that “behind every mountain, there lies another mountain”. Nothing could be truer for us today. Not only must we help people with their immediate survival, we must make it through the next big hurdle — the rains and hurricanes — to begin looking at Haiti's long-term survival. *Wè jodi-a, men sonje denmen*, as we say in Creole. Live today, but think about tomorrow. ■

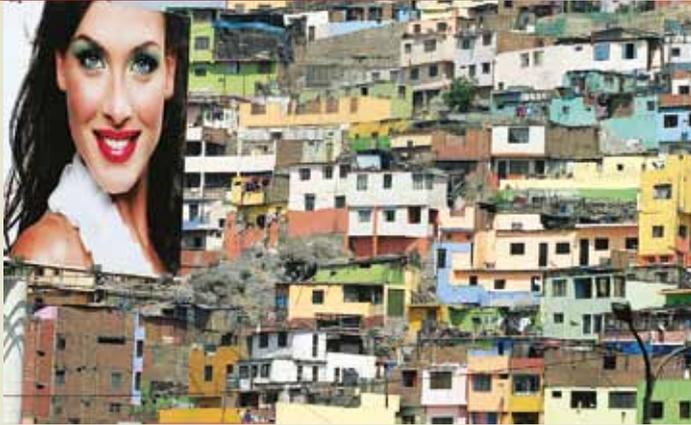
Michaële Amédée Gédéon
President, Haitian National Red Cross Society

“It is in the deepest adversity that we discover who we really are. In Haiti we have lost so much. But we have learned a great deal about who we are as a nation, as a National Society and as individual volunteers.”

📍 *Michaële Gédéon, president of the Haitian National Red Cross Society, during a recent visit to Léogâne.*
Photo: Alex Wynter/IFRC



In brief...



REUTERS/Mariana Bazo, courtesy www.valerinet.org

World Red Cross Red Crescent Day

The growth of cities and the rise of urban violence are among the key themes highlighted during this year's marking of Red Cross Red Crescent Day on 8 May. A day celebrating the commitment of Movement volunteers, this year's event builds on the "Our world. Your move."

campaign with a joint IFRC-ICRC statement on the links between urbanization and issues of food security, poverty, health-care, social services, violence, shelter, water and sanitation and internally displaced people, among other issues.

Movement cheers release of two delegates

The Red Cross Red Crescent Movement celebrated the release of two ICRC workers kidnapped in central Africa in late 2009. In February, ICRC agronomist Laurent Maurice was released 89 days after he was kidnapped in eastern Chad. Then, on 18 March, Gauthier Lefèvre, the ICRC head of the AI Jeneina sub-delegation was finally freed, 147 days after he was abducted in Sudan's West Darfur region.

"I knew that my ICRC colleagues would not forget me," Lefèvre said, thanking all who helped secure his release. Lefèvre added that "the real victims" are the people of Darfur and that his kidnapping should not overshadow the important medical, protection, relief and family-reunification work being done in Darfur.

"The ICRC AI Jeneina team carried out a number of successful projects in West Darfur in a very difficult environment with a limited number of security incidents," he said. "That is how I would like to be remembered with the ICRC team."

Both said their desire to help people in the region has not been dampened. "People affected by armed conflict who need protection and assistance have nothing to do with the kidnapers," Maurice said. "They need clean drinking water, better harvests, food and shelter. I chose to work in the humanitarian field in order to help people."

Families need answers

The ICRC has called on the government of Guatemala to do more to help families find out what happened to their loved ones during the country's years of civil strife. "The relatives of those who went missing during the armed conflict are still in great distress; the story is not over yet," said Christine Beerli, vice-president of the ICRC, who visited Guatemala in February and submitted a report on the issue to top government officials.

Needs acute despite Yemen ceasefire

Since a ceasefire was agreed between the Yemeni government and Houthi militants in February, people harmed by the conflict in Sa'ada and Amran have been trying to rebuild their lives with support from the ICRC and the Yemen Red Crescent Society. Some are returning home, while others are leaving remote areas for places such as Sa'ada city and camps for internally displaced people, where basic services and humanitarian aid are available.



REUTERS/Khaled Abdullah, courtesy www.valerinet.org

Powerful quake rocks Chile

The Chilean Red Cross continues to work with the National Emergency Office in response to the powerful earthquake — measuring 8.8 on the Richter scale — that rocked Chile on 27 February.

More than 528 people have been confirmed killed by the quake. Most died when a tsunami, caused by the tremor, struck a coastal strip of 500 kilometres. The Chilean Red Cross has been active in the hardest-hit areas, providing temporary shelter, sanitation and health services. Teams have also helped survivors reconnect with loved ones. The IFRC has announced an appeal of 13 million Swiss francs to provide relief support over the next year.



REUTERS/Mariana Bazo, courtesy www.valerinet.org

Food crisis in Zimbabwe

With Zimbabwe's 2010 harvest failing, the IFRC has renewed its plea for funds to help an estimated 2.17 million people in need of food aid. "In some parts of the country, the food situation is as bad as many of our volunteers and staff have ever seen it," said Emma Kundishora, secretary general of the Zimbabwe Red Cross Society. Increased desertification and other issues have also worsened existing shortages in Niger, Sudan and Somalia.



REUTERS/James Akena, courtesy www.valerinet.org

A decade for road safety

The United Nations General Assembly declared 2011–2020 the Decade of Action for Road Safety. The road safety crisis, which claims 1.3 million lives annually, is "entirely man-made, and all the more shocking for being so," said Matthias Schmale, IFRC under secretary general for development, who addressed the General Assembly before the vote. "What makes the road crash crisis particularly horrific is that these deaths and injuries are preventable."

New homes in Myanmar

Almost two years after Cyclone Nargis, the Ayeyarwady delta is showing some signs of recovery. Major challenges remain, but thousands of survivors have received new houses, villages have been restored and fishermen have received boats. "Being safe and secure in our new home is such a nice feeling," says 70-year-old widow Daw Tin Pu, as she sits with her 4-year-old grandson in a shelter built by the Myanmar Red Cross Society.

A 'full-blooded' appeal

As host of World Blood Donation Day on 14 June, Barcelona has kicked off a year-long campaign — dubbed "Full-blooded Barcelona" — with TV spots showing players from the city's football team, Barcelona FC, making their own donations. This year, Barcelona takes over from Melbourne as the international capital of World Blood Donation Day, which is sponsored by the IFRC, the International Federation of Blood Donor Organizations, the International Society of Blood Transfusion and the World Health Organization.

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Fresh perspective, less hype

Magazine survey: readers want more about volunteers, fewer VIPs; more outside views and self-critique, less self-promotion.

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Strategy 2020; guidelines for tweeters and other social media junkies; the lost children of Goma; G20 priorities; and an Afghan war hospital.

We gratefully acknowledge the assistance of researchers and support staff of the ICRC, the IFRC and National Societies.

The magazine is published three times a year in Arabic, Chinese, English, French, Russian and Spanish and is available in 186 countries, with a circulation of over 100,000.

The opinions expressed are those of the authors and not necessarily of the International Red Cross and Red Crescent Movement. Unsolicited articles are welcomed, but cannot be returned.

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On the cover: Haitian National Red Cross Society volunteer Ralph Toussaint with Kengo J. at Camp Simon, Port-au-Prince, Haiti. Photo: Talia Frenkel/American Red Cross



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“We need a new Haiti”

As aid agencies race to provide shelter to withstand the hurricane season, the Red Cross Red Crescent sees hope among the ruins.

BEFORE THE 12 JANUARY EARTHQUAKE destroyed her home and her livelihood, Carmel worked as an administrator in a hospital in Delmas, a neighbourhood on the east side of Haiti’s capital Port-au-Prince. Now homeless and out of a job, she faces an uncertain future with trepidation, determination and hope.

“In a few seconds,” she says, “my world literally collapsed. I lost my job that I loved so much and my home, with everything that was in it. The worst is that I saw my best friends and my colleagues go in front of me.

“The next day, I found the strength to dig holes and hammer nails into improvised coffins to bury my loved ones. Today, I refuse to leave my city and my only hope is to one day see it live again.”

In the port town of Léogâne, 29 kilometres to the west of the capital, a similar story unfolds. The landscape resembles Mogadishu or Beirut at the height of their conflicts. Experts estimate that 80 per cent of Léogâne is damaged, and even the standing structures are cracked beyond repair or are next to buildings that must be demolished.

Those who still have homes will hardly set foot — let alone sleep — inside them. “I just dash indoors,

“Getting land is crucial. If more land becomes available, there are at least 5,000 Red Cross volunteers who are ready to try to make it safe.”

Michaële Gédéon, President,
Haitian National Red Cross Society

grab clothes and other things, and dash out again,” says Robeny Leandre, a 42-year-old shopkeeper who lost his business and home, but luckily not his family.

His small general store is still standing, but just barely, with gaping fissures running up and down the walls. As for the house, “no one has come to tell us whether it’s safe, but I know what the answer is,” he says.

Meanwhile, throughout the crisis, thousands of messages flew at light speed around the country — and around the world — as people used text messages and cell phones to make emergency cries for help: “To anyone in the Mont Joli-Turgeon area... Jean-Olivier is caught under rubble of his fallen house... he is alive but in very bad shape. Please, please, please hurry and get there as soon as you can. URGENT.”

These are just some of voices Movement volunteers and workers heard in the days and weeks after the earthquake. They are the words of people living in a world turned upside down, in which nature crushed all that was familiar in the space of a few, terrifying minutes. They are voices of desperation, but also of hope.

Three months later, their words still ring true. Thousands of people are still in pain, without jobs,



lacking adequate food, healthcare and safe shelter even as the rainy season adds insult to injury, threatening a second humanitarian disaster.

“We can get as much as 50 millimetres of rain in two hours,” notes Michaële Gédéon, president of the Haitian National Red Cross Society, “and there are usually extremely strong winds, too.”

Everyone here is painfully aware that the rainy season is followed closely by hurricanes. Two years ago, three hurricanes — Gustav, Hanna and Ike — and Tropical Storm Fay left hundreds of people dead, tens of thousands homeless, and aggravated chronic malnutrition in several parts of the country. In 2004, Tropical Storm Jeanne claimed 1,900 lives, while floods took 2,600.

Well before 12 January, Haitian Red Cross volunteers were well versed in disaster response, from community first aid to food distribution and shelter. They were joined in many of these efforts by permanent delegations from the American, Canadian, French, German and Spanish Red Cross Societies, and the ICRC.

Now they are joined by hundreds of volunteers from around the world who are working flat out to provide emergency first-aid healthcare, create basic

sanitation, offer psychological support, reunite separated families and build decent temporary shelter. With 21 Emergency Response Units (ERUs) deployed, 33 National Societies mobilized and 600 volunteers and delegates from around the world, the Haiti earthquake response is the largest single-country mobilization in the history of the International Red Cross and Red Crescent Movement.

Even combined with the aid offered by other agencies, it still may not be enough to handle what’s coming next. With somewhere near 1.2 million people now in immediate need of shelter, one of the worst humanitarian catastrophes of recent decades could get worse — much worse.

As this magazine goes to press, tens of thousands are still living with little more over their heads than a tarpaulin, supported by a few cords and whatever poles people could find amid the ruins. In Port-au-Prince, there are more than 500 makeshift camps where people huddle together on whatever spare ground they can find in the already-overcrowded capital.

“One of the major problems we face here is that the makeshift camps have been set up on free plots,” says Eric Rossi, an ERU team leader for the French Red Cross. “But they’re free for a reason: they flood.”

“Together we must transform this tragedy into an opportunity for Haiti to rise again.”

Bekele Geleta,
IFRC Secretary General

☞ The degree of devastation (as shown in this photo of the Port-au-Prince neighbourhood of Canapé Vert) is one reason tens of thousands are choosing to live outdoors, in makeshift camps that have now become shanty towns, extremely vulnerable to the coming hurricane season.

Photo: Marko Kocio/ICRC



In the sprawling Bel Air camp, where some 20,000 people live, young men are busy clearing space for the families that keep arriving in what is rapidly becoming a huge shanty town, with its own markets, vendors, preachers, water distribution points and first-aid posts.

Around the city, many are camping just outside their homes, too frightened to move indoors, but reluctant to leave their neighbourhoods. Others are leaving the cities entirely. According to the Haitian government, more than 235,000 people have moved to rural areas, many of them staying with relatives and friends.

A question of space

Within a month of the disaster, the Movement had already provided emergency shelter materials — including tarpaulins, tools and tents — to roughly 20,000 families (95,000 people). Since then, the IFRC has provided emergency shelters to cover approximately 400,000 people over four months.

Most of this has been ‘emergency’ shelter for immediate privacy and protection from sun and rain. But the threat of hurricanes means that aid agencies must simultaneously provide more robust storm-proof transitional shelter.

Led by the Haitian Red Cross, volunteers are building two types of Red Cross-designed transitional housing: a one-storey, 12-square-metre, wood-framed hut that can withstand hurricanes and earthquakes, and a steel-framed, two-storey version with the same footprint.

Teams are now working around the clock to meet an ambitious goal: to construct 20,000 of the one-storey shelters for rural and urban areas and 15,000 two-storey units for families in urban areas where space is at a premium.

But building the shelters is not the hardest part. “The overriding problem is space,” says Nelson Castaño, head of the IFRC’s relief operation in Port-au-

📍 *The quake left roughly 1.2 million people homeless. In Port-au-Prince, more than 500 makeshift camps, such as this one at a sports centre in Carrefour, sprang up on whatever spare ground survivors could find.*
Photo: Marko Kokic/ICRC

📍 *The Haitian National Red Cross Society and the ICRC set up a water distribution system in Cité Soleil.*
Photo: Marko Kokic/ICRC

Prince. “The city was already seriously overcrowded. Now huge areas of Port-au-Prince are uninhabitable.”

As new building sites are considered, there are often difficult questions of land ownership to resolve. “Getting land is crucial,” says Michaèle Gédéon. “If more land becomes available, there are at least 5,000 Red Cross volunteers — half of our national strength — who are ready to try to make it safe by digging drainage channels and clearing sewers.”

The problem is not limited to Port-au-Prince. West of the capital, Léogâne was the urban area closest to the epicentre of the quake. Downtown, in the Gustave Christophe football stadium, up to 10,000 people are sleeping in flimsy shelters, packed together like sardines.

This city of 180,000 people — minus the 10,000 or more who perished in the disaster — has been levelled. The Creole graffiti scrawled on the side of a badly damaged church sums it up: “*Pou yon Ayiti nouvo, yon Leyogàn tou nef.*” In essence: we need a new Haiti, but we need a brand-new Léogâne.

A sprint and then a marathon

Gathering in Montreal almost a month after the quake, the Movement — represented by 23 National Societies, the IFRC and the ICRC — pledged to continue its integrated emergency relief for the next 12 months and support the needs of 80,000 families (roughly 400,000 people).

The Movement also pledged to provide health-care for a zone that includes 500,000 people in and around Port-au-Prince, as well as water and sanitation for 30,000 families. It also promised to help rebuild the capacity of the Haitian National Red Cross Society, which lost many volunteers and staff as well as several key buildings.

The IFRC took on the role of coordinating the ‘shelter cluster’, a consortium of roughly three dozen international agencies and relief organizations that are each taking on different aspects of short- to long-term shelter relief.

It’s a massive and complex effort that involves finding land, sorting out issues of ownership, removing debris, relocating camps, building communal hurricane shelters, providing sanitation, assessing damaged buildings, delivering building materials and finding skilled labour — to name just a few of the challenges.

Meanwhile, the Movement is also keeping an eye on the end goal: to help Haiti rebuild itself with housing and commercial construction that could prevent a repeat of 12 January 2010.

“Disaster response is a sprint but disaster recovery is a marathon,” said IFRC Secretary General Bekele Geleta, who visited Haiti with IFRC President Tadateru Konoé eight days after the quake. “Together we must transform this tragedy into an opportunity for Haiti to rise again.”

“The makeshift camps have been set up on free plots. But they’re free for a reason: they flood.”

Eric Rossi,
French Red Cross ERU team leader

Rapid response in the sms age

*"Hotel Montana at Rue Franck Cardozo in Pétionville collapsed. 200 feared trapped."
"We are in the street Saint Martin below Bel Air near the hotel. We are dying of hunger.
Please bring us aid."*

These desperate pleas were sent by text message in the first few days after the earthquake struck Port-au-Prince. They were sent through the Emergency Information Service (EIS), a disaster communications project established by the Thomson Reuters Foundation, in partnership with the IFRC, as a way to get information quickly to and from survivors of natural disasters.

It's not your traditional cry for help. But in Haiti, with traditional media and phone systems destroyed, text messages were often the only way desperate, hungry or hurt people could signal their distress.

The EIS was then able to locate the callers by GPS, plot their location on maps and refer the call to volunteers on the ground. One month after the earthquake, more than 16,000 disaster-related messages were sent through EIS. In one case, it directed injured Haitians via text message to one of the few city hospitals with room to treat more patients.

The system also helped search-and-rescue teams find people trapped in the rubble. In one case, a man trapped for five days in a collapsed building in downtown Port-au-Prince was rescued after sending a desperate text message.

In addition, the Haitian National Red Cross Society and the IFRC teamed up with a mobile phone company to text more than 1.2 million subscribers a day with messages about vaccinations, shelter and sanitation, among other things. The push of a button achieved what would normally take days even for an army of volunteers.

From 'victims' to first responders

The idea of using cell phone technology in disaster management is not new. After the 2004 Indian Ocean tsunami, it became clear that modern wireless communication could play a critical role in systems for both early warning and crisis management.

Digital communications are only a small part of a long-term, concerted effort within the Movement to give greater voice to those most affected by natural disasters. The approach recognizes that people affected by disasters are not 'victims' but a significant force of first responders who need to be empowered and engaged as part of the overall aid effort. After all, it is their recovery, their future, their lives and livelihoods that are at stake.



A generation of recovery

The recovery process will take years — perhaps even a generation. But there are some encouraging signs. Despite the destruction, the chaos and the pain, life is returning to the streets and camps of Port-au-Prince.

One month after the quake, there is traffic everywhere. Buses and pick-up trucks are packed. United Nations troops and, in the downtown area, US soldiers, can be seen patrolling. Many roads are blocked because bulldozers are removing debris and tearing down dangerous buildings.

Thousands have started lining up in front of money transfer offices throughout the city. Banks have opened and the price of petrol has started going down. More food is available in street markets, even if prices have doubled and many families must still pool their resources to afford the most basic commodities.

Everyone here is uncertain about the future but early on a recent Sunday morning, entire families could be seen dressed in their Sunday best — little girls in white dresses and shiny black shoes and fathers, wearing jackets and ties, holding their hands — walking towards what is left of a church.

A few moments later, they stood together proudly on top of the ruins, listening to their preacher and singing solemn hymns.

In another part of the capital, 29-year-old carpenter Pierre Marie Gerard also feels hope, pride and possibility as he works with other Red Cross volunteers assembling hurricane-resistant housing. "First and foremost I'm a Haitian," he says, "and despite the awfulness of the quake I feel excited about the possibility of building a new Haiti. I want the world to view us in a different light. My dream is a new Haiti." ■

Paul Conneally/IFRC, Malcolm Lucard/RCRC magazine, Simon Schorno/ICRC and Alex Wynter/IFRC contributed to this report.



After the quake, cell phones were a critical relief tool. Impromptu for-hire charging stations like this one allowed cell phone users to keep up with the news. Photo: REUTERS/Eduardo Munoz, courtesy www.alertnet.org



Haiti's heroes

In the wake of catastrophic loss, the Haitian National Red Cross Society responded with exceptional dignity, poise and professionalism.

Members of the Haitian National Red Cross Society carry an elderly earthquake survivor to a first-aid station in La Primature, Port-au-Prince. Photo: Marko Kocic/ICRC

AT ST PIERRE SQUARE IN PÉTIONVILLE, a small suburb east of Port-au-Prince, hundreds of survivors gathered, shocked and dazed, many injured. Some had escaped with scrapes and scratches but others had sustained deep gashes, open head wounds, crushed bones and badly fractured arms and legs.

Across the road, in the garage beneath the mayor's office, Haitian National Red Cross Society volunteers established a first-aid station. The space was cramped. Cars filled much of the garage, but a steady stream of people passed through. Wounds were dressed, broken bones set.

"It's not the best place," says Rita Aristide, a veteran Haitian Red Cross volunteer steeled by the aftermath of hurricanes, "but people are coming and we are caring for them."

Today thousands of people like Aristide are at the heart of the Red Cross Red Crescent Movement's response. Haiti's Red Cross Society has broad disaster experience. The 2007 hurricanes, Dean and Noel, and 2008's Fay, Gustav, Hanna and Ike have left volunteers and staff with extensive experience on how to deliver life-saving aid in horrendous circumstances. Just last year, the Haitian Red Cross offered first-aid training to roughly 8,000 volunteers.

Victims and volunteers

This background may be one reason that Haitian Red Cross volunteers were able to respond so quickly, even after suffering devastating losses. “At first, I just couldn’t accept what had happened,” says Cariolain, a 31-year-old volunteer working at a first-aid station in an improvised camp in a football stadium. “It was thanks to my work as a volunteer that I was able to keep going.”

In the days following the disaster, Haitian Red Cross volunteers not only kept going — they were at the lead of relief efforts, partnering quickly with international aid agencies and helping others even while grieving the loss of their own colleagues, friends and family. Meanwhile, many of the facilities they used to rely on for supplies — blood, medicine, food, communications — were destroyed.

Before the earthquake, the Haitian Red Cross had some 2,500 volunteers in Port-au-Prince and about 10,000 nationwide. Today, many volunteers, as well as paid staff, are missing and presumed dead.

“The volunteers, too, suffered appalling losses,” said IFRC President Tadateru Konoé during a visit to Haiti on 20 January. “They are shocked and grieving. And yet their desire to help their fellow human beings takes priority. They are true humanitarian heroes and we are both proud of and humbled by their dedication.”

The commitment of Haitian Red Cross volunteers and the respect they’ve earned in vulnerable communities also meant that they and other Movement delegates were able to deliver vital aid quickly to places where many aid agencies could not, or would not, go — the sprawling makeshift camps in Bel Air, one of Port-au-Prince’s most violent slums, or Belekou, the most destitute quarter in Cité Soleil.

That’s one reason Red Cross Red Crescent distributions have been generally smooth and secure. “We don’t use barbed wire or armed security,” says one IFRC team leader. “We rely on our emblem and the goodwill people have for the Haitian Red Cross.”

Today, the National Society continues to work side-by-side with Red Cross Red Crescent colleagues from around the world in conducting assessments, evaluating needs, distributing relief, providing medical care, offering psychological support and setting up water and sanitation in and around Port-au-Prince.

A case in point: a partnership with displaced residents to install a temporary water distribution system at their camp, known locally as Terrain Acra. After consulting with the residents, the Red Cross Red Crescent set up a water bladder that provides 15 litres of water per day per person for 2,000 people. “Water is life,” says resident Hélène Fleurival. “We wait a long time for food but we can go without food. But we need the water. Now we have water to drink — praise God.”

“We don’t use barbed wire or armed security. We rely on our emblem and the goodwill people have for the Haitian Red Cross.”

IFRC team leader

Meanwhile, many among the permanent Red Cross Red Crescent delegations have also expressed admiration for their Haitian colleagues. “We owe a huge debt of gratitude to our Haitian staff,” says Riccardo Conti, the head of ICRC’s Haiti delegation. “They were living with terrible uncertainty and loss, and yet they continued to come to work and keep the operations going.”

The lucky ones

Throughout the Movement, delegates refer to their Haitian colleagues as “heroes”. They tell stories of volunteers such as nurses Michelle Yvétia and Emmanuella Michel, empathizing with the wounded while working feverishly to soothe the wounds. Or Guetson Lamour, administrator and logistics manager, racing behind the scenes to ensure that all the aid is distributed to the right place at the right time.

Still, many of these volunteers are quick to describe themselves as the lucky ones — who now have the privilege to help others. A computer technician by profession, Pluiose Louken had been volunteering his services with the Haitian Red Cross in his spare time. Since the earthquake, he has been tending to thousands of wounded earthquake survivors at Canapé Vert.

“I had nowhere to go so I came here,” he says. “My house is gone. My family is OK. I have some cousins who were injured but nothing major. Here I can help others who are not so lucky as me.” ■

 A worker with the Haitian National Red Cross Society gives first aid to a young boy with head injuries.
Photo: Talia Frenkel/American Red Cross

Paul Conneally/IFRC, Malcolm Lucard/RCRC magazine, Gennike Mayers/IFRC and Simon Schorno/ICRC contributed to this report.





“I’m alive”

The importance of uniting families separated in times of crisis is becoming increasingly central to the Movement’s response — from Indonesia, to the Democratic Republic of the Congo and Haiti.

FIVE DAYS AFTER the 12 January earthquake in Haiti destroyed everything they knew — neighbourhood, home, school — the three children wandered amid the rubble and chaos, unsure of the fate of their parents.

“They were crying and did not know where to go,” recalls Chantal Pitaud, an expert on restoring family links (RFL) for the Haitian National Red Cross Society.

A man brought them to the office of the ICRC delegation, where Pitaud and the RFL team registered the children, helped find them temporary

shelter and tracked down their mother. After several calls and some legwork, they arranged a reunion.

“Haitian children have suffered tremendously,” says Pitaud. “So it was very sad to see these three children crying... But when they were reunited, their faces completely changed. There were big smiles everywhere. Their mother was so happy to see them and to know that they were safe.”

Originally created to help families trace loved ones during times of war, the RFL network has been increasingly mobilized in the aftermath of hurricanes, earthquakes and tsunamis.

The Haiti response, for example, marked the first time the Movement mobilized a rapid deployment team from its newly created international pool of RFL experts. Within 48 hours of the earthquake, a team of RFL specialists representing three National Societies (Austria, France and the Netherlands), the ICRC and the IFRC touched down in Port-au-Prince.

Equipped with satellite phones, computers and a registration system developed from years of tracing experience, the team met their counterparts with the Haitian Red Cross, set up operations and

“He did not forget the young man who died in his arms. Dunant traced his parents and told them what had happened to their only son.”

Author **Caroline Moorehead** in her book, *Dunant’s Dream*.

began to connect people searching for loved ones in nearby camps or as far away as Paris, New York or Montreal.

At the same time, National Societies in Brazil, Canada, the Dominican Republic, France and the United States mobilized to connect survivors with those in the Haitian diaspora — many of whom were calling their National Society desperate for news. The Dominican Red Cross, meanwhile, provided RFL services to roughly 700 Haitians being treated in hospitals in the Dominican Republic.

Supported by the ICRC’s Central Tracing Agency, which manages individual files on missing people and coordinates RFL globally, the team established a web site on which people in Haiti, or among the diaspora, could list their names or the names of people they were searching for.

In Haiti, the service is advertised by jingles that play on local radio stations and via loudspeakers mounted on the beds of trucks. Within the first week, the web site listed the names of more than 16,000 people. Many belonged to those reported missing. Others were simply reporting to family and friends that they are “alive and well”.

One survivor, who lost everything during the quake, including her husband, called her son in the Dominican Republic’s capital, Santo Domingo. “I want to leave,” said 61-year-old Marie Simon. “Please tell me what to do!”

The Haiti disaster may well serve as a case study in the importance of maintaining connections in times of crisis. News reports told of Haitians from around the world searching for news of loved ones, of badly injured people whisked out of the country

for treatment or of children being taken away for adoption. Meanwhile earthquake survivors lined up en masse to use RFL phones to call relatives for comfort, help or simply to report: “I’m alive.”

“It’s of capital importance,” says Chantal Pitaud. “This service gives people the force to survive. This is especially true for people who were severely injured and taken somewhere, even another country, to be treated. It gives people a reason to hope.”

Remembering the dead

In catastrophes of this magnitude, however, many survivors never find their loved ones. In Haiti, many of the missing may stay buried in the rubble for months or lie in mass graves to which overwhelmed morgue officials transported bodies by the truckload. Relatively few were able to find and identify their loved ones’ remains so they could be buried properly and mourned in a dignified manner.

“Many will say that in the immediate aftermath of a disaster, we should not care so much about the dead,” says Morris Tidball-Binz, an ICRC forensics expert who helps families and governments identify human remains so they can be properly mourned. “But now more people are acknowledging that management of the dead is one of the pillars of disaster response. Because if the dead are overlooked, the affected families and communities will not forget.”

The proper identification of the dead is a sad but necessary part of RFL, he adds, because people and communities who do not have answers, who cannot properly mourn, have a hard time healing and take longer to recover.

➤ Roger Bimael, 17, was reunited with his loved ones last year after his family became separated by conflict in the Democratic Republic of the Congo. Photo: Carl de Keyzer/ICRC



➤ Her face lighting up with a smile, an earthquake survivor in Port-au-Prince’s Canapé Vert district tells relatives she’s okay. The satellite phone was provided by the ICRC and the Haitian National Red Cross Society at an RFL post set up in one of Canapé Vert’s makeshift encampments. Photo: Marko Kocic/ICRC



A volunteer listens to a woman searching for her child, evacuated from Haiti for medical treatment.
Photo: Marko Kokic/ICRC

In Port-au-Prince, Tidball-Binz worked with officials at the state university hospital morgue to manage the hundreds of corpses brought in daily, as well as to establish identification and burial practices that increase the chances of family members finding their loved ones' remains.

The ICRC also provided thousands of body bags and other supplies and helped government authorities and National Societies spread the word that dead bodies in disasters of this type do not pose a danger of infectious disease.

These are some of the reasons that RFL plays an increasingly prominent role in the Movement's response to natural disasters. The Restoring Family Links Strategy for the Movement (2008–2018), adopted in Geneva in November 2007 by the Council of Delegates, calls on the entire Movement to step up RFL efforts and awareness.

In 2009, the ICRC published a field manual called *Restoring Family Links in Natural Disasters*. This training tool for Red Cross and Red Crescent

volunteers and staff offers practical guidance on a wide range of issues, from how to properly take information on missing persons to correct recording and burial of unidentified corpses so that they can be traced, claimed or even exhumed later by family members.

Dunant's promise

The idea is far from new, however. It began on the battlefield in Solferino, when Movement founder Henry Dunant came across a dying soldier who wanted to send a message to his parents.

"A young corporal named Claudius Mazuet, some 20 years old, with gentle expressive features, had a bullet in his left side," Dunant wrote in his memoir. "There was no hope for him and of this he was fully aware."

Dunant comforted the man and promised to contact his parents. After returning to Geneva, he got to work founding the Red Cross. "But he did not forget the young man who died in his arms," wrote Caroline Moorehead in her book, *Dunant's Dream*. "[He] traced his parents to Lyon, to number 3 Rue d'Alger, and told them what had happened to their only son."

Over time, Dunant's dedication to the dying soldier would evolve into a core function of the ICRC: the Central Tracing Agency, which has collected records on dead or missing soldiers and civilians in armed conflict from the Franco-Prussian war of 1870 through both world wars, to all the major conflicts of the 21st century.

While the basic function has remained the same, the mission has evolved along with the technology. Today, tracing has a range of new tools — high-speed internet, Skype, sms — that allows for quicker global connections, says Olivier Dubois, deputy head of the Central Tracing Agency and Protection Division of the ICRC.

"The tsunami of 2004 was a turning point," Dubois says. "It was a natural disaster that happened at the same time in many different countries and, because it affected coastal areas, it also hit tourists. So people of many nationalities were affected. National Societies around the world were contacted by relatives of people who were without news of loved ones."

The subsequent earthquake in Pakistan and Hurricane Katrina in the United States brought further attention, while a recent ICRC study of 4,000 conflict survivors reinforced family links as a priority. "The first and foremost concern of people interviewed was the safety and well-being of close family members," says Annika Norlin, adviser at the Central Tracing Agency. "The fear is the idea not only of losing a close friend or family member, but also of separation."

This handwritten card — dated 1 December 1871 — was one of thousands sent by the Agence de Bâle, set up specifically by Red Cross officials to reunite families during the Franco-Prussian war.
Image courtesy of the International Red Cross and Red Crescent Museum



In both war and natural disaster, family connections not only help heal spiritual wounds, they often provide the basic support (food, shelter, money) critical to survival and recovery.

Today, RFL operations are as diverse as the countries and cultures in which they operate. In the Democratic Republic of the Congo, for example, Red Cross workers reconnect those separated by years of civil war while also serving as the de facto national agency handling mortal remains in cases ranging from casualties of war to traffic crashes.

Red Crescent volunteers in Afghanistan handle hand-written messages (over land, in dangerous circumstances) and trace people scattered in villages throughout conflict zones. The ICRC has also arranged videophone calls between family members and detainees in US prisons in Afghanistan.

In Indonesia, meanwhile, volunteers for the Indonesian Red Cross Society (PMI) are faced with the challenge of trying to help migrants from Afghanistan and Sri Lanka who land in Indonesia while trying to get to Australia. RFL volunteers were also among the first responders to major bomb blasts in 2002 in Bali and 2009 in Jakarta.

“A little bit of light”

Five years after the tsunami, the PMI has RFL coordinators in all of its 33 chapters. “RFL doesn’t require a big budget, but it’s high impact,” says Andreana Tampubolon, head of RFL for the PMI. “When we are able to contact someone and connect them with family, it’s like being healed... They are being healed, so it’s also a healing for us.”

There’s often a challenge, however, when volunteers searching for answers contact other National Societies that do not provide RFL services. In those cases, the trail of a loved one goes cold. “That’s hard for us,” she adds.

That lack of consistency is one of the key problems facing the network, according to the 2008 *Restoring Family Links Strategy*. “Across the network, there is insufficient understanding of the work of family links and an inadequate sense of commitment and responsibility,” the document reports. Faced with a general lack of resources, National Societies must often put RFL on the back burner.

Other challenges come from external sources. After 12 January, several major internet venues — CNN, Google, to name two — advertised their own tracing web sites. But it’s uncertain how long those sites will be maintained and whether they will confuse the issue for survivors or erode public confidence in tracing if information is not properly handled.

Sometimes red tape gets in the way. With the help of a physician, 33-year-old Eclane Noel tracked down her 2-year-old son, Kervins, who had been transported to the US ship *Comfort*, then back to

a field hospital in northern Haiti. As this magazine goes to press, she was unable to get her son back because she could not prove she was his parent. Haitian Red Cross workers on the ground believe she is Kervins’ mother and are working on the case.

The good news in Haiti was that the ICRC delegation, the Haitian Red Cross and many of the National Societies involved had been engaging in RFL activities and training well before the earthquake struck.

“Haiti shows other National Societies throughout the world the need to prepare,” says Pierre Barras, who headed the emergency RFL deployment in Haiti for the ICRC. “We could count on an efficient network of volunteers who could immediately respond to the needs... For the people affected, it brought a little bit of light into an otherwise very dark situation.” ■

By **Malcolm Lucard**, Editor, *Red Cross Red Crescent* magazine

“When we are able to contact someone and connect them with family, it’s like being healed... They are being healed, so it’s also a healing for us.”

Andreana Tampubolon,
Head of RFL for the Indonesian Red
Cross Society



➤ A woman searching for relatives after the 2004 tsunami at a tracing office set up in Banda Aceh by the Indonesian Red Cross and the ICRC. Photo: Thierry Gassmann/ICRC

HOPE AMID HAITI'S RUINS

It's like Mogadishu or Beirut during the height of conflict, says one veteran relief worker. Entire neighbourhoods reduced to rubble. Another compared the quake's aftermath to the Indian Ocean tsunami of 2004, which wiped out whole communities and claimed 230,000 lives in a dozen countries. The numbers in Haiti back up the comparison: 225,000 killed, 1.2 million left homeless. In Haiti, however, the disaster was concentrated on one island already dealing with chronic poverty, hurricanes and floods. Despite these facts, there is hope: the massive global response and the legendary Haitian toughness offer a foundation on which Haiti can rise again.



◆ Moments of joy, amid the pain

Amid the ruin and their own sorrow, many volunteers said their work gave them a sense of purpose, even an occasional cause for joy. "I was working at the first-aid post when I received a call from the team leader," recounts 25-year-old Jude Celoge, with the Haitian National Red Cross Society. "He told me: 'Jude, you need to get over to Carrefour-Feuilles right away. There's a girl in the wreckage who's still alive.'

"I was there in five minutes. Local residents were there with hammers, saws, chisels and shovels. A Red Cross rescue worker had crawled in through a hole in the rubble and talked to the girl. She had been in the shower when the earthquake struck. She immediately gave us a number to call her family." The young woman, 16-year-old Darlene Etienne, survived.

Photo: REUTERS/Eduardo Munoz, courtesy www.alertnet.org



🌀 Rapid global response

The Haiti operation quickly became one of the largest, fastest and most complex responses to a natural disaster in Movement history. Within a month of the earthquake, more than 600 people representing 33 National Red Cross or Red Crescent Societies were in Haiti delivering aid. By month's end, 21 Emergency Response Units from 16 National Societies, staffed by 232 people, had been deployed. Above, Dominican Red Cross

volunteer Joel Calazan Batista organizes tarpaulins for distribution in Port-au-Prince. Led by the Haitian National Red Cross Society, Movement volunteers set up emergency hospitals, got basic healthcare functioning, and within weeks were treating 1,600 patients a day. Below, a Canadian Red Cross volunteer treats the broken leg of 12-year-old Guedline outside Port-au-Prince's university hospital. Photos: Marko Kokić/ICRC





🕒 **Silent suffering**

The earthquake had a devastating effect on people who were already extremely vulnerable. Elderly people, for example, suffered tremendously under the shock and strain of post-quake upheaval. The man above, made

homeless by the quake, sits in the former chapel of a home for the elderly in Port-au-Prince's Delmas 2 district.

Photo: Marko Kocic/ICRC



🕒 **Unimaginable loss**

Because the quake struck during peak business hours, many schools, government offices and shopping malls were full of people when buildings began to topple. At left, Roselord Oregene learns that her daughter Sefmi, 11, was killed by the quake while at school at Rue du Centre, Port-Au-Prince.

Photo: Talia Frenkel/American Red Cross



🔗 Resilience among the ruins

Amid the suffering and pain, there were signs that life will go on. Often, it's the children who remind us that after the grief, we will find hope and happiness.

Here, children play football in a rubble-strewn square, the toppled Notre Dame Cathedral providing a sombre background. Photo: Marko Kocic/CRC



🔗 Rebuilding, one brick at a time

The effort to rebuild Haiti will likely take decades and require a global commitment of labour, capital and political will. For many in Haiti, the rebuilding effort began with whatever bricks, iron bars or wood scraps could be found amid the rubble. It was a matter of immediate survival. This man carries cinder blocks from a destroyed church in Port-au-Prince.

Photo: REUTERS/Carlos Barria, courtesy www.alertnet.org



A short jail term can mean a death sentence if a prisoner catches tuberculosis from fellow detainees. In Azerbaijan and Georgia, the ICRC works with authorities to tackle the problem inside prisons and out, helping to give former inmates a chance for freedom from a deadly disease.

Shedding light on the plight of people such as Rati could weaken social stigmas that isolate patients and discourage them from getting proper treatment.

Photo: Zalmai/ICRC

Prescription compassion

“The medication made me quite sick but the doctors convinced me to stick with it and I’m glad I did because now I’m cured.”

Former TB patient and ex-detainee
Teymur

IT’S A FOUR-FLOOR WALK up to the dark, cramped apartment that 30-year-old Rati shares with his brother, sister-in-law and three nephews in the Georgian capital, Tbilisi.

A grungy pair of child’s grey sweatpants serves as a doormat for wiping dirty shoes at the entrance. Inside, an old electric heater on the floor struggles to stave off the cold. The light socket in the ceiling is empty so one of the boys is sent next door to borrow a bulb from a neighbour.

Rati sits down with a heavy sigh and speaks between laboured breaths. The light bulb never arrives, so someone pulls out a flashlight as the afternoon light fades to dusk.

“I was sent to prison for theft in 2007. While in jail, I started to cough up blood,” he explains. “It took a while to confirm it was tuberculosis. I think I probably infected others before I was transferred to a penitentiary hospital for treatment.”

Prisons are notorious breeding grounds for tuberculosis, or TB, due to the cramped quarters, overcrowding, poor nutrition and a lack of health services. People serving a few years for a relatively minor crime can wind up with a virtual death sentence if they catch a drug-resistant strain of the disease while locked up.

Danger to society

In the 1990s, following the collapse of the Soviet Union and national medical infrastructures, the ICRC

discovered large numbers of detainees dying of TB in countries like Georgia and Azerbaijan.

Over the past decade and a half, delegates have been working with local authorities in both countries to successfully stem the spread of this silent killer among prisoners and former convicts.

“It’s a mistake to think that prison health has nothing to do with broader public health,” says ICRC TB specialist Nikoloz Sadradze, who worked in Georgia for many years and is now based in the capital of Azerbaijan, Baku. “Staff and guards go in and out of jails, families come to visit and eventually, people are released and go back into the community. If they don’t get medication and stay on it, they become a real danger to society.”

The treatment for multidrug-resistant TB, or MDRTB, is lengthy, costly, complicated and painful. Patients must take a cocktail of different pills, powders and injections for up to 24 months and generally feel much worse before they start to feel better.

The side effects, which include severe hearing loss, liver problems and stomach pain, offer little incentive to stick with the treatment, but experts and patients agree that a healthy dose of compassion and support from family and friends can go a long way in helping former prisoners to not only recover physically but also rebuild their lives.



Sticking with it

No one knows this better than 32-year-old Teymur, who lives with his mother in an abandoned kindergarten in Azerbaijan's seaside city of Sumgait. Displaced by the armed conflict in Nagorno-Karabakh at the age of 13, he was thrown in jail several years later for fraud.

Today, he is the first person to have successfully completed a fledgling follow-up programme for released prisoners run by Azerbaijani officials and supported by the ICRC.

As in neighbouring Georgia, ex-convicts in Azerbaijan are given free access to MDRTB drugs, which they must take six days a week under medical supervision. The ICRC provides motivation in the form of food and hygiene packages, as well as visits to the patients each month.

"It was very difficult to be sick in prison. I had no family around and every day, I thought I was going to die, but then I started treatment. The medication made me quite sick but the doctors convinced me to stick with it and I'm glad I did because now I'm cured," explains Teymur.

He flashes a shy but self-satisfied grin as he shuffles around his ramshackle kitchen, preparing a cup of tea. While the water boils on the ancient gas stove, Teymur tidies up, neatly arranging a pair of slippers and smoothing the covers on his bed in the living room.

"For a long time, my mother has taken care of me and been by my side. Now, I want to get my licence as a taxi driver and be able to take care of her and raise my own family."

"I keep hoping"

As was the case in Rati's apartment, the lights aren't working in Teymur's home. For some reason, the electricity is out. But on this particular day, it doesn't seem to matter much.

A sliver of sunshine comes through the dusty window as Teymur settles back on a pillow and sips his tea with an air of cautious optimism, knowing that both this terrible disease and prison are squarely behind him and the future is bright enough, for now.

Some 500 kilometres away in Tbilisi, Rati has similar aspirations. He recently finished a shorter and less aggressive course of antibiotics for traditional TB, which lasts on average around eight months. His wife left him while he was in jail and his daughter is now living with his mother in another part of Georgia, so life is far from perfect.

But like Teymur, Rati says he is grateful to have family around whom he can lean on and wants to get back on his feet and start earning a living as soon as he can.

"I just want to feel better, move on with my life, see my little girl more often and avoid getting TB ever again," he says. "I keep hoping." ■

By Anna Nelson, ICRC

➤ Rati (above left) is no longer behind bars and he's free of TB after an eight-month treatment regimen.

A prisoner in Azerbaijan (top right) takes MDRTB medicine under the watchful eyes of prison doctors.

Serving a life sentence in Baku, this prisoner and TB patient (bottom right) awaits lung surgery.

All photos: Zalmai/ICRC

"It's a mistake to think that prison health has nothing to do with broader public health."

Nikoloz Sadradze,
ICRC TB specialist



📍 Rio de Janeiro, Pavão favela.
Special military forces police officers
walk in the streets of the favela
during a security operation.
Photo: Nadia Shira Cohen

Urban violence War by any other name

As the world grows increasingly urban, violence in many cities is reaching epidemic proportions. Chronic conflict makes daily life in some places almost like living in a war zone. With rapid urbanization, the context for violence is changing, creating new challenges for those giving aid and working to prevent conflict.

IN THE MORRO DOS MACACOS slum of northern Rio de Janeiro, two rival drug gangs are locked in an intense gun battle. Heavily armed police teams — equipped with automatic weapons and armoured vehicles — respond in force, moving through busy streets and labyrinthine alleyways with guns drawn.

Suddenly, bullets tear into a police helicopter hovering overhead. Shot in the leg, the pilot loses control. The chopper crashes to the ground and bursts into flames, killing two officers. Nearby, the

streets echo with the crack of automatic weapon fire, smoke pours out of burning city buses and terrified residents flee for their homes.

The Brazilian city is not at war, but there are places where it looks that way. Armed gangs control territories in many of Rio's *favelas* or slums. Regular shoot-outs occur between gang members, police and militias. Nearly 5,000 people were murdered in 2008. And in some of the most violent neighbourhoods, the human suffering is comparable to that of an armed conflict.

After the downing of the helicopter, the Brazilian newspaper *O Globo* referred to the situation as *A Guerra do Rio*, or Rio's war. According to *The Guardian* in the UK, Oderlei Santos, spokesman for Rio's military police, responded by saying: "Our operations will only cease when these criminals are captured, arrested or killed in combat."

The spiral of violence

Around the world, cities are experiencing an alarming increase in violence and its resulting misery. A combination of factors comes into play. Urban centres are undergoing unprecedented growth due to natural population increase and migration from the countryside. According to numerous reports, more than half of the world's population lives in urban areas and nearly all the population growth of the next two decades will take place in the cities of developing countries.

One billion people already live in slums. With limited employment available, many resort to informal, even criminal, ways to survive. A booming international drug trade pays for ever more sophisticated weapons, from semi-automatic assault rifles to rocket-propelled grenades.

State services no longer reach many poor neighbourhoods, due to security risks. Children with little or no access to schooling are recruited into gangs. High population density, class disparity, heterogeneous communities, xenophobia, marginalization, police brutality and overflowing prisons all contribute to the spiral of violence. At times, the rates of homicide are greater than the death tolls from armed conflicts.

"We've gone past the stage of asking if it is a real phenomenon or not — it's right in front of us," says Pierre Gentile, head of protection of the civilian population unit in the ICRC's operations department. "The question is simply to what extent we should get involved."

Across the Movement, there's a growing call to do more: to both assist victims caught in the crossfire of urban conflict and better prevent urban violence by getting at the root causes.

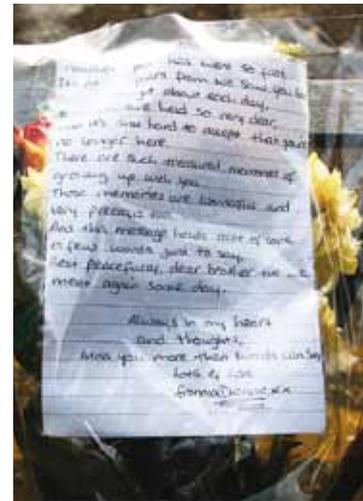
At the 30th International Conference of the Red Cross and Red Crescent in 2007, urban violence became a major focus of debate. The discussion led to the IFRC developing a draft strategy entitled *IFRC Global Strategy on Violence Prevention, Mitigation and Response 2010–2020*.

National Red Cross and Red Crescent Societies, meanwhile, are responding with projects and programmes that range from teaching first aid to conflict resolution, building up self-esteem, training in new skills and other strategies to prevent or reduce urban violence in a lasting way (see *Goals for peace*, pages 24–25).

The issue is more delicate for the ICRC, which has a mission to act in conflicts and other situations of violence. While it has a mandate, given by states, within the sphere of international humanitarian law (IHL) to act in armed conflicts, the organization also has a right to get involved in what is termed "other situations of violence". This gives it the opportunity to respond when and where its international profile, experience, independence and neutrality can bring added value to people in need.

Gaining respect

Six years ago, when Michel Minnig arrived as head of the ICRC's regional delegation in Buenos Aires, he was struck by the violence in Rio de Janeiro's *favelas*. He noted how similar it was in scale and dynamics to cases of armed conflict that the ICRC regularly encounters: organized armed groups controlling well-defined territories, regular open hostilities with military-grade weapons and grave humanitarian consequences for victims. Minnig was one of the early proponents of ICRC action "to restore a certain normalcy" to the lives of Rio's inhabitants.



Urban violence takes a heavy toll on families and communities. Flowers in memory of a man killed by gang members are seen tied to a railing in Glasgow, Scotland.

Photo: REUTERS/David Moir, courtesy www.alertnet.org

"We built up acceptance little by little, so that now we can... be respected, rather than being a target for the gangs, police or army."

Michel Minnig, former ICRC regional delegate for Latin America



'Vesguinho' (centre) and his gang control drug trafficking in Parque Royal, a slum in Ilha do Governador, Rio de Janeiro. This gang is part of Terceiro Comando, a major gang faction of Rio de Janeiro.

Photo: João Pina/Kameraphoto



Family members mourn a military police officer executed while doing surveillance on a local bar. On average, three police officers in Rio are killed every week.

Photo: Nadia Shira Cohen/ICRC

And so in December 2008, the organization launched a pilot project in the city's worst slums. For more than a year, the ICRC, the Brazilian Red Cross and other local associations have been working together in these *favelas* of the *favelas* — the most neglected, difficult and dangerous part of each *favela*.

"We started by conducting first-aid training for residents of these communities so everybody could see the work we were doing," says Minnig. "In this way, we built up acceptance little by little, so that now we can penetrate further, touch upon more serious problems and be respected, rather than being a target for the gangs, police or army."

Since 1998, the ICRC has been working with Brazil's police and armed forces, training them to integrate international human rights standards and humanitarian principles into their work.

But reaching an understanding on human rights with gangs in Rio presents a whole new challenge for humanitarian workers. The gangs have no obvious political objective, no evident interest in overthrowing the state. Their motives are mainly to make money by selling drugs and to control territory so they can freely pursue their goals. However, should this make a difference in whether or not the ICRC gets involved?

Analysis of the motives of violence is not the basis that justifies the intervention of the institution, it is rather the humanitarian needs provoked by them, says Angela Gussing, ICRC deputy director of operations in charge of global affairs and policy.

"Action by the Red Cross has never been linked to motivation, in terms of conflict," she says. "We have never said we intervene because this is a noble motive and another one is not. It's violence, it's organized, it causes humanitarian consequences; we

try to alleviate humanitarian consequences and to prevent them from occurring or reoccurring."

The approach, however, is adapted to the particular situation. In Rio de Janeiro, the ICRC, along with Brazilian Red Cross volunteers from the *favelas*, respond to basic humanitarian needs — vaccination, prevention of sexually transmitted diseases, TB and first-aid training — all in neighbourhoods generally unreached by basic healthcare services.

"We took dengue fever as an issue that we could address as a vector programme to get into the *favela* by forming and training people from the community," says Felipe Donoso, ICRC head of delegation in Rio de Janeiro.

The programmes helped the ICRC gain acceptance, build community networks and begin helping vulnerable people find alternatives to violence. "Some of the people in the *favelas* are extremely vulnerable," Donoso says. "So the question is how can they be integrated into systems where they can receive assistance and they will have a chance not to become a victim — or an actor — of armed violence?"

Not everybody at the ICRC is convinced of the necessity to deal with urban violence outside of armed conflict. Jacques de Maio, head of operations for South Asia, wonders if this type of action could detract from the organization's main mission.

"In a country at peace, where international humanitarian law is not applicable, where there isn't a situation of armed violence that offers conditions for the ICRC to provide its services in a classic way, the question is: on what basis, by what criteria and in what manner should the ICRC engage its resources and its institutional credibility?" he asks. "It could potentially create a certain incoherence with what we do globally and use resources that could be better employed in line with our core mandate elsewhere in the world."

ICRC and Brazilian Red Cross programmes in the favelas connect vulnerable populations to community services that volunteers hope will steer children from a path towards violence.

Photo: Patrícia Santos/ICRC



There is general agreement that potential interventions must be decided case by case, and clear objectives defined, before the ICRC takes part in any such operation. There must be a clear humanitarian need resulting from organized armed violence and that violence must be of a recurrent, not sporadic, nature. There are important questions to be considered as well. What are the dynamics of the violence? Is there control by organized groups over an area or population? Are there leaders with whom the ICRC can engage in dialogue? Do we have a presence on the ground there already?

"We are establishing criteria for interventions," says Pierre Gentile. "In addition to the idea that the violence must have a certain level of organization, the humanitarian consequences must also be serious. Then there are distinctions to make according to the country — is there already an efficient mechanism for a country's authorities to monitor and control the situation? Would we have a real added value? The ICRC shouldn't try to be everywhere at once, but only where we can be useful."

The legal question is a complicated one, too. Can regular armed confrontations between police or armed forces and gangs be considered non-international armed conflict and should international humanitarian law be applied? The general consensus is, in principle, "no" — IHL falls short and might even be detrimental. It would legitimize the killing of rivals as 'combatants', for example, and would also allow for a certain amount of collateral damage close to the fighting — a dangerous prospect in the confines of an urban environment.

But it's not always clear where to draw the line. Some situations are so acute they require the involvement of army units or police forces to combat organized, armed groups — all sides with highly sophisticated weapons. Mexico's 'war on cartels' in towns along the US border is a case in point. What is the best legal framework for protecting the affected population in this case? Human rights law? International humanitarian law?

For people affected by this kind of armed urban violence, such legal distinctions make little difference. The effects are usually the same. Friends and family are killed, injured or go missing. People are displaced and basic services are interrupted.

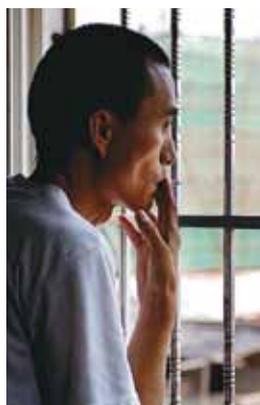
These basic and immediate humanitarian needs are what compel response.

Water for blood

Rio de Janeiro is not the only place where the ICRC has reacted to urban violence short of war. Between 2004 and 2007, after the ouster of former president Jean-Bertrand Aristide, the ICRC and the Haitian National Red Cross Society came to the aid of victims of violence in Port-au-Prince.

"This morning we took five people to the hospital, four of them with gunshot wounds. People are really supportive because when there was no Red Cross, many people who could have been saved, died."

Jude Celoge,
First-aid coordinator, Haitian
National Red Cross Society



📍 A man smokes in his dormitory at a compulsory drug rehabilitation clinic in Hefei, in eastern China's Anhui province. Armed gangs are bringing drugs into China in growing numbers, with farmers moving to cities for work becoming a new target.

Photo: REUTERS/Jianan Yu, courtesy
www.alertnet.org

Gangs had taken control of shanty towns such as Cité Soleil and Martissant, terrorizing the populace through kidnapping, rape and torture. The situation was so dire that the ICRC responded with a plan to improve the availability of clean water in the slums and to collaborate with the National Society on first aid and evacuation of casualties.

Olivier Bangerter, an ICRC adviser specializing in armed groups, calls the operation a textbook example of how to deal with gangs. He says that entering into discussions with gang leaders is not difficult, but the conversations will not be the same as with opposition groups fighting armed conflicts.

"You don't speak about IHL," he says. "You can discuss a number of things that are non-threatening but make a difference, like respect of the Red Cross and the medical mission. You can discuss projects on the group's turf and how they should treat the workers."

The ICRC and Haitian gang leaders managed to agree on a number of rules: don't harm or threaten Red Cross personnel, give safe passage to Red Cross cars and people, and don't touch the wounded, even if they come from a rival gang. As Bangerter explains, gangs had something to gain from the relationship, too. Their families lived in the same neighbourhoods. They benefited from access to clean water and medical evacuation systems.

"By and large, there were no serious incidents," he says. "There were glitches, but over three years, with people who were considered absolutely lawless, it was quite a good result."

Infrastructure was central to the Haitian operation. Owing to the insecurity in Cité Soleil, the national water utility, CAMEP, could not operate or maintain the system, and safe water was practically non-existent. Over a period of nearly three years, the ICRC installed a new pumping network and, as confidence grew, CAMEP was able to progressively take back ownership of the system. Robert Mardini, head of water and sanitation in the ICRC operations department, says turning the water back on was an important first step. "It helped us to be accepted in Cité Soleil and it was conducive to more ICRC action like protecting civilians."

Still, it's tricky work. For example, first-aid workers sometimes face pressure from gangs to take their members to the hospital first. But Jude Celoge, coordinator of a Haitian Red Cross first-aid post that serves Cité Soleil, says most people he meets now accept that the Red Cross is neutral and will help people on all sides.

"This morning we took five people to the hospital, four of them with gunshot wounds," he told an ICRC video crew in August 2009. "People are really supportive because when there was no Red Cross, many people who could have been saved, died." ■

By **Amy Serafin**, freelance writer based in Paris



➤ The Red Cross Society of Panama gets at violence by engaging teens in art projects, environmental causes, nature hikes, research projects and music, among other things. In Santa Ana, Panama, a teen group performs as part of an event celebrating the rights of children.

Photo: Red Cross Society of Panama

Urban violence

Goals for peace

Around the world, National Societies take on urban violence by aiming at the root causes. Violence prevention is hard work. But, occasionally, it can also be a matter of fun and games.

A GROUP OF CHILDREN are kicking a ball around a dusty field in a suburb of Johannesburg, South Africa. To the casual observer, it looks like a typical game of football. In fact, the vigorous match is part of a South African Red Cross Society strategy to end discrimination by bringing young people of different backgrounds together to play. The programme, called Soccer Against Crime, sets out to prevent the kind of violence against foreigners that devastated Gauteng province in 2008.

Dozens of National Societies are creating initiatives like this one, focused on children and young people. By building up their self-esteem, teaching new skills and demonstrating peaceful mediation of conflict, these strategies aim to prevent or reduce urban violence in a lasting way. The youth programmes take various forms, from rehabilitating former child soldiers in Sierra Leone to giving kids in Central America an alternative to joining gangs.

"We found that many young people don't participate in the life of their community," says Juan José Martínez Solís, violence prevention coordinator for the Spanish Red Cross. "Nobody listens to them and they don't feel like part of the neighbourhood. Gangs give them a sense of belonging. Our work is to help them become part of their communities, and for communities

to value what young members have to offer." In 2006, the Spanish Red Cross and National Societies in Central America and the Caribbean finalized a strategy to prevent urban violence in eight countries in the region. The Spanish Red Cross has been active in the area since Hurricane Mitch struck in 1998.

The Violence Prevention Regional Strategy targets youth leaders who are at risk of joining gangs, or *maras*, and involves them in a variety of social projects that differ from country to country.

In Guatemala, the focus is on the arts, such as theatre, hip-hop and singing. In Nicaragua, young people are learning to make small objects like necklaces and bracelets by hand, and sell them in their communities for pocket money. In Panama and the Dominican Republic, the focus is on the environment, encouraging youth to help clean up national parks and coastlines.

Private violence

The Canadian Red Cross has had a programme called RespectED in place since 1984 to prevent violence against children and youth. It includes a series of educational programmes to stop bullying, harassment, dating violence and abuse, and has been expanded to urban settings in Sri Lanka and Guyana.

"Nobody listens to young people, and they don't feel like part of the neighbourhood. Gangs give them a sense of belonging."

Juan José Martínez Solís,
Violence prevention coordinator
for the Spanish Red Cross



“Gang violence is a visible, public culmination of violence that begins in the private sphere and shapes children’s lives,” wrote Judi Fairholm, director of the RespectED programme, in an article she co-authored on the subject. “In order to understand public manifestations of violence, the violence that occurs in private spaces like child abuse in homes and bullying in schools must be examined and recognized as root causes that fuel a trajectory towards gangs and life on the street.”

The Norwegian Red Cross has run a street mediation programme for young people in Norway since 2006. Anne Cecilie Fossum, the National Society’s senior adviser of conflict management, talks about a 19-year-old immigrant girl who grew up in a difficult environment.

“She was an aggressive gang leader in Oslo and good at manipulating her helpers. Some people from the Red Cross told her, ‘You have abilities, and we can help you turn them into something positive.’”

Today she is a role model, teaching conflict management to her peers nationwide.

Agents of change

Meanwhile, the IFRC has been developing a global strategy to reverse the culture of violence, and urban violence in particular. In 2008, Katrien Beeckman,

IFRC director of principles and values, created a programme called Youth as Agents of Behavioural Change, which empowers young people to take the lead in changing mindsets and behaviour, and in building a culture of equality, non-violence and social inclusion. Peer education is key.

So far, a network of youth leaders from over 40 National Societies have learned unconventional ways to teach behavioural skills such as empathy, active listening, critical thinking, non-judgement, mediation and peaceful settlement of tensions.

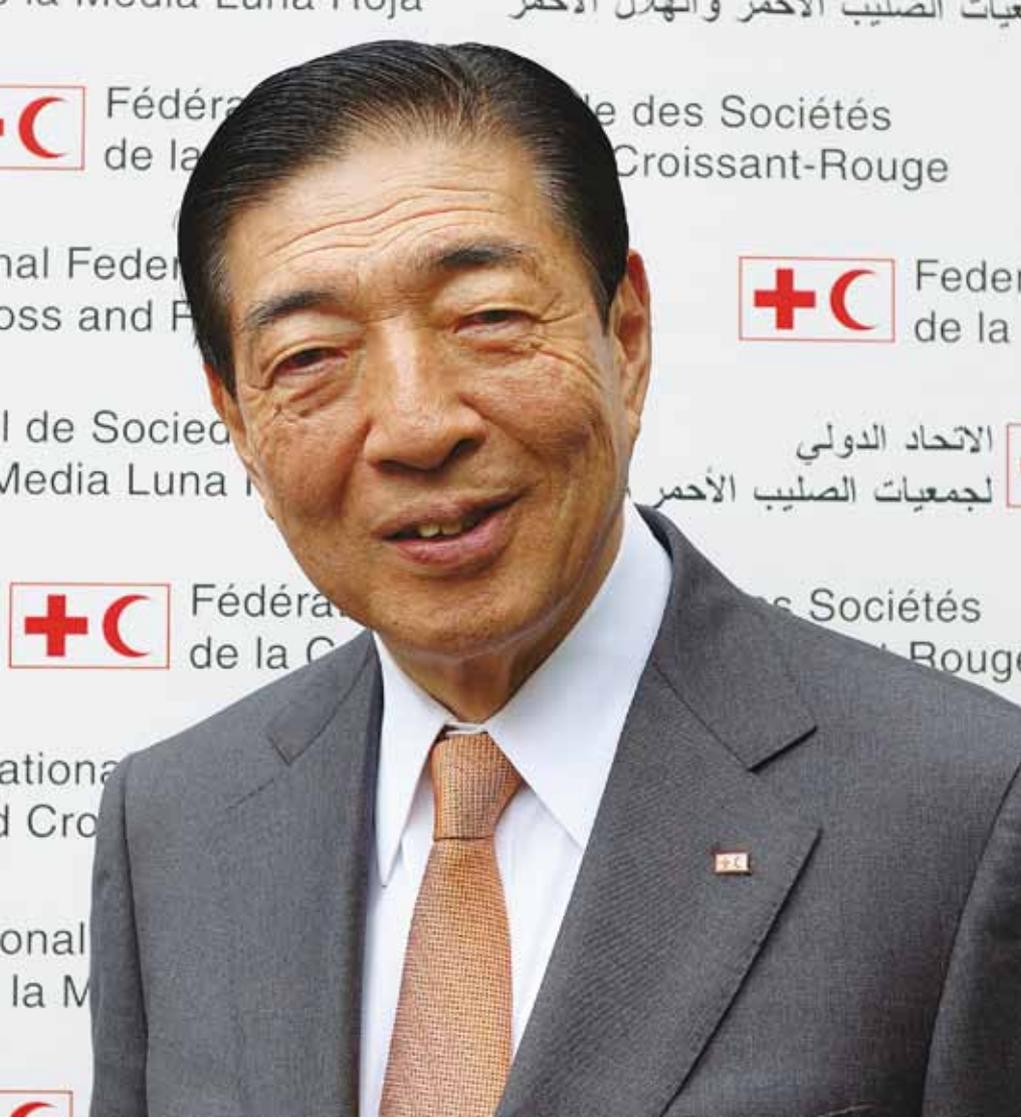
“Equipping youth with behavioural skills is essential,” Beeckman says, “if we really want to embody and be a living example of our Movement’s seven fundamental principles. Empathy is a case in point for humanity, dropping bias and non-judgement for impartiality and neutrality.

“What also appeals to youth is that we don’t start the programme with an intellectual analysis. We get the young people to participate in role-playing games or visualization exercises. They feel emotions related to a topic, in light of their personal experiences. Then, through debriefings with their peers, they construct themselves and their understanding.” ■

By Amy Serafin, freelance writer based in Paris

📍 Young volunteers gather outside Bamako, Mali in December 2008 for a training camp on how to promote respect, non-discrimination and peace. The event was supported by the Mali Red Cross and the IFRC.

Photo: IFRC



Since joining the Japanese Red Cross Society in 1964, Tadateru Konoé has dedicated his life to the Movement. For more than 45 years, including eight years at the IFRC secretariat in Geneva, he has responded to nearly every major conflict, natural disaster or health crisis of his era. Since April 2005, he has served as president of the Japanese Red Cross Society and in the same year, he was elected vice president of the IFRC. *Red Cross Red Crescent* recently caught up with him to learn more about what drives him and his vision for the Movement's future.

Photo: Thomas Omond/IFRC

Born to volunteer

An interview with Tadateru Konoé, newly elected president of the IFRC

Red Cross Red Crescent: You describe yourself as "a born Red Crosser" because you were born on Henry Dunant's birthday. When you joined as a volunteer, what motivated you?

The extent of my awareness as a child was that my birthday was the same day as World Red Cross Red Crescent Day. It wasn't until I was older that I learned about Dunant. But 8 May also marks the day that Coca-Cola first went on sale, and I suspect my friends would have respected that more. I discovered what the Red Cross Red Crescent actually did quite by chance, from a photojournalism book. It had a special report on the Red Cross, and I was very moved by this organization that did such amazing work, even in the midst of wartime. After that, I grew very aware of the Red Cross Red Crescent.

The cold war was on for the entirety of my student days; everything was weighed on the ideological scale, with a serious clash between the left and right in Japan, and war breaking out in a number of places overseas. Even in times like this, the Red Cross Red Crescent was everywhere, always acting, always non-partisan, and I started to feel drawn to it.

Do you remember when you first felt the urge to volunteer?

The Red Cross Red Crescent had a particular prominence in Japan, our country having lost diplomatic ties with a number of nations following the Second World War. The Japanese Red Cross Society was frequently at the front and centre of negotiations in resolving humanitarian

disputes with those nations, filling in for the government. In addition, due in part to my adopted father's experience with the Red Cross after the war, the organization grew to be a familiar presence in my life.

On my way home from a period of studying abroad, I travelled to a number of places where the East-West standoff was playing out and armed conflicts were taking place. I decided to volunteer for the Japanese Red Cross when I got back, until I found a job. I had no intention of working there due to the low salary offered, but my father knew the organization and encouraged me not to discount it as a full-time occupation. He didn't offer to make up the pay, however.

Now that you are president of the IFRC, how has your perspective and motivation changed or evolved?

I have always believed that even between the most rancorously opposed nations, peoples, faiths and social forces, there are shared interests and that chief among those is humanitarianism. What keeps driving me is the idea that, even if the dream of humanitarianism and peace is unattainable for the human race, why not follow that dream as long as it exists? What I hope to achieve, before any other goal, is dialogue, reconciliation and solidarity within the Movement.

How has the Movement changed over the years?

The Movement's spirit of humanitarianism is the same, now or 150 years ago. What has changed in recent years is the environment that surrounds humanitarianism. Humanitarian interest is high for conflicts or disasters, whether the issue be the natural environment, population movements, healthcare, welfare services or poverty. But whatever we do, it is becoming harder to distinguish ourselves in a way that strikes people as "only with the Red Cross Red Crescent". There are more players, fiercer competition.

The strength of the Movement is in the worldwide network of National Societies, recognized as an auxiliary body to governments and active in a wide range of areas, at the grass-roots, national and international levels. We have three unique

strengths: the synergy that comes from the joining of a diversity of activities, the scale of activity and the advantages of a network. When these three things are leveraged, we can actualize the power that you get "only with the Red Cross Red Crescent".

"I have always believed that even between the most rancorously opposed nations, peoples, faiths and social forces, there are shared interests and that chief among those is humanitarianism."

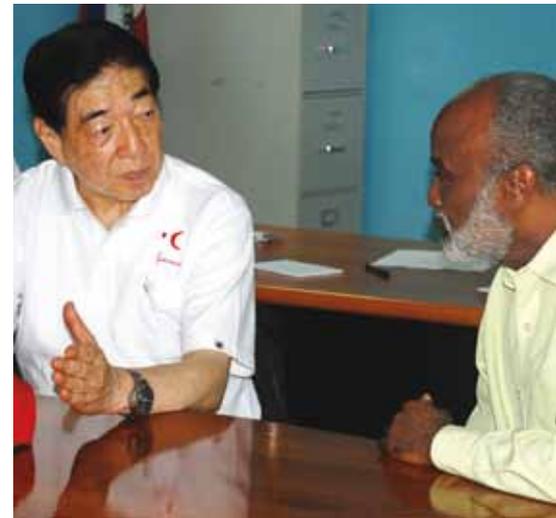
In terms of the most recent example, we have the Haiti earthquake disaster. Even as the security situation and complete disruption of government services posed an incredible challenge to relief activity, the Haitian National Red Cross Society, on the strength of the trust it had built up with local residents and the government through its consistent community-based volunteerism, lived up to its full potential and more. The other National Societies, from the Americas and beyond, backed their efforts. Where there is much solidarity, there are big results.

➤ IFRC President Konoé with Haitian President René Préval.
Photo: IFRC

➤ IFRC President Konoé with Michaële Gédéon, president of the Haitian National Red Cross Society, in Port-au-Prince on 20 January.
Photo: IFRC

You have spoken of the need for the IFRC to become more unified and efficient. What are some of the key ways it can do that?

First of all, we are too ignorant, too often, about what individual National Societies are working on. We cannot create effective partnerships this way, whether we are giving or receiving assistance. What I would like to emphasize above all else is to know who we are. When it comes to major international relief activities, if individual National Societies act on their own reasoning and methods, and their activities are not backed by sufficient coordination, redundancies and waste cannot be avoided and it is doubtful that we will be able to see the big picture in terms of the Movement's activities and prevail in international competition. ■



Magazine survey

Readership wants more perspective, less hype



Less ‘propaganda’, more debate.

Fewer articles on VIPs; more on volunteers and experiences of National Societies.

More outside perspective, less formality.

These are just a few of the views from members of the Red Cross Red Crescent Movement in a survey commissioned by the editorial board of *Red Cross Red Crescent* magazine to better understand what readers like, and don't like, about the periodical's look, content and direction.

In general, satisfaction is high — around 80 per cent expressed positive feelings about the magazine. And that's not hype. That's the finding of Owl Research and Evaluation, which conducted interviews with 89 people from 31 National Societies (in nine languages), as well as at headquarters and field offices of the ICRC and IFRC.

While readers generally liked the content, they gave more mixed reviews when asked about design and layout.

“The design can be better,” said an IFRC communications staffer in Asia. “It’s a bit too traditional. Use more photos and photo essays.”

WHAT DO READERS WANT MORE OF?

- FEATURES ON THE ACTIVITIES OF NATIONAL SOCIETIES
- PERSONAL STORIES AND FEATURES ON VOLUNTEERISM
- OPINION-BASED ARTICLES, CHALLENGES AND DEBATES AND VOICES FROM OUTSIDE THE MOVEMENT ON KEY ISSUES

TOO NICE

What don't they like? Many said that the magazine is too nice to colleagues in the Movement. “Some respondents commented that they saw a ‘self-congratulatory’ tendency in the writing,” the report concluded. “Most respondents would prefer a more self-critical approach in addressing social issues while staying close to topics of interest, such as volunteering and experiences of National Societies.”

In addition to inspiring those within the Movement, it should provoke dialogue and feedback in a wide range of audiences. Meanwhile, others felt the magazine's approach was too “academic” and that a “lighter” tone would “appeal to more (notably younger) audiences”. Speaking of audience, exactly who reads the magazine? While headquarters in Geneva generally see the magazine as internal to the Movement and targeted towards National Society leadership, it is often used by National Societies for external communications with media, government officials and donors.

For many, the magazine serves as a way to show their connection to a wider, international movement. Even as the internet is increasingly accessible, there are still many for whom a print magazine is the best way to get Movement news, according to the study.

One area of agreement: as the only venue that represents the Movement — National Societies, the IFRC and the ICRC — many suggested they want the magazine to keep showing up in their mailboxes.

Red Cross Red Crescent magazine has already responded with a redesign launched with this issue and the editorial board intends to act on many of the respondents' other suggestions in coming editions. Stay tuned and please keep letting us know what you think.

Letters to the editor

Here's a collection of ideas from Red Cross Red Crescent staff around the world, about what they want to see in *Red Cross Red Crescent* magazine, according to a recent survey:

“It would be great to have greater participation from the National Societies.”

Communications officer, National Society, Middle East

“The magazine should have its own personality. Be more holistic. Include opinion pieces and also letters and feedback. More in-depth focus on topics.”

Operational staff, IFRC Asia

“Create a network of editors, including the national magazines for exchange of articles, translations and ideas.”

Operational staff, National Society, Europe

“More interesting stories — especially from the point of view of victims, written by victims. Third-party perspectives, rather than Red Cross advertisement.”

Communications staff, ICRC Asia

BOOKS



Strategy 2020 IFRC, 2010

Approved in 2009, *Strategy 2020* voices the collective will of the IFRC to move forward in tackling the major challenges that will confront humanity in the next decade. Now available in a colourful, photo-filled booklet, the strategy also consolidates previous policies and strategies in presenting updated core concepts to guide National Red Cross and Red Crescent Societies in formulating their own mission statements and strategic plans in the context of their specific needs and vulnerabilities.

Available in Arabic, English, French and Spanish.

ICRC survey: Our world. Views from the field — Summary report ICRC, 2010

To raise awareness of the impact of armed conflict or other situations of armed violence on civilians, the ICRC launched in 2009 a vast research programme in eight of the most troubled countries in the world. This summary report presents highlights of research carried out in Afghanistan, Colombia, Democratic Republic of the Congo, Georgia, Haiti, Lebanon, Liberia and the Philippines. Includes a CD-ROM with eight individual country reports. Available in English. Sfr. 15.

Social media guidelines for IFRC staff IFRC, 2010

If you are a Red Cross Red Crescent staff member who can't go a day without updating your Facebook page, uploading your latest photos to Flickr, posting a video on YouTube or tweeting your latest relief activities — then these guidelines are for you. This 36-page booklet acknowledges the power

of communication with online communities during relief work. But it also offers guidance on how to use new social media responsibly. Available in English.



Communicating in emergencies guidelines IFRC, 2010

Getting your message out during a rapidly unfolding emergency isn't easy. But situations of crisis are often critical opportunities for getting the Movement's message across. These guidelines are not meant as a field handbook, but as a basis for National Societies, the Geneva secretariat and zone offices to build comprehensive and effective emergency communications. The guidelines were developed by the IFRC, with support from the Norwegian Red Cross.

Available in Arabic, English, French and Spanish.

Believe in Humanity: A Consultation with G20 Governments IFRC, 2009

When G20 countries decided in 2009 to replace the G8 as the leading body for coordinating the world economy, this informal forum of foreign ministers and central bank governors became "a great bully pulpit", according to the US magazine *Foreign Policy*. But what do these governments, whose economies represent nearly two-thirds of the world's population,

ICRC materials are available from the International Committee of the Red Cross, 19 avenue de la Paix, CH-1202 Geneva, Switzerland. www.icrc.org.

IFRC materials are available from the International Federation of Red Cross and Red Crescent Societies, P.O. Box 372, CH-1211 Geneva 19, Switzerland. www.ifrc.org, fednet.ifrc.org

think about the humanitarian challenges of today? This 42-page IFRC report provides important insights. Available in English.

Five years after the tsunami IFRC, 2010

Five years after the Indian Ocean tsunami of 2004 took the lives of almost 230,000 people and triggered one of the largest relief operations in Movement history, the IFRC has released the *Tsunami five-year progress report 2004-2009*. Beyond the stats — 4.8 million receiving aid; 51,000 houses built — the report delves into lessons learned on capacity building, beneficiary communications, accountability, among many other issues.

Available in English.

Missing Persons: a Handbook for Parliamentarians ICRC, Inter-Parliamentary Union, 2009

This handbook starts by detailing the context in which people go missing — armed conflict or internal violence — and the impact these disappearances have on families. It goes on to discuss what parliamentarians can do to prevent disappearances, discover the fate of missing persons and assist families. Lastly, it offers a legal framework designed to help states and authorities to adopt or improve national legislation on the missing. Available in English and French. Sfr. 10.



MEDIA



Democratic Republic of the Congo: the lost children of Goma ICRC, 2010

In the chaos of conflict, adults and children often get separated and lost. In the eastern region of the Democratic Republic of the Congo, which has been ravaged by decades of war, hundreds of children are missing or separated. This eight-minute DVD tells the story of 17-year-old Shukuru who hasn't seen his parents for eight months. With help from the ICRC tracing team, he's found at least part of his family, and he can't wait to see them.

Available in English and French. Sfr. 5.



Afghanistan: war zone hospital ICRC, 2010

Mirwais Hospital in Kandahar serves over 4 million people across southern Afghanistan. As fighting in the region intensifies, the number of casualties coming through its doors is also rising sharply. As this eight-minute DVD details, most of the injured are civilians, caught in roadside explosions, air strikes and gunfire. There are two to a bed in the children's ward and the operating theatre works 24 hours a day as doctors and nurses struggle to save lives in this war-torn country. Available in English and French. Sfr. 5.



"The Hellenic Red Cross repatriates our abducted children. Collection of 8 May."
This poster was produced by the Greek Red Cross during the Greek Civil War (1946-1949).

From the collection of the International Red Cross Red Crescent Museum.

To read more about the Movement's current efforts to restore family links during conflict or after natural disasters, turn to page 10.