

# Without strong bodies and structures, local action is fragile

**Burundi Red  
Cross**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Prosper  
Ndikumana  
Branche de  
Gitega**

In 2005, the Gitega Branch did not have strong bodies and structures to carry out activities in favour of the most vulnerable and the communities. It had to decide on and implement strategies to strengthen local action.

# Our Batumi branch is distinguished by the number of volunteers who are ready to contribute to the support of the helpless and vulnerable groups.

**Red Cross  
Society of  
Georgia**

**Giorgi  
Bolkvadze  
Batumi**

**What was the situation?  
Tell us what you did, and why**

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First, there was the mobilization of new volunteers who were trained and given the appropriate skills to help other people in need in times of trouble, then this was systematically done to create one big strong network that works to help vulnerable people, spread information about the Red Cross and, if necessary, get involved in solving local crises.

**And how did this turn out?**

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Perhaps it was a quick study of the situation and when everyone was panicking, we took care of them and provided relevant information.

# Bentiu Branch through the establishment of the guest house is able to contribute to its operational cost by 25%

**South Sudan  
Red Cross**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Ruai Bang  
Bentiu  
Branch**

The crisis of 2013 in South Sudan has caused most partners that has been supporting the Branch to pull out as the situation of wars was the worse in this region. The Branch was depending entirely on the support from the National Society HQs, ICRC and other movement partners for its operational cost. in the Year 2020 when I was recruited as Bentiu Branch leader, I initiated the establishment of the Guest for income generation. This has reduced the Branch running cost dependency by 25%.

After having the guest house, the Branch is able to generate small money to buy fuel and maintains the vehicles, and the Branch staff and volunteers are able to reach vulnerable communities to compliment the support that the Branch is getting from HQs.

# Together we can do more to serve the life of the needy population

**South Sudan  
Red Cross**

**James Tut  
Riay  
Akobo  
Branch**

**What was the situation?  
Tell us what you did, and why**

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As the Head of Branch working with vulnerable people in this time of Crissie.

**And how did this turn out?**

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They give a special recognition to the National Society and wish to serve them more and more. Much respect to the Branch staff by the community at large.

**Giving and helping the vulnerabilities is a part of a life of a Redcross volunteer. The only feeling that a volunteer can experience and share globally is the love of helping others.**

**Fiji Red Cross Society**

**Volunteer**

**Rabi Red Cross in Fiji**

**What was the situation?  
Tell us what you did, and why**

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TC Yasa hit the islands with a very severe impact resulting in many losing their homes. Here in Rabi, the branch was actively involved in the distribution of NFI's to the most affected in the Cyclone. It was a great experience which came with great pleasure getting to help people that are in need. Going into the different homes and hearing their different problems made it more interesting and wanting more to give but our distributions was limited because of our limitations in our stocks.

**And how did this turn out?**

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We as a Redcross branch were the ones helping and serving the people that are in need. This was the difference because we had the pleasure of experiencing the love of giving help to the vulnerable.

# Unarmed Soldiers of Humanity battles Contagious Covid-19

**Botswana  
Red Cross  
Society**

**Kamogelo  
Kebonang**

**Maun Red  
Cross Branch**

## **What was the situation? Tell us what you did, and why**

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During the Covid 19 pandemic, our Branch swiftly grouped volunteers to work with The Botswana Ministry of Health to sensitize the community about the pandemic. The Ministry of health workers did not have the much needed knowledge to work with communities, but with the experience our volunteers had when it comes to community work made the task a bit easier for the Teams. The numbers of volunteers also made the exercise much easier.

## **And how did this turn out?**

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Volunteers were skeptic about being part of the team at first, but after we trained them on issues of covid 19, they started to feel that they can take the challenge, it was the first time we dealt with a pandemic and people really appreciated us.

# The Red Cross breaks through in rural areas

**Zambia Red  
Cross Society**

**Rabby  
Mwelwa  
Kabele  
Kawambwa  
branch**

**What was the situation?  
Tell us what you did, and why**

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It was during the COVID-19 pandemic. As branch, we worked with the ministry of health to sensitive people in rural areas about the pandemic.

**And how did this turn out?**

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We had so many people who accepted to take the vaccine and many became volunteers.

# We are able to prepare and contribute with our human and material resources

**Dominican  
Red Cross**

**Andres  
Terrero**

**Filial del  
Distrito  
Nacional,  
Zona Sur**

**What was the situation?  
Tell us what you did, and why**

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Look, I am President of an important branch in the capital of the Dominican Republic. In addition, I am Treasurer of the National Council. In my opinion every branch or section has or should be self-sustaining in order to be able to carry out its functions properly and to be able to invest in training its volunteers. We can obtain resources by giving society and the business sector the capacity to face the risks of any catastrophe. Preparedness is fundamental.

**And how did this turn out?**

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It has evolved very well and that is why we have been able to manage resources from those sectors.



# Improving SSRC Presence/acceptance and coordination with community

**South Sudan  
Red Cross**

**David Bidal  
George Black  
- Head Of  
Maridi Branch  
Maridi Branch**

**What was the situation?  
Tell us what you did, and why**

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Maridi Branch is one of the youngest branches of South Sudan Red Cross formed in 2019, however SSRC activities and its mandate were not well known by communities and stakeholders but from 2020, SSRC Maridi Branch management started establishing a good coordination and relationship with other NGOs and public authorities and ensured its involvement in different programs within the branch through provision of zero cost activities such as First Aid, kind support to vulnerable community members.

**And how did this turn out?**

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There is a very great acceptance of the presence of Red Cross within the community and a sense of trust was build between SSRC and the community members.

**Rumbek branch have human resources with capacity to implement the projects accordingly but there's only one project operating in the branch which is not enough to cover 5 counties of Lakes state. No security fence and guest house in the branch. More funding partners are needed in Rumbek.**

**South Sudan  
Red Cross**

**Michael Deng  
Kuu  
Rumbek**

**What was the situation?  
Tell us what you did, and why**

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The branch started without projects by volunteers and board members to recruit volunteers on voluntarily basis. Response to emergencies in the communities especially during communal fights through provision of first aid services to the victims and distribution of NFIs to the flood affected population in the state. The branch has been operating without staff since 2008 until its got a project in 2017 whereby the branch staff were recruited to run the project activities.

**And how did this turn out?**

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Staff haven't different capacity with different skills whereby activities are achieved through cooperation and commitment among each others.

# Working together with key Community leaders and local authorities creates ownership for the served and acceptance for RCRC Movement

**South Sudan  
Red Cross**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Singira  
Robert Daniel  
Yambio  
Branch**

During the EVD and Covid-19 RCCE and preparedness, our Branch grew strong and was able to engage with local authorities/key community leaders and other NGO/ NNGO partners to reach more people with key messages or prevention and control from the pandemics.

Our close relationship and local approach gave it a strength acceptance with the served.

# The branch is a response branch, that starts projects with people, for people that no one else is working with or for.

**Icelandic Red Cross**

**Marín Þórsdóttir**  
**Capital branch - Iceland**

**What was the situation?  
Tell us what you did, and why**

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When I took over the branch in 2018, my branch had several projects. Soon after I started my board made that decision to review the project run by the branch with few things in mind.

1. does the project fit with the RC strategy?
2. Is any other organisation running same/ similar projects
3. Are we as a Red Cross branch responding to a need that no one else is addressing?

After going through these, we had some hard choices, closing and handing over project that we had been running for long time.

**And how did this turn out?**

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We have handed over two big projects. One to the city of Reykjavík, Vin a day-center of mentally ill people and Konukot shelter for homeless people to an another NGO. We closed down many small projects to make room for new projects.

# A Limitless Volunteer, Always There

**Kenya Red  
Cross Society**

**Philip Thuo  
Wachira  
Nairobi East  
Office**

**What was the situation?  
Tell us what you did, and why**

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Every time I go to events, disaster responses or even basic engagements from the Branch I always find myself disseminating about the Red Cross/Red Crescent Movement and thus recruiting new volunteers/members into my branch.

**And how did this turn out?**

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This was a learning platform for me in terms of leadership role and the commitment to serve in line with the fundamental principles. What was different is that we have 3 field offices and each had a mandate to ensure they recruit volunteers and ensure volunteer retention mechanisms were in place.

# As Kawambwa branch now, we've moved from nothing to something: given administrative support, we can do wonders.

**Zambia Red  
Cross Society**

**Martin  
Muloshi  
Kawambwa  
branch**

**What was the situation?  
Tell us what you did, and why**

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The time I moved into this district, I discovered that there was no Red Cross Society. First things first I started by mobilizing like minded individuals. Despite receiving negative sentiments I and the team never gave up. Last year's World Red Cross Day celebrations gained us some new members. We did not end there, we now managed to do all the affiliations required and immediately started pushing for first aid training which we had in the third quarter and 45 members were trained.

**And how did this turn out?**

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That's gained ourselves some confidence such that HQ recognized our efforts by including us on the list of districts that took part in COVID-19 sensitization compagns where 78 Volunteers participated.

# Mobilizing the community to meet the needs of refugees

**Swedish Red Cross**

**Michael Coyet  
Halmstad**

**What was the situation?  
Tell us what you did, and why**

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A year ago, shortly after the Russian invasion of Ukraine, refugees started arriving in our city Halmstad. The local authorities were not prepared to handle the situation so our branch stepped in, mobilizing volunteers and resources. Eventually we had around a hundred volunteers, many of whom are engaged in the branch's other activities.

**And how did this turn out?**

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It's great to see that we can mobilize resources to face unexpected challenges. We are even better equipped to deal with urgent psycho social needs than the authorities. I feel the people we serve have greater trust in the Red Cross and our volunteers.

# Volunteering is at the very core of being a human

**Kenya Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Mahat Dekow  
Osman**

As volunteers of our branch we usually do clean up campaign on every Saturday in our town and this had made many people to join the organisation for Volunteerism purposes.

Our branch was supporting us and this made easier for us.

**Garissa  
branch**



# First aid training forum. Come and gain more knowledge. No payments. Welcome all.

**Kenya Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Ambassador  
Stephen  
Mwinzi Thitu  
Nyeri Branch**

We called for free trainings.

After the training, some registered as members and others as volunteers.

# Assisting the vulnerable in a nervous situation

**Jamaica Red Cross**

**Annette Carvalho**

**Trelawny Red Cross**

**What was the situation?  
Tell us what you did, and why**

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The stronger the Branch grew is in a disaster or any vulnerable situation. It was a fire situation, I was at work, I got the call. Immediately, I call a few volunteers to meet up in that Area. Luckily I had some nice co workers, who fill in for me at work. We got all the information from the victims and assistance was given plus other Agencies were there. There were no loss of lives. Losing your home can be devastating, so when there is a fire I do not hesitate to help.

**And how did this turn out?**

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We helped to find a temporary home for the family, food, care packages, hygiene kits, personal items were given. Follow ups were done. We were able to assist and put a smile on their faces at least for a while.

# Resource mobilization has helped my branch to be resilient by improving the branch financially to assist the vulnerable communities

**Lesotho Red Cross Society**

**Quthing Branch**

**What was the situation?  
Tell us what you did, and why**

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I am working in the southern part of Lesotho Quthing where we have different like 4 language and demography set up includes highland lowlands and peri urbans, Lesotho used to have funding from donors and most of our programs were donor driven until my branch recognised the importance of resource mobilization where our focus is building our resilience so as to be able to help our vulnerable groups like orphans and vulnerable children, Elderly people people living with disability and we are getting there.

**And how did this turn out?**

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What makes us unique is the improved revenue that help us to manage the needs of vulnerable communities though is not fully fulfilled.

# Humanity saves life

**Philippine  
Red Cross**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Randy Vargas  
Tabuldan**

Reaching out to those who  
needs.

Humanity

# Volunteer's at heart Nairobi branch

**Kenya Red  
Cross Society**

**Sheldon  
Nyawanda  
Nairobi East  
Branch**

**What was the situation?  
Tell us what you did, and why**

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Most of the volunteers from the branch took it a priority to be part of Kenya Red Cross Society and so we were working together to achieve the branches agendas in the community and by doing that it attracted many stakeholders and other people were attracted too to be volunteers and took part on what we we're doing to the community.

**And how did this turn out?**

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The care we offered and how we were cooperative when it comes to voluntary service yah.

# Cyclone occurred in the Sahil region around 2015, destroyed homes and livestock. Families died.

**Somali Red Crescent Society**

**Mr Adnan Mohamoud Yusuf**

**Berbera branch**

**What was the situation?  
Tell us what you did, and why**

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Indeed, I was one of the team members working sugar cyclone, breaking down to somaliland in the coastal area, I saw or met people totally destroyed their homes, foods, and even their children. We helped as much as we can, we collected all remaining items, and also we transferred them to safe areas. We distributed NFI and also cash transfer program.

The sene was droughts occurring in the region, most of the livestock had died, all nomadic people were in poverty, they don't have skills to work a city if they go.

**And how did this turn out?**

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My branch focused on humanitarian network.

# The role of the national society in alleviating human suffering

**South Sudan  
Red Cross**

**Leon  
Arkangelo -  
Head Of The  
Branch  
Wau Branch**

**What was the situation?  
Tell us what you did, and why**

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The branch became more known when it hosted more than 5000 internally displaced persons in its compound, which was due to internal conflict that erupted in the State, and which led to mass displacement from the residential places to where people thought safety could be. So, the branch compound was one of the hosting locations. people who sought refuge in the branch compound came to know about the national society and its importance in rendering humanitarian services.

**And how did this turn out?**

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All the branch staff volunteers and members had to work together in a joint effort to respond to the needs of the affected people, the branch also made use of the presence of the people in one place to tell them more about the National Society and the movement, as well as the activities being conducted by RCRC movement.

# Positivity during a pandemic

**Kenya Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Hanna  
Laikipia  
county  
(Nanyuki  
office)**

During the Covid-19 pandemics my branch was engaged in making quality reusable masks and pads that aimed to help the most vulnerable in our community.

Majority of the tailors involved in ths activity were our volunteers and members. This made many acquire the tailoring skill while the community got free quality pads and masks.

It created a good rapport between volunteers, members, staffs and the community around us.



# Giving back to the community

**Kenya Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Prudence  
Chebet  
Nandi county  
branch**

Land slides in 2018 where we were able to help different people.

Excellent

# How can you turn your weaknesses into strengths and threats into opportunity?

**Somali Red Crescent Society**

**Abdirazak**

**Borama branch**

## What was the situation? Tell us what you did, and why

First I would like to thank the members of RCRC. I am volunteers 4 years I am working. I get more experience to develop my people and to promote health. because my countries faced different problems like conflict stability of security and political stability. there is no got basic necessary like Education, health, water, Homes to learning education, while rural area they need MCH because every day faced bleeding the mothers live rural, they don't have Hospitals and MCH

## And how did this turn out?

How can you turn your weaknesses into strengths and threats into opportunities?

Turning weaknesses into strengths and threats into opportunities is a common strategy used by individuals and organizations to achieve their goals and overcome challenges. Here are some steps you can take to turn your weaknesses into strengths and threats into opportunities:

- **Identify your weaknesses and threats:** Take an honest look at your strengths and weaknesses, as well as external threats to your goals. Be specific and concrete, and don't be afraid to ask for feedback from others.
- **Reframe your weaknesses:** Rather than focusing on what you can't do, look for ways to turn your weaknesses into strengths. For example, if you struggle with public speaking, look for opportunities to practice and improve your skills.
- **Leverage your strengths:** Focus on your strengths and look for ways to use them to overcome your weaknesses and threats. For example, if you are strong in organizational skills, use that strength to help you overcome a weakness in time management.
- **Turn threats into opportunities:** Look for opportunities in every threat, whether it's a new opportunity to learn and grow, or a chance to develop a new skill or strategy. Be creative and don't be afraid to take risks.
- **Embrace change:** Be open to change and look for ways to adapt to new challenges and opportunities. Embrace failures as opportunities to learn and grow and be persistent in your efforts to turn weaknesses into strengths and threats into opportunities.

By following these steps, you can turn your weaknesses into strengths and threats into opportunities, helping you achieve your goals and overcome challenges along the way.

# Volunteer referrals to the branch expanded the number of volunteers and members

**Kenya Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Gilbert  
Lolngojine  
Samburu  
branch**

The volunteers referred their friends work mates and family to the branch.

Corporations was key.

# Volunteers as the change agents in the South African context through RCCE and curbing COVID-19

**South African  
Red Cross  
Society**

**Sehorane  
Lehlomela  
Mafikeng  
Branch**

**What was the situation?  
Tell us what you did, and why**

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During COVID-19, a lot of people joined South African Red Cross as volunteer to help serve hot meals to the people in need especially those living on the streets. This also attracted corporate companies that assisted with funds for hot meals.

**And how did this turn out?**

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Our volunteers are community based and trusted by the community members. Our volunteers became educators during COVID-19 and the community members trusted the information they were sharing through RCCE and the aspects of community engagement and accountability.

# SSRC Malakal Branch volunteers and staff able to reach vulnerable people to complement the support that the branch is getting from HQ and the movement partners by giving CASH, EHI and Education.

**South Sudan  
Red Cross**

**Zechreya  
Micheal, Head  
Of Branch**

**Malakal  
Branch**

**What was the situation?  
Tell us what you did, and why**

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SSRC Malakal branch was depending entirely on the support from national society HQ, ICR and other movement partners for its' operational during COVID-19 awareness. In 2021, Malakal branch received ICR project under Swedish Red Cross is integrated in four component; Health, Protection, DRR and WASH this strengthening the branch in reaching most of the vulnerable people affected by armed conflict and flood via CASH and EHIs distribution. Branch generate little fund from IGA activities.

**And how did this turn out?**

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Under branch development project we initiated having sound system, tens, chairs and generator plus additional hall and shops for hiring to generate income to support some activities at branch such as renovation of SSRC centre at POC and fuel for transporting the volunteers during public campaign at branch. ICR project, the branch is able to reached the vulnerable families.

**Volunteer to Volunteer cooperation. We realised after a few months that several volunteers stopped attending the deliveries of humanitarian aid that we made, until we began to investigate and we made a survey of the same volunteers to find out if they had been able to help us.**

**Paraguayan  
Red Cross**

**Jorge Martìn  
Filial Itapua**

**What was the situation?  
Tell us what you did, and why**

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The situation of volunteer motivation in times of pandemic, as volunteers we helped but nobody helped us until we raised money to buy food to give to the volunteers who needed it the most in times of pandemic.

**And how did this turn out?**

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We became more aware, we became more human among us... Because we too can be affected by an event.

# Adaptation of Red Cross volunteers in their humanitarian actions in their communities

## Burundi Red Cross

**Barazingiza Aloys**

**Branche Mwaro**

### What was the situation? Tell us what you did, and why

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A poor family gave birth to triplets. On 15 June 2022, in the Kabogi Hill Unit, Ndava commune, Mwaro branch, a poor family gave birth to triplets. The Committee organised the members and volunteers of this hill unit to assist the family. They took turns to bring food and non-food items for a period of six months. These children are seven months old. The volunteers decided this for the survival of these triplets.

### And how did this turn out?

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The members and volunteers were used to routine activities such as building shelters, ploughing, transporting the sick to health facilities. The services provided by the volunteers should not exceed three months for one family.

# On the way to belonging

**Portuguese  
Red Cross**

**Mário Tavares  
Delegação de  
Portalegre**

**What was the situation?  
Tell us what you did, and why**

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In fact, I started executive management roles earlier this month. My branch does not have active or structured volunteering. Like most existing services in the branch, it lacks structure and lacks leadership. My work is being carried out with the aim of changing this reality and making the branch functional, structured and profitable, in order to reach the greatest number of vulnerable people with the best quality in terms of services provided.

**And how did this turn out?**

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In these last few days, all the staff and volunteers felt the changes in terms of leadership, as there began to be rules and procedures for all types of actions carried out by all the people who work and provide services in the branch. In this way, there is already an initial structure implemented that will allow, in the future, to establish an order and make the sense of belonging in the branch grow.



# Turning COVID-19 tide through foot soldier approach

**Uganda Red Cross Society**

**Sam Mugisha  
Apac Branch**

**What was the situation?  
Tell us what you did, and why**

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The advent of COVID-19 came with a lot of challenges where communities and volunteers alike were all in fear because of the pandemic since it was new in nature. Mobility was a challenge since transport was at a standstill. Mobilization of volunteers to access information was a problem since people couldn't meet in big numbers. It was worse especially in the rural end where volunteers don't have smart phones or they don't have phones. We used volunteers coordinators at sub county level.

**And how did this turn out?**

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Whereas our partners were stuck on how to reach communities fast, we shared with the district about our plan and the details of reach volunteer and their location. They they time they went to cross check about our efforts communities had been sensitized and they had started exercising the SOPs. The community and the district was appreciative of our approach and they would only give technical support where there were a few gaps.

# Everyone's live matter

**Uganda Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Kalyesubula  
Isma**

There wasn't enough blood but we mobilised from different places and were able to get enough in order to save lives. I did it because everyone live matter.

Branch was being recognized, appreciated.

**Masindi  
branch**

I have been supplementing with my work/activities assign to us because in order to complete the activity without failure.

**It is first and foremost the consolidation of the organs and structures of the movement which must first exist, be able to develop all the strategies helping them to deal with all the contexts in order to be able to help all the people in need.**

**Burundi Red  
Cross**

**Ndikumana  
Elysée  
Branche  
Provinciale  
de Muramvya**

**What was the situation?  
Tell us what you did, and why**

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It was a strategy for consolidating grassroots units, building loyalty and recruiting new members and volunteers, which consisted of sponsoring grassroots sections that were already operational, disseminating the movement based on ancestral values of mutual aid and solidarity, emulating the best volunteers and sections, and mobilising financial support from volunteers and members (IGRs and statutory contributions).

**And how did this turn out?**

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The increase in our capacity to assist the vulnerable, the enthusiasm of members and volunteers, etc. , has been a great success. That said, the challenges remain, especially as the vulnerabilities far outstrip the capacity to help, which we continue to develop by recruiting more civil servants and shopkeepers, but also by transforming certain vulnerabilities into capacities: the sections of young volunteers who are more numerous and unemployed, which we are strengthening by recruiting them the collection and recycling of plastic waste into marketable tiles and bricks, etc.

# Solomon islands Red Cross society makira branch support their provincial medical services during the COVID-19 out break.

**Solomon  
Islands Red  
Cross**

**Albert  
Tarofagatau  
Makira  
branch**

**What was the situation?  
Tell us what you did, and why**

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During the COVID-19 out break in Solomon islands our province was also hit by the pandemic, our branch volunteers were organized to support our provincial health service by collecting medical supplies coming from our capital city by both air and sea and delivering them to our provincial hospital and clinics. Our staff and volunteers also involved in carrying out rapid antigen test for COVID-19 in communities around our province and also involved in contact tracing.

**And how did this turn out?**

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Our hospital authority concentrated their man power on the immediate task at hand which was the over whelming number of sick patient coming into the hospital not having to worry about collecting medical supplies from our airport and sea port because our team of volunteers took care of that.

# Organization development and community empowerment

**Kenya Red  
Cross Society**

**Nairobi  
County  
branch**

**What was the situation?  
Tell us what you did, and why**

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In my last role as a committee member of the board leading the subcommittees of branch development and community empowerment I built relationships with multi-organizational partnerships and coalitions to ensure the involvement of a wide range of local community members and branch management. And because empowerment brings a sense of belonging to a society and it also helps empower people to reduce vulnerabilities and gives them a strong propensity to take innovation.

**And how did this turn out?**

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The innovation strengthened branch development in terms of the high scope of network and visibility at the community level and build more trust to the Kenya Red Cross and the community we serves.

# Enhance Inclusivity in Volunteer and Community Engagement

**Kenya Red  
Cross Society**

**Stacy Agatha  
Pekke**

**Nairobi  
County  
Branch**

**What was the situation?  
Tell us what you did, and why**

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“How are our volunteers able to deliver an inclusive service when they cannot communicate to the intended recipients of the service?” I was able to spark the conversation around inclusivity with the target being the deaf community and initiate online volunteer led sign language training sessions for our volunteers during the Covid-19 period, and currently weekly one on one sessions are conducted at the branch. We also got sponsorship to obtain certification for some staff and volunteers.

**And how did this turn out?**

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We were able to engage more with persons from the deaf community and enhance the perception of the branch as a safe space for engagement for all.

**The Ghana Red Cross Society Humanitarian Intervention for Flood disaster survivors. The impact on lives was great and long lasting. Vulnerable households can now live without having to fear of the next rainy season. The vulnerable don't have to sell farm produce to rebuild their houses.**

**Ghana Red  
Cross Society**

**Paul Wooma  
Upper East  
Region,  
Bolgatanga**

**What was the situation?  
Tell us what you did, and why**

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It had to do with a disaster situation emanating from torrential rains that caused flooding and the destruction of houses of vulnerable people. The Ghana Red Cross together with Swiss Red Cross, our compassionate benefactor over the years through her Disaster Risk Reduction Project with our key partner (National Disaster Management Organization) did an assessment of the disaster situation and intervened and built a total of 202 resilient houses for the hardest hit vulnerable populations.

**And how did this turn out?**

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It turned out good especially for the vulnerable people. They can live comfortably in their houses without having to fear the next rain since their houses can withstand the rains because they are resilient.

# COVID 19 pandemic gave us a sense of resilience and shared responsibility

**Uganda Red  
Cross Society**

**Annet  
Nabbanja  
Kampala  
Central  
Branch**

**What was the situation?  
Tell us what you did, and why**

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During the wake of COVID-19 pandemic, the country experienced several lockdowns which not only stifled the people economically but also in other sectors. Though people were dying as a result of the pandemic, many still believed that COVID-19 was a makeup idea by politicians to drive their agenda. It was against that backdrop that we organized COVID-19 risk communication campaigns and talked about the fatality of the virus while urging them to keep the standard operating procedures.

**And how did this turn out?**

---

Due to relentless mobilization, our branch volunteers brought more people for vaccination. Our team improved on the visibility of Uganda Red Cross in Kampala since they were among the few groups of people who continued to work during the pandemic. That experience brought us to a realization that Community service should be a shared responsibility.



# Community Blood Donor Mobilization

**Uganda Red  
Cross Society**

**Paulo Habasa  
- Branch  
Manager  
  
Masaka  
Branch**

**What was the situation?  
Tell us what you did, and why**

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I am Habasa Paulo, a staff member of Uganda Red Cross Society, Masaka Branch. Now days, the community is hesitate in donating blood. Our branch staged volunteers to work closely with Uganda Blood Trasfusion Services in mobilising and recruiting blood to save lives. As a branch we donate blood and mobilise blood on such a day to save mothers who need blood transfusion.

**And how did this turn out?**

---

volunteers continues to mobilize the community to donate blood as a way of giving back to the community and also helps to emphasize the community that one collected unit of blood can save 3 lives.

# Volunteerism is a passion

**Pakistan Red Crescent**

**Ziaullah Khan Surrani**  
**- Social Mobilizer Team Leader.**  
**Bannu branch**

**What was the situation?**  
**Tell us what you did, and why**

---

I am currently working as Social Mobilizer in Routine Immunization Project currently working in Basic Health Unit I have been starting work with my team members as Team leader we are working on Monthly Work Plan, Proper Record keeping.

I have prepared SOCIAL Area Map with Targeted population.

Conducted meeting with Community Influencer regarding ongoing Vaccination activities.

Arranged Awareness session in school for children's.

Motivated students about Volunteer work with Pakistan Red Crescent.

**And how did this turn out?**

---

Community Engagement  
Social Mobilization activities  
Coordination

# Dissemination and offering of first aid services increases trust and visibility in our areas of operations

**Uganda Red Cross Society**

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

---

**Kyaligonza  
Robert  
Nebbi Branch**

I mobilized communities for dissemination and free first aid training to communities and as a result many people renewed their membership and others joined. I did this to increase visibility of the society in my branch.

People gained hope and trust in us since other people knew that our branch was no longer in operation.

# Successfully provided Firstaid response

**Pakistan Red Crescent**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

---

**Ziaullah  
Khan Surrani  
Firstaid  
Responder  
Bannu branch**

I am currently working as  
Volunteer with Pakistan Red  
Crescent society Bannu branch  
as Firstaid Responder. Helping  
others people is my life mission.

Volunteer activities

# Changing people's lives with old traditions and new knowledge. And heart.

**German Red  
Cross**

**What was the situation?  
Tell us what you did, and why**

**And how did this turn out?**

**Erika Billinger  
DRK-Blutspendedienst**

I work at the Blood Donation Service of the German Red Cross.

It is turning out well.

# Turning small ideas into sustainable resource mobilization

**Uganda Red Cross Society**

**Fred Marule**

**Kasese Branch**

**What was the situation?  
Tell us what you did, and why**

---

When i went to prototype my limitless idea of Promoting sustainable entrepreneurship skills towards waste management & employment opportunities, where 85 women including young mothers got involved and trained to turn polythene & solid wastes into eco-friendly products, & sold for income generation. As a group they decided to register with the Uganda Red Cross through our Kasese branch & are actively involved in our activities including raising community awareness on Disaster preparedness & Blood.

**And how did this turn out?**

---

Turning our small idea prototype with 85 community members, and then deciding to be part of the Red Cross and willingly paying their group membership where our branch equally relies on their efforts towards engaging their local communities on very important issues that include early warning early actions message deliveries, blood donation mobilization and recruitment, local environmental activism and awareness raising among others.

# Volunteering at its best

**Moroccan  
Red Crescent**

**Dr Omar  
Lakhoul  
Larache**

**What was the situation?  
Tell us what you did, and why**

---

Good evening, as a volunteer coordinator of emergency and first aid for the committee, and during the covid pandemic, we had with the volunteers a certain number of actions among others, to help the local authority to manage the populations with the rules of safety in particular with the local markets; the administrations, we also thought of the renal insufficiencies for the sessions of dialysis seen that there was the curfew of the blow we went to be volunteers to ensure the transport of this. . .

**And how did this turn out?**

---

The funds to carry out our mission diesel, hydroalcoholic gel. . .

# In the chaos of a large operation, its important to have a strong base to anchor the team

**Fiji Red Cross Society**

**Epeli Lesuma  
Suva Branch**

**What was the situation?  
Tell us what you did, and why**

---

During the COVID-19 pandemic my Branch was able to establish and strengthen its presence in the greater Suva area (Suva being the capital of Fiji) and my Branch was able to get, engage and maintain voluntary presence. We serve Fiji's most populated areas and have perhaps the largest geographic territory to cover as a Branch, covering 5 of Fiji's 14 provinces.

**And how did this turn out?**

---

I think the wise counsel I was able to provide helped anchor them during what was a chaotic time for my Branch. There were mistakes made, but I was looked to and sought after to provide guidance based on the Fiji RC Constitution.



# When there was a need with our most vulnerable Redcross Exuma rise to the challenge

**Bahamas Red Cross**

**What was the situation?**

**Tell us what you did, and why**

**And how did this turn out?**

**Shanel P  
Rolle I  
Exuma  
branch**

There was an evacuation exercise. We were called upon to take care of 12 elderly evacuees. I rose to the challenge the Bahamas Red Cross Exuma branch managed the shelter and took care of the elderly we made sure they had their meals on time assisted them to the bathroom made sure they all had their medication on time. It was a great feelings taking care of them.

Great

# Rescue and humanitarian aid work by the Honduran Red Cross

**Honduran  
Red Cross**

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

---

**Tum Anibal  
Sevilla**

In the Eta and Iota weather events

It was a time of hard work and cooperation with other institutions, days and even weeks without being able to rest, in order to evacuate those most affected.

# The experience of veterans in new paradigms

**Mexican Red Cross**

**Enrique Saucedo Padilla**  
**Veterans Coordination**

**What was the situation?  
Tell us what you did, and why**

---

I belong to the coordination of veterans, our growth as a coordination is limited, but in our work we have received several young people interested in working, so we have channelled them to the coordination of Prevention and developed activities together where our experience is used by young people in our community activities.

**And how did this turn out?**

---

When we started activities two years ago, shortly before the pandemic there were no veterans as a coordination and the number of volunteers was minimal, through the pandemic we took on the task of convening and preparing veterans through virtual means and when we were able to gather we started with community work, several young people have joined us and we have been able to start a team work supporting and training new generations, as well as showing them a type of participative leadership.

# Opportunity in the midst of Difficulty

**Fiji Red Cross  
Society**

**Volunteer  
Aporosa  
Torotagi  
Nadi Branch**

**What was the situation?  
Tell us what you did, and why**

---

This was during COVID-19  
Pandemic.

**And how did this turn out?**

---

We were able to form strategies  
to combat COVID19 and

1. Limit the spread get of the  
virus
2. Create optional platform of  
communication and awareness.
3. Breaking the Social norms.

# Transforming people's lives and empowering community by Youth Leaders.

**Uganda Red  
Cross Society**

**Nannyonga  
Brenda  
(Volunteer)**

**Masaka  
Branch**

**What was the situation?  
Tell us what you did, and why**

---

In our community the vulnerable people face a lot of challenges such as poor hygiene and sanitation, food insecurity, disasters, lack of shelter, unemployment majorly in our youths and many others but we as leaders of Red Cross, have to transform these people's lives through providing them, psychosocial support, creating income generating activities such as making liquid soap, making reusable sanitary pads, making bar soap, candle making, books making so that we empower our youth and other vulnerable.

**And how did this turn out?**

---

I'm a youth leader and I have to transform lives of people and also I empower the people I serve at branch and the community.

# Early warning Early Action protocol systems have done great work in my area.

**Uganda Red Cross Society**

**Kule Mwesige**  
**Kasese Branch**

**What was the situation?**  
**Tell us what you did, and why**

---

In relation to the disaster preparedness and response, my national society provided assistance to the vulnerable communities of Karusandara Sub-county with cash for work exercise, that taught very many people in the area on how to do early action before, during and after the disaster. This has motivated many individuals from the disaster prone areas to be prepared enough to their disasters, because they have have understood what to do before the the disaster happens, during and after.

**And how did this turn out?**

---

Community understood the common disasters they always experience and found solutions, like opening water Channels, planting trees along River banks.

# When the people understand what we do, how we do it, increases membership recruitment

**Uganda Red  
Cross Society**

**Kyaligonza  
Robert  
Nebbi**

**What was the situation?  
Tell us what you did, and why**

---

I disseminated to a group of members what we do as Red Cross, how we do it and how one can become a member. As a result this group of team went to do farm work as a team and the money they got, they used it to pay membership as gender group.

**And how did this turn out?**

---

It was different in a way that I had never had such scenario in my branch and the speed they raised the money in a shortest period had never happened in my branch.

**The situation was that Red Cross received hundreds of women and child that were running from a war. They were in chock. We had to prepared a hotel and some residence to instal them. We have to deliver the basic services as food, paper work, and also paper for pets.**

**Spanish Red  
Cross [es]  
(CRE)**

**Nuria Cuevas  
Granada**

**What was the situation?  
Tell us what you did, and why**

---

We received hundreds of people from Ukraine. They arrived by bus from Barcelona.

**And how did this turn out?**

---

It was different because the amount of people that arrived at the same time. Most of them were women and child running from a war.



# Saving lives in Kampala during the November 2021

**Uganda Red  
Cross Society**

**Osbert  
Sserugo  
Kampala  
Central  
Branch**

**What was the situation?  
Tell us what you did, and why**

---

In November 2021 during the twin bomb blasts in Kampala, I was in the office working, as usual, I heard a big noise like an eruption in town. I picked up my phone and called one of our volunteers in town who confirmed to me that it was a bomb blast. I jumped on a bike and rushed to the scene only to find dead bodies while others lay on the ground helpless. I called our Ambulance team and communicated to my RCAT team they all came we started saving lives and the police joined us.

**And how did this turn out?**

---

It really created a big impact for my branch in responding to emergencies in the city center and proved my worth as a manager.

# Resilience in humanitarian crisis

**Kenya Red  
Cross Society**

**George Isaac  
Oburu**  
**Kisumu  
branch**

**What was the situation?  
Tell us what you did, and why**

---

During 2007 post election violence in Kenya, we set up a camp to receive and host internally displaced persons and families and resettlement plans.

**And how did this turn out?**

---

It was the first time we handled such a complex humanitarian crisis, while we strived for holistic approaches it provided with a lot of new experiences and lesson learnt.

# Serving humanity and saving their lives at all times of need

## Uganda Red Cross Society

**Nayepe  
Rogers  
Mukono  
Mityana  
Branch**

**What was the situation?  
Tell us what you did, and why**

---

I recruited many members, I also recruited many volunteers, I also carried out community services, I trained First Aid to my volunteers to extend services to the communities.

**And how did this turn out?**

---

I got members, volunteers and we offered the services to the communities as needed and they appreciate our work as Red Cross and the trust in us.

# In the service of humanity, the last breath will be a breath of happiness

**Burundi Red Cross**

**Sinzinkayo Théodora**

**Branche de Ngozi**

**What was the situation?  
Tell us what you did, and why**

---

On the occasion of the celebration of International Volunteer Day 2022: Assistance to a vulnerable family who were hospitalised for 18 months due to a road traffic accident. The left legs of the man and the woman were impaired. The local unit "GABIRO" collected food and non-food items worth 400, 000 fbu and a sum of money that will be used in the payment of 3 months rent.

**And how did this turn out?**

---

The volunteers supported a vulnerable person from another local unit. There were many volunteers involved and we spent a lot of time giving moral talks.

# Expansion of American Red Cross coverage in Washington DC latino engagement team

**American  
Red Cross**

**Deivid  
Ocampo  
National  
Capital &  
Greater  
Chesapeake  
Region**

**What was the situation?  
Tell us what you did, and why**

---

There was no contact with the Colombian Hispanic community in Washington DC.

**And how did this turn out?**

---

We were able to have more volunteers and several people found out about the services offered by the Red Cross.

# Availability of running projects on branches influence membership recruitment and active participation in branches.

**Uganda Red Cross Society**

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

---

**Scovia  
Chekakwecha  
Pallisa**

Motivation of members and increased visibility. There were a number of Projects running after the other and so all categories of members were engaged as well supporting the vulnerable communities.

Youths membership increased with high level of participation.

# New ideas to adapt to the changing volunteer workforce.

**American  
Red Cross**

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

---

**Patrick Kobol  
South  
Eastern  
Pennsylvania  
Region**

Our region is having a difficult time recruiting Disaster Action Team Responders - those that respond to daily local events. Working with our Volunteer Services team, we are identifying new groups of potential volunteers: significant others of emergency responders, security guard companies, home improvement store employees, colleges, and apartment/townhouses close to our chapter building.

We are still in the planning phase of this project. The goal is to have more responders sign up for shifts. We serve a large metropolitan area and this will bolster our ability to provide for our clients in a timely manner.

# A Bojanala branch is a newly launched branch launched in 2022 November with more than 100 volunteers

**South African  
Red Cross  
Society**

**Victor Maine  
Bojanala  
branch**

**What was the situation?  
Tell us what you did, and why**

---

Our branch is new launched 2022 November with 182 membership or volunteers and 99% youth, Bojanala branch in RSA North West Province consists with more than 100 wards or communities and our aim is to at least have more than 5 members/Volunteers per ward. We have a very supportive professional board members.

**And how did this turn out?**

---

It was never difficult because of the support we have.



# Maria disaster in Puerto Rico

**American  
Red Cross**

**What was the situation?**

**Tell us what you did, and why**

**And how did this turn out?**

**Manny Zuniga**

During one of our major disaster

Turned out very well.

**National  
Capital Great  
Cheaspeak  
Region**

# Red Cross and rural community impact

## Zambia Red Cross Society

**Lenah  
Simwiinde  
Monze**

### What was the situation? Tell us what you did, and why

---

When the branch just started people were interested, communities were trained in first aid. Being in a rural setup, the community really appreciated the efforts Red Cross put forth but people expected more from us than just mere training especially that we have a lot of vulnerable groups yet we don't have the capacity to help in those needy areas. Despite such challenges youths are still willing to work with Red Cross as volunteers a situation which was never before.

### And how did this turn out?

---

The perspective of people changed from seeing Red Cross as an aid giving institution to a life saving organization and the sensitisation on climate change based awareness has really impacted positively both the members of Red Cross and the community. For instance the reforestation has become an active component in the community.

# Proud to serve humanity

**Spanish Red  
Cross**

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

---

**Jp Soriano  
Eriepsico-  
Erbe-  
Eriebysmt**

I have only one year as a Red Cross volunteer, but before enrolled in the organización I've been working in three orphanage in Vietnam and Indonesia.

Great. I love deal with people.

# A true leader will always remain a leader

**Uganda Red  
Cross Society**

**Kasenya  
Wisely - Byc  
Chairperson**

**Mityana  
branch**

**What was the situation?  
Tell us what you did, and why**

---

During the outbreak of ebola virus disease many organisations came up to partner with our branch to help on the fight against ebola. many volunteers were engaged to carry out safe and dignified burials in the community. During lock down the branch attracted many volunteers and members who helped in reporting risk communication in the communities about the status of Covid-19.

**And how did this turn out?**

---

They adhered to the guidelines in a bid to fight against the virus.

# The power of local RCRC volunteers

**Somali Red  
Crescent  
Society**

**Mr. Fagare**  
**Galkayo**  
**branch**

## **What was the situation? Tell us what you did, and why**

---

In 2021 a massive displacement of IDPs from the northern part of my country reached the area where my branch is operating. The capacity was so limited and the situation was so drastic. I, as the branch leader immediately mobilized the local community or host community and I immediately established local volunteers who could assist us in the responses. Our partners or humanitarian organizations were struggling to properly deliver their responses.

## **And how did this turn out?**

---

Later on, the government arranged an inter-agency coordination meeting and announced that the Red Crescent will be responsible for the coordination of the efforts regarding the responses towards the displaced people.

**From 2017 until now we have been supported by the BRC in a programme of community resilience to disaster and health risks, which has made our section more effective and present.**

**Red Cross  
of the  
Democratic  
Republic of  
the Congo**

**Nathan Kula  
Inkani**

**Branche du  
Kwango**

**What was the situation?  
Tell us what you did, and why**

---

From 2017 to 2021 our section has made great progress with the support of the CRB (Belgian Red Cross) making our section more visible and available to the vulnerable.

**And how did this turn out?**

---

Institutional development for our chapter and an effective response to the people we serve.

# Disaster response needs trained volunteers

**Australian  
Red Cross**

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

---

**Kate Marshall  
City and East  
Sydney**

Emergency activation

Safety in numbers

# Volunteering is a humanitarian tool to help vulnerable people all over the world. Let's continue spreading humanity.

**Spanish Red Cross (CRE)**

**Mercedes Martinez**  
**Oficina Provincial Cruz Roja Española en Ávila**

**What was the situation?  
Tell us what you did, and why**

---

When the pandemic started, we could reach vulnerable people all over our province. We supplied medicines, food, psychological support and whatever needed, even the chance to make video phone calls to relatives far away. Apart from that, we have given shelter to afghan refugees and ukranian as well (among other nationalities) The answer given to these people was one of closeness and the sense of a well done job. Our priority was to make these people at ease and insert them in another culture.

**And how did this turn out?**

---

The sense of belonging to the biggest institution in the world has grown stronger.



# Pure motivation, can do the impossible

**Syrian Arab  
Red Crescent**

**Mr. Mahmoud  
Nadda**

**What was the situation?  
Tell us what you did, and why**

---

We play a role to get more volunteers from the national society to build an effective environment and help us to grow background of health habits.

**And how did this turn out?**

---

We did amazing work with great results in a short time.

# Importance of culture in promoting Humanity works

**Uganda Red Cross Society**

**Norbert Adriko**  
**Arua Branch**

**What was the situation?  
Tell us what you did, and why**

---

During COVID-19 break out everything was not easy everywhere. Our branch manager grouped us and we were sent out to do support in risk communication to support the community in dos and don'ts of COVID-19. Above all it was a chance for us to understand the various cultures within our branch and we focused on mindset change and encouraging heart of the community towards embracing humanity which made us to sustain the entire period of COVID-19.

"Not everyone was poor during COVID-19 period"

**And how did this turn out?**

---

Earlier on no one minded of different cultures people have. Respect for culture was really unique and it binded us together with cultural leaders to look for one goal alongside preventing COVID-19. "Cultural leaders have big value more than any other community leaders"

Uniquely we succeeded in blood donation during COVID-19 period. The national Society could get blood from our branch.

# Supporting orphans and vulnerable children complete primary education

**Uganda Red Cross Society**

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

---

**Asiimwe  
Gwendolin  
Bushenyi  
Branch**

The youth council committee lobby for funds to support orphans and vulnerable children in primary schools.

We were able to reach out to four primary schools in Bushenyi district in Uganda.

# What does it mean to be a volunteer

**South Sudan  
Red Cross**

**Mr. David  
George Black  
Maridi**

**What was the situation?  
Tell us what you did, and why**

---

It happened when there was wild fire outbreak that affected over 450 households, over 65 goats were burnt and 30 farms were destroyed. During the incident our volunteers within the community stepped in help to reduce the speed of the fire and also remove items from houses and taking the elderly women and men including children to more safe areas/location. and they informed the office when they had already started responding. This is because the volunteers understood they role within the community.

**And how did this turn out?**

---

There was a great sense of trust and belief from the community members towards SSRC and a very good acceptance.

# Membership recruitment and retaintation

**Uganda Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

---

**Magira Kizito  
Kamuli  
branch**

Volunteer recruitment, and here we started to recruit more and retaining the available by keeping them active e. g sports gala.

It made our branch vibrant.

# Vaccination saves life

**Kenya Red  
Cross Society**

**Ben  
Odhiambo  
Narok Branch**

**What was the situation?  
Tell us what you did, and why**

---

Back in 2022 the Kenya Red Cross Narok Branch recruited more members and volunteers after coming up with an activity that was to enable the community curb Covid-19.

**And how did this turn out?**

---

The process or the service turned out to help many people in the community to be vaccinated during the Covid-19 pandemic.

# Blood donation insite

**Kenya Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

---

I had my focus on blood donation this is due to the rampant incidents of accidents and also the need to have more regular blood donors.

**Makongolo  
Collins**

**Narok County  
branch**

**And how did this turn out?**

---

From my branch we ended up recruiting more members.

# Sa Red Cross Johannesburg Makes a great difference again in the communities of South Africa “Always needed, Always there”

**South African  
Red Cross  
Society**

**Theophilus  
Masunga Jhb  
Branch I. T  
Johannesburg**

**What was the situation?  
Tell us what you did, and why**

---

We went out to dish out hot meals as well as donate hygiene packs to those that had been stranded by a recent squatter camp fire as well as the street junkies living in the streets of cbd.

**And how did this turn out?**

---

We did a special thing for the beneficiaries as well as our passionate souls.



# BOCA reports are important tools for strengthening and development of potentials for the Branch and may lead to greater achievements in serving the needy community and sustaining the Branch independently.

**South Sudan  
Red Cross**

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

---

**Singira  
Robert Daniel  
Yambio  
Branch**

Yambio branch before BOCA had lots of challenges in terms of, local partnership, lack of resources and funds to support local initiatives, poor retention policy of volunteers. We have recruited 749 volunteers (270) females, We have IGA, that's Occasion tents, Chairs and Try-Cycle for rent. The Branch manages some costs locally and asks HQs, and PNs for major project supports now. local partnership improved along side reporting.

The Branch and its volunteers have protection and acceptance during our movements and provision of services from both community and public authorities due to our close engagement wherever we serve ensuring the Seven Fundamental principles. We have been able to retain our volunteers as a result of rotational engagement of volunteers in activities.

# We are obliged to serve one another

**Kenya Red  
Cross Society**

**Elijah  
Wachira  
Narok Branch**

**What was the situation?  
Tell us what you did, and why**

---

There were multiple disasters within the county just after the breakout of the Covid -19 pandemic including floods, conflict, land slides, drought and other emergencies.

**And how did this turn out?**

---

More community members felt the impact of the Red Cross Society and were interested to be a part of the National society to serve humanity.

# Service for humanity through mobilisation

**Uganda Red  
Cross Society**

**Awor  
Jennifer  
Harriet  
Apac branch**

**What was the situation?  
Tell us what you did, and why**

---

Just a week ago when one of our volunteers reported a child malnourished, we had to network with other partners and the child was helped, we also made voluntary contribution from members to support the child.

**And how did this turn out?**

---

I have will and competent volunteers but with different level of income, majority are youth at schools and institutes of learning.

# Traffic accidents involving two-wheeled vehicles and self-care of drivers

**Cameroon  
Red Cross  
Society**

**Alama Nyama  
Bienvenu**

## **What was the situation? Tell us what you did, and why**

---

The authorisation of motorbike taxis as a means of transport in our towns and villages has prompted many young people to take up this new work opportunity. This was without taking into account the increase in the number of traffic accidents and the growing number of handicaps due to these accidents. In view of this situation, we set up a series of first aid training courses to raise awareness, recruit young people and help them to take charge of themselves before any intervention.

## **And how did this turn out?**

---

It was a new activity that involved young people and they had to take responsibility for themselves.

# Kalangala Branch the beauty of Volunteer engagement to offer voluntary service on landing sites and responding to climate change

**Uganda Red Cross Society**

**Kalwanyi  
Deus Byc  
Kalangala  
branch**

**What was the situation?  
Tell us what you did, and why**

---

Kalangala branch being a distant and far to reach area with over 56 islands supported by one Red Cross office we managed to reach a few islands ie Bukasa, Bubeke, Mazinga and Buggala where we effectively and efficiently disseminated Redcross activities ie The PGI (protection Gender inclusion youth empowerment, engagement and we offered voluntary services through cleaning all landing sites.

**And how did this turn out?**

---

Membership recruitment base increased than before and mindset change in volunteers through The induction of Fundamental Principles (HINIVUU).

# Effective incorporation of volunteers in support of the national vaccination plan against COVID19 in Venezuela

Venezuelan  
Red Cross

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

---

**Lisbeth  
Romero-S  
Seccional  
Yaracuy**

When I participated in the National Vaccination Campaign for covid 19, where the general population feels safe and confident in the vaccination process when seeing the presence of volunteers at the vaccination points.

It was quite a challenge for everyone here, the volunteer staff responded effectively, achieving continuous work from Monday to Sunday for 6 months. the support of the volunteers by IFRC and ICRC was key to the successful development of the activities.

# Keeping the hearts beating in remote areas

**Kenya Red  
Cross Society**

**Josphat Ekai  
Samburu  
Branch**

**What was the situation?  
Tell us what you did, and why**

---

I remember the experience during food distribution and live stock offtake when we had to go into the interior of villages where roads are almost impossible to pass, mountains and roads winding on rough terrain where we had to get off the car to lower the weight but finally we kept the heart of people beating when we reached them and offered the help they really needed.

**And how did this turn out?**

---

It was an encouraging challenge and created good impact in the people's hearts that we could reach them in such remote areas where vehicles don't regularly pass.

# Dissemination of Red Cross Red Crescent information is key in membership recruitment

**Uganda Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Kyaligonza  
Robert  
Nebbi**

When we prioritized dissemination as a key driver in all branch activities.

Membership recruitment increased.



# An Act of kindness can open doors

**Zambia Red  
Cross Society**

**Volunteer  
Ndola branch**

**What was the situation?  
Tell us what you did, and why**

---

I engaged the high learning institution to give 50 scholarship to the youths who are members from our branch as well as the provinces which made more youths joining and subscribing to redcross. it was my dream come true because the time I was contesting for youth leadership i did tell mxy my fellow youths that i will negotiate with higher learning institution to support our youths volunteer's who are under privelledge.

**And how did this turn out?**

---

It turnout to be a milestone considering the fact that it was first of its kind and most of the youths wanted to be part of it. We had a good number of youths who joined the movement because of the some project.

# Beneficiaries satisfaction is our ultimate goal

**Nepal Red  
Cross Society**

**Ashok Yadav**

**Siraha  
District  
Chapter**

**What was the situation?  
Tell us what you did, and why**

---

All our services and development activities are being conducted in a transparent way partnering with different stakeholders and donors in need based approach.

**And how did this turn out?**

---

Our branch has established the good governance environment so it helps us to provide our services in effective and in satisfaction way.

# I worked as Chairperson, sensitising Community services, blood donation mobilisation, organising youth camps

**Uganda Red Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

---

**Phionah  
Asingura  
Kibaale  
branch**

Through dissemination, doing community services, making exchange visits, camps and training the youth to learn various skills.

Ranked as the best in blood mobilisation an session.

# Successful coordination and volunteer engagement during COVID-19 pandemic

**Nigerian Red Cross Society**

**Isaac Akintoye**  
**Uvwie**  
**Division of Delta Branch**

**What was the situation?**  
**Tell us what you did, and why**

---

Volunteers made themselves available during the COVID-19 pandemic. They assisted in effective palliative distribution as well as contact tracing.

**And how did this turn out?**

---

It was generally successful. Volunteers were also happy serving humanity.

# The importance of communication

**Somali Red  
Crescent  
Society**

**Mohamud  
Ismail Ali**

**Garowe  
branch in  
Somalia  
Puntland**

**What was the situation?  
Tell us what you did, and why**

---

When you want to grow your branch you should have good communication with the staff, volunteers and also community you are working with. So, when I'm saying volunteers including committee, different memberships and volunteers specially those offer their knowledge or their power to support their branch.

**And how did this turn out?**

---

The difference my branch and people I serve there is a difference which the branch is one who is responsible to the community to develop their efforts. and make change to the community by teaching. The service is theirs and the branch is theirs and they can be involved indirectly.

**It doesn't matter what CV you have, if you don't have charisma, humility and leadership, what good is it to have 4000 or 5000 volunteers who don't support you, you have to involve them, keep them within the movement with motivation, because just as they arrive, they can go. . . . The human resource is respected**

**Costa Rica  
Red Cross**

**Shirley  
Blackshaw G.**

**What was the situation?  
Tell us what you did, and why**

---

It was a transition process in the National Society in which my area began to be strengthened. Knowing the movement and the internal work helped to create lines in which the volunteers supported generating direct impact inside and outside. Always hand in hand with the volunteer staff you can believe in what you do and above all GROW.

**And how did this turn out?**

---

At the management level, I can say that important working groups were established and the leadership of colleagues and people who had not had opportunities for growth was visualised.

# Emergency response in Food Distribution Exercise was my Best to help Community people

**Uganda Red  
Cross Society**

**Nayenga  
Uthuman  
Jinja**

**What was the situation?  
Tell us what you did, and why**

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Ebola Response

**And how did this turn out?**

---

It's was very interesting experience in food distribution area, Our roles to move house to house in food distribution to affected families which were isolated which contacts, Confirmed, URCS working with World food program Tasks me with responsible But it was not easy task because All community members expected to receive food but we had our target it gave me Confidence to work with Community people.

# Volunteer management systems

**Nigerian Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

---

**Anifowoshe  
Noah**

We have motherless and abandoned babies home.

I was able to transform our branch using Digital transformation and also increasing the capacity of intellectual resources.

**Lagos State  
Branch**



# Adapting to the effects of the pandemic

**Uganda Red  
Cross Society**

**Gusongoirye  
Brian**

**Kampala  
west Branch**

**What was the situation?  
Tell us what you did, and why**

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During the outbreak of the pandemic, my Branch, Kampala west branch supported the region in various activities including food distribution, contact tracing and surveillance, risk communication, home based care and provided safe and dignified burial services. Being a youth leader, i trained various youths including village health teams and the local leaders to help deliver services to the communities. thorough Solferino academy and YABC & F4D projects i was able to impart knowledge and skill.

**And how did this turn out?**

---

My branch gained mileage and we had more members recruited. Different youths gained skills through our projects and for the members, capacity was built. Public health improved in the communities we served.

# Hope in despair

**Uganda Red  
Cross Society**

**Iguma  
Innocent  
Arua branch**

**What was the situation?  
Tell us what you did, and why**

---

It's a great pleasure to share experiences from the Arua branch of Uganda Red Cross Society with everyone with a common goal of equal growth of branches. Recently the blood banks ran sort of supply leading to unimaginable number of painful deaths. We mobilized young people in two campaigns, the 'back to school' where students going back to school donated and 'valentine special' where couples came to donate. It was a great deal in saving humanity.

**And how did this turn out?**

---

We mobilised over 1000 units of blood which saved a lot of lives leaving a positive impression to the public. And this also motivated many people to start donating blood.

**We and our branch team are very active in humanitarian activities etc. .  
lastly we are very active in helping the government in socializing the covid  
19 vaccine etc. we really help them when others are afraid of covid 19 we  
are one of the frontline officers protecting the community**

**Indonesian  
Red Cross  
Society**

**Syahril  
Hamzah**

**Jambi  
Province**

**What was the situation?  
Tell us what you did, and why**

---

My branch has carried out positive activities, from the beginning our branch was less well known to the public, now it is better known. . one of which is that we are active in disaster activities and others such as the Covid-19 vaccine, etc.

**And how did this turn out?**

---

My branch is unique. . Why are the results so good? What we do is accepted by the community and we are also one of the branches with positive results throughout Indonesia.

# The GRCS branch became the only hope and source of information for vulnerable in all communities in the Gambia.

**Gambia Red  
Cross Society**

**Lamin Darboe  
Brikama  
Branch**

**What was the situation?  
Tell us what you did, and why**

---

This was during the COVID-19 pandemic. People within the community were scared and did not know what to do. The hospitals scaled down the activities and there were serious restrictions. The care givers (the doctors and nurses) in health centres were all not sure as to what to do in this situation. The only hope for salvation was the branch. We organised the volunteers in capacitating them to enable them to handle this crucial issue at hand. Everyone ran to branch for support.

**And how did this turn out?**

---

This turned out to be very useful and in effect the was brought under control.

# Youth leadership at branch

**Uganda Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Ocaya Sunday  
Kampala East  
Branch**

Bring fellow volunteers together when they had lost trust in branch leadership.

Different perceptions on the functionality of the Branch.

# Role of local board in strengthening Branch

**South Sudan  
Red Cross**

**Joseph Lukak  
Charles  
Juba Branch**

**What was the situation?  
Tell us what you did, and why**

---

Good Branch leadership to me means the ability to connect with Volunteers who are the driving force of the RCRC movement. Supporting and working closely with local board is key attribute of good branch leadership.

**And how did this turn out?**

---

Engaging Volunteers and local board help a lot in soliciting resources to support most vulnerable.

**Inclusion Makes Work easy. During COVID-19 we Carried out risk communication for our communities where by we included all the community stake holders and gender groups. This made us to work with the community and it made our work easier. We were accepted easily by the community.**

**Uganda Red Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

---

**Norbert  
Adriko  
Arua Branch**

COVID-19 outbreak. We did risk communication and community awareness about the dangerous pandemic.

We did this because our communities were so hard that they can't accept any change easily.

We also had hearts of humanity to rescue our people from the dangerous pandemic.

We had inclusion where by all the categories of people in the community were involved in the awareness.

Gender groups, persons living with disability, cultural leaders, religious leaders among others were all included.

# Every volunteers must serve as humanitarian aiders

**Zambia Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

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**Obert J  
Moonga  
Zimba branch**

Community and school  
sensitation

A lot of people were interested  
and joined to serve as  
volunteers.



# Humanitarian and Social impact for Sustainable community Growths

**Nigerian Red Cross Society**

**Abubakar Isa Ladan**  
**Nasarawa branch**

**What was the situation?  
Tell us what you did, and why**

In 2018 there was an outbreak of measles, over 300 Red Crossers were engaged to carry out a Campaign which over 10, 000 Children were immunized in one week. There was a high degree of unimmunized Children in the State, 2 LGAs were selected for Routine immunization Demand Creation activities, over 236 Red Crossers were engaged. 70 Healthcare Facilities were used, Stakeholders. Flooding, communal Crisis. Climate Change, RCCE activities, EcoSec. Etc.

**And how did this turn out?**

Results and Social impact of the people of my Communities.

# Teamwork

**Argentine  
Red Cross**

**María Laura  
Molina**

**Filial San  
Miguel de  
Tucumán**

**What was the situation?  
Tell us what you did, and why**

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Hello, I am from Argentina, San Miguel de Tucumán Branch, Coordinator of Risk Management, I work in projects of Safe Rural Schools, the Humanitarian Observatory, Road Safety (in conjunction with different governmental organisations to reach the largest number of people), we are setting up the First Aid Team in Mass Events and preparing ourselves in everything that will make us grow as a Branch to reach the most vulnerable.

**And how did this turn out?**

---

We got great results, we worked hard as a team, we are getting every day to be better for our community.

**Continuous community sensitisation and mobilisation on blood donation can increase blood stocks in hospitals, retain non remunerated blood donors reducing the number of people dying because they lack blood. eg accident victims, Cancer patients, children, pregnant mothers and HiV positive people**

**Uganda Red  
Cross Society**

**John Bright  
- Branch  
Manager  
  
Kibaale  
branch**

**What was the situation?  
Tell us what you did, and why**

---

There was a scarcity of blood in health facilities and the demand for blood was high. I have continually sensitised and mobilised community members on the need to donate blood, who is eligible to donate blood and why we don't pay blood donors. This has been consistently been done through local radios stations, boda boda stages, churches and communal gatherings.

A database for blood donors was created and has helped us to retain all blood donors and a phone call and a thank you message after donating.

**And how did this turn out?**

---

Today the blood stocks are always found in the health facilities and the UBTS team is always available to collect blood.

# Red Cross and rural community impact

## Zambia Red Cross Society

**Lenah  
Simwinde  
Monze**

**What was the situation?  
Tell us what you did, and why**

---

The branch was opened in 2020 and since its introduction, we are growing in our ability to help the vulnerable in the community using the limited local resources. For instance, we once helped a school of the disabled and made the little difference we could.

**And how did this turn out?**

---

It's really made the disabled children kids more thankful and looking forward for more future assistance from the branch. Additionally branch members saw the real time relevance of the RedCross to the local community.

# A great initiative to recruit more members

**Zambia Red  
Cross Society**

**Leo Simumba  
Ndola Branch**

**What was the situation?  
Tell us what you did, and why**

---

We went in schools and in communities disseminating information about the services that we offer as Red Cross. Thereafter most people got interested mostly the youths though they didn't have money to pay so as youth executive committee we trained them and later on we went on to select the same team to attend a football coverage and the little money that we got we paid membership for everyone including those who didn't make it to the coverage. This was so exciting and it made them happy.

**And how did this turn out?**

---

We had more people coming on board joining and the members we're very happy because we reached out to their communities where they come from and of course so that their families get to know the team which support one of their own.

# Membership drive

**Nigerian Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

---

**Abubakar  
Abdullahi  
Kogi Branch**

Support the branch management team in carrying out some Educative and attractive activities in the br as a Branch Training Officer.

More membership drive

# Vulnerability and capacity assessment (VCA)

**Red Cross  
Society of  
Côte d'Ivoire**

**Dje Janvier**

**Comité local  
Croix-Rouge  
de Cocody**

## **What was the situation? Tell us what you did, and why**

---

We had to choose a vulnerable area and train the unemployed youth of this area on vulnerability and capacity assessment. After this training, it was necessary to identify a major problem in this community. Following this assessment, the young people were trained in basic first aid techniques in order to provide assistance before the arrival of specialised assistance and we also set up a contingency plan for the major problem.

## **And how did this turn out?**

---

Things went well because the community leaders, the leaders, the religious leaders accepted the project so we had the blessing of the leaders. We organised focus groups with the youth, women's, children's and community leaders' associations to find out about the difficulties they face in order to help them build resilience.

# Financial problem is the most affecting issue the most branches

**Zambia Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

---

**Obert J.  
Moonga  
Zimba branch**

Provide good projects in  
the community embarking  
developments.

The turn out was good though  
there was financial constrains.



# Success of blood donation in Perak state

**Malaysian  
Red Crescent  
Society**

**Dr. Elangovan  
Subbiah -  
Perak Mrcs.  
  
Perak state  
branch**

**What was the situation?  
Tell us what you did, and why**

---

Strengthen the blood donation campaigns in Perak state.  
We organized 2 major blood donations in Ipoh and Taiping.

**And how did this turn out?**

---

There was tremendous support. The MRCS members and volunteers very very active. More than 200 packets of blood donated.

# The impact of Covid-19 on branch growth

## Uganda Red Cross Society

**Sserugo  
Osbert**

**Kampala  
Central  
Branch**

### What was the situation? Tell us what you did, and why

---

During the pandemic of Covid-19, our branch was one of the URCS Branches that implemented risk communication supported by IFRC. The branch had 135 volunteers who were actively involved in creation of awareness in communities to curb down the spread of the pandemic. We mainstreamed dissemination with risk communication, recruited more members, but also volunteers were paid monthly which motivated them.

### And how did this turn out?

---

The branch was able to protect members and their communities from the pandemic, the number of members increased but also kept volunteers active and earning a living. Visibility increased due to reports by media, the branch also got items like megaphones, a tent among others.

# Humanity must prevail

**Fiji Red Cross  
Society**

**Volunteer  
Aporosa  
Torotagi  
Nadi Branch**

**What was the situation?  
Tell us what you did, and why**

---

During COVID 19 VACCINATION DRIVE our volunteers were conducting registration. We managed to identify the elderly, special needs, pregnant and nursing mothers and arranged a special, protected line for them to get vaccinated. We also identified bedridden community members from respective village health workers and assisted the mobile vaccination team to visit them.

**And how did this turn out?**

---

It turned out well as we kept to our Principles.

# Stock piling of harvest (cereal produce) during harvest (although I am no longer in Tran Nzoia as a volunteer because I relocate to Nairobi for other commitments, the project was successful by then (2015 to 2018))

**Kenya Red Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

---

**Kenn Otieno  
Tran Nzoia**

One way we resource mobilized at our branch was conducting stock piling during harvest season since our branch Trans Nzoia County is within the maize growing region. Stock piling activity included volunteers and their friends and well wishers bring cereal produce to the branch.

The cereals which were part of stock piling were used to feed asylum seekers who were being received at the kitale reception center enroute to kakuma refuge camp before the project was funded by UNHCR.

# The most common challenges are lack of unity, poor record management system, high expectations, and poverty

**Uganda Red Cross Society**

**Ongia Joshua  
Lira**

**What was the situation?  
Tell us what you did, and why**

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The situation was fair since I was able to mobilize and recruit more youth and create many links and gender groups. All this was purposely in fulfillment of Red Cross vision and mission.

**And how did this turn out?**

---

The branch has broken one of the key principle of "UNITY" and there is poor record management system, besides the above challenges, there is also lack of support services that could ease the work. Last but not least, i experienced high expectations from both volunteers and the young ones where they are now after personal gains but not voluntarism, and the current situation which is characterized with poverty in the region is contributing to low membership recruitment and renewal.

# Digital Education during the Covid-19 lockdown in Uganda

**Uganda Red Cross Society**

**Julius Egolet  
Kampala East Branch**

**What was the situation?  
Tell us what you did, and why**

---

During the Covid-19 Lockdown the school learning cycle was disrupted. School going children remained at home this caused teenage Pregnancies and High unemployment rates among the Youths in Our Community. The Uganda Red Cross society through Kampala East Branch trained Youths in Urban Farming as a way to support vulnerable communities improve on their diet Besides that we set up community green spaces with Free Internet where online and digital learning was facilitated.

**And how did this turn out?**

---

In Uganda internet is one of the most expensive services we have therefore offering free internet services to school going Children to facilitate their online education efforts during the Covid-19 lockdown relieved both the parents and the Students from spending on Online Learning.

# I am Kaana Charles, in charge of health and life protection at BYC under Mbarara branch, western Uganda and first aider ready to save lives of people.

**Uganda Red Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Kaana  
Charles  
Mbarara  
branch**

I carried out dissemination about Red Cross society in Mbarara branch western Uganda. From primary schools up to universities even creating more links to the branch and subscriptions of new membership's which supports and strengthens my branch to be active.

I am a member and a volunteer and acting as in charge of health and Life protection at BYC.

# Menstrual Hygiene Festival

**Colombian  
Red Cross**

**Maribel  
Bermudez  
Matiz**

**Seccional  
Cundinamarca  
y Bogotá**

**What was the situation?  
Tell us what you did, and why**

---

Create a festival of Menstrual Health on the occasion of the international date of May 28th, Menstrual hygiene day, to share it in one of our shelters, where men and women who arrive there are involved, in order to avoid the stigmatisation of women during their menstrual period, that day we teach the beneficiaries to make ecological and reusable sanitary towels since the costs of these are very high and they can not access them.

**And how did this turn out?**

---

The migrant women were grateful that they were able to address the issue together with the men without any fear or shame of being rejected during the period, and the men were very supportive and cooperative, and supported them in making the towels, and at the end of the festival they were given a menstrual hygiene kit.



# Exceptionnel

**Haiti Red  
Cross Society**

**Jacques  
Ernst Dujont  
Comité  
régional haut  
Artibonite**

**What was the situation?  
Tell us what you did, and why**

---

I was part of a group of trainers working on vulnerability and capacity assessments of over 200 vulnerable people.

**And how did this turn out?**

---

Their understanding of the services provided by the Red Cross.

# Establishment of a community-based team to manage the early warning system

**Red Cross  
Society of  
Côte d'Ivoire**

**Jean-Eudes**

**Comité Local  
ABOBO**

**What was the situation?  
Tell us what you did, and why**

---

I am Jean-Eudes Beugré, Assistant Relief, Risk and Disaster Management Coordinator at the Red Cross Côte d'Ivoire Abobo Section. Our assessment and intervention activities in times of disasters (flooding) have aroused the interest of the vulnerable community. This has enabled us to train community leaders in flood relief and response. This group is building local awareness of the early warning system, raising awareness and warning.

**And how did this turn out?**

---

Trained leaders raise awareness, spread messages and warnings, and ensure a constant state of readiness.

# Barbuda redcross branch serving its community in its most vulnerable state

**Antigua and Barbuda Red Cross Society**

**Peter Cuffy**

**Barbuda Redcross branch**

**What was the situation?  
Tell us what you did, and why**

---

During the pandemic the branch provided support to persons that were in isolation and on quarantine by doing their errands, such as going to the grocery shop the, ATM etc, collecting medications from the pharmacy and hospital for the elderly so the won't have to be exposed, and also assisting the health department with port screening.

**And how did this turn out?**

---

It was different because it gave the branch the opportunity to be more visible in the community and an opportunity to serve our community at their most vulnerable state, if gave the people we serve the opportunity to learn about us and to help build trust and confidence in us.

# Impactful response

**Kenya Red  
Cross Society**

**Kefa Owinga  
Kisumu  
branch,  
Kenya.**

**What was the situation?  
Tell us what you did, and why**

---

I participated in mass recruitment and training of volunteers and temporary and permanent members to respond to a flood situation in our county.

**And how did this turn out?**

---

My Branch was quite visible and gained trust of the local government officials.

# BOCA Tool is one of the best tools that helped Mungwi Branch in Zambia Red Cross to get more organized based on Leadership skills and values learnt for a **VERY STRONG LEADERSHIP OF A BRANCH.**

**Zambia Red  
Cross Society**

**Mungwi**

**What was the situation?  
Tell us what you did, and why**

---

1. Timely routine and situational Branch planning, review decision making meetings
2. Facilitated for a highly publicized constitutional Branch elections participated by all Volunteer Aid Unit structures in the Branch, and by that a sense of ownership by Members was guaranteed throughout term of Office.
3. Did facilitate an Induction training for the elected BEC Members and the General membership of the Branch
4. Mixed membership recruitment that comprised Quality & Quantity; Old and majority Youths.

**And how did this turn out?**

---

After an Induction of the Branch in BOCA Tool, the spirit of Team work for doing charity works and implementing rolled out programs at Branch Level was superb without crush in responsibilities by BEC Members and general membership in Mungwi Branch.

# LRR Red Cross Branch Office capacity assessment and efforts to address the pressing needs of the vulnerable families.

**Gambia Red Cross Society**

**Abubacarr Darboe**

**Lower River Region (LRR) Red Cross Branch Office**

**What was the situation?  
Tell us what you did, and why**

---

I was appointed as a regional branch officer back in August, 2022, to Lower River Region (LRR) of the Gambia, I found out that, the community and district Red Cross structures were not very functional and most of them lack the capacity to lead such important task, therein, I decided to called for an executive meeting.

Action points:

1. Fresh registration of Home Links and School Links.
2. Initiate a garden in the backyard of the branch.
3. Use the branch hall for renting.

**And how did this turn out?**

---

Through this, the branch was able to install two water points for the neighboring compounds of the office. Most of the people around the branch office, get clean and safe drinking water from the branch.

**IFRC partnered with the Bahamas Red Cross, Abaco Branch immediately to bring some degree of normalcy to the most vulnerable people after the devastation of hurricane Dorian, for which the Bahamas is eternally grateful.**

**Bahamas Red Cross**

**What was the situation?  
Tell us what you did, and why**

---

**And how did this turn out?**

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**Lavonda  
Smith  
  
Abaco  
Branch**

September of 2019 after hurricane Dorian devastated the island of Abaco in the Bahamas. I assisted with the Fast Cash Program to help the most vulnerable. Shortly after that I assisted with the Home Repair Program.

My branch ran smoothly and efficiently. The staff treated the recipients with respect and humanity and ensured that the recipients left with dignity.

# Local Red Cross volunteers assisting their community in the mist of a national crisis

**Antigua and Barbuda Red Cross Society**

**Peter Cuffy**

**Barbuda branch**

**What was the situation?  
Tell us what you did, and why**

---

We assisted the members of our community in the aftermath of hurricane IRMA.

**And how did this turn out?**

---

it was different for us because we were also in the mist of the disaster ourselves, but it was an opportunity for us to rise above self and serve, the people we serve then had a greater appreciation for the assistance and support we were able to lend.



# Magic of international network - reality and challenges for the Estonian NS

**Estonian Red Cross**

**Liis Tipp  
Tallinn  
Branch**

**What was the situation?  
Tell us what you did, and why**

---

Ukrainian crisis 2014-. . . But also making our own first aid training practice better through a Development Plan that encompasses most of our countries stakeholders. Newly developed system aspires to make first aid training and practice more accessible to public including the vulnerable part of the population, while maintaining evidence-based and sustainable approach.

**And how did this turn out?**

---

I think that all concerned stakeholders (our NS, sister NS, GFARC, beneficiaries) gathered necessary skills and knowledge to implement first aid training into practice in a more systematic manner.

# Grooming resilient community volunteers in response to alleviating human suffering in our community.

**Gambia Red  
Cross Society**

**Al'amin Sillah  
Kanifing  
Municipal Red  
Cross Branch**

**What was the situation?  
Tell us what you did, and why**

---

During the flash flood of 2022, I lead a team in the community of Fajikunda to assess and collect data on affected households using the ODK data collection tool kit. This engagement strengthens the relationship of the Branch with local actors such as ward councilors, National Assembly representatives, youth groups, and households. Since then they have been working closely with us thus appreciating the impartial role of the Red Cross during emergencies.

**And how did this turn out?**

---

The Red Cross was able to support affected families with basic needs within 24 hours. In fact, The National Assembly member, Councillor, and representative of the community group were indeed impressed with the timely response. In fact, This compels them to seek more collaboration with the Red Cross to address societal challenges as they occur.

# Red Cross NCD Branch conducts COVID-19 Awareness in the Community

**Papua New  
Guinea Red  
Cross Society**

**Sammy Sari**

**Red Cross  
NCD/Central  
Branch**

**What was the situation?  
Tell us what you did, and why**

---

COVID-19

**And how did this turn out?**

---

Very well and the receptive of the community was good.

# Climate Change Adaptation center to support vulnerable people

**Armenian  
Red Cross  
Society**

**Vladimir  
Kharajyan**

**Lori Regional  
Branch**

## **What was the situation? Tell us what you did, and why**

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The Lori region of Armenia is rich in forests, however during the 90s economic crisis a large number of trees were cut down causing urgent threats to vulnerable communities such as landslides, sudden changes in temperature, soil erosion, etc. We proposed to create a climate change adaptation center. The goal of the center is to support national and local authorities, farmers, and vulnerable social groups to overcome challenges caused by Climate Change through training, consultancy, and advocacy.

## **And how did this turn out?**

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The local community got a chance to overcome challenges through training, consultancy, advocacy, and adaptation activities.

# Library huts to make books actual again

**Armenian  
Red Cross  
Society**

**Shamir  
Ordinyan**

**Tavush  
Regional  
Branch**

## **What was the situation? Tell us what you did, and why**

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The Tavush regional branch always makes a great contribution to the youth development programs and promotes the realization of the ideas of the region's youth. One of the successful programs was the initiative implemented within the framework of the youth academy. In the city of Ljevan, youngsters were not much curious about reading books, plus the existing books were old, and there were no books by modern authors. To solve this problem, our volunteers organized library huts in the city.

## **And how did this turn out?**

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As a result of this initiative, the youth in ljevan city started to read more and more books, what is more important, they learned the skill to share their books with the community.

# Community Integrated Home Care and Active Aging

**Armenian  
Red Cross  
Society**

**Samvel  
Madoyan**

**Shirak  
Regional  
Branch**

## **What was the situation? Tell us what you did, and why**

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The “Community Integrated Home Care and Active Aging” program has been implemented in the Shirak region since October 2016. The project is being implemented with the Swiss and Monaco Red Crosses and focuses on the problems of the elderly, disabled, and people with chronic diseases by introducing an integrated system of medico-social home care. Physiotherapy exercises were carried out with the beneficiaries within the framework of the home care program.

## **And how did this turn out?**

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Preliminary studies have shown that old people and people with fewer abilities want to have a dignified life and as much autonomy as possible by staying at home as long as possible, receiving care and assistance covering their specific and individual needs, being integrated into community life and able to realize their potential and skills, as well as influence their own life and life of their communities.

**There was disease outbreak, Covid-19 and Lassa fever, I led my volunteers in RCCE, Contact tracing, Decontamination and Safe and dignified burial to contain the wide spread of the diseases.**

**Nigerian Red Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Oshonowo  
Rasheed Tola  
Ondo State  
Branch**

When there was an outbreak of Covid-19 and Lassa fever in my branch, I engaged my volunteers in Community engagement and accountability, decontamination, Safe and dignified burial and contact tracing. This made my branch grew stronger and more recognized by the Government.

Excellent with recommendations from the state Government.

**It was 2019-2021 that floods hit a particular village in my county, the flood type was very unique and has never been realized for a very long time, probably before I was born, I saw the area members of parliament coming onboard to subscribe as members as a way of resource mobilization.**

**Kenya Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Patrick  
Lwango  
Busia Branch**

The situation was during floods.

The branch was able to have more government administration enrolling as members to help in the mobilization of resources to support the community that were affected by floods.



# All humanitarian activities carried out by the Red Cross and Red Crescent Movement must be based on 7 principles in order to maintain and gain the trust of society and the government.

**Timor-Leste  
Red Cross  
Society**

**Marito Da  
Cunha**

**Ainaro  
Branch**

**What was the situation?  
Tell us what you did, and why**

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Make a promotion about the Red Cross and Red Crescent movement about the mission and vision.

**And how did this turn out?**

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the community and the government know that the Red Cross and Red Crescent movements work based on 7 basic principles that exist and the difference in serving is that all activities carried out to serve the community are all carried out by volunteers while staff only plan and organize and all services must be based on 7 principles of the Red Cross and Red Crescent movement.

**Through BOCA, Rumbek branch constructed toilet, built the training hall, trained staff, volunteers and board members, recruited and disseminated new volunteers in the units and branch, established cafeteria in the branch and built good relationships with different projects stakeholders.**

**South Sudan  
Red Cross**

**Michael Deng  
Kuu  
Rumbek**

**What was the situation?  
Tell us what you did, and why**

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There was no toilet, training hall and staff capacity building. Then Rumbek branch developed a BOCA in 2018 to help the branch in term of development and capacity building and we were able to construct the toilet with funding from ICRC. We constructed the training hall which can accommodate 50 participants, Training of branch staff, volunteers and board members & recruitment and dissemination of new volunteers in the branch with funding from Finnish Red Cross through HQ and branch relationship.

**And how did this turn out?**

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Now, communities including vulnerable people have access to service delivery and the branch has access to capacity building through Project support though it's not hundred percent. And the branch management is now able to write proposals to different donors lobbying for more funds. The branch was also able to get a cafeteria from ICRC with support from HQ.

# The Banjul Red Cross, the saving angels during the flood in Banjul

**Gambia Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Ebrima  
Ceesay**

Flask flood in Banjul

The community has trust and respect for the redcross.

**Banjul Branch**

# Team building

**Colombian  
Red Cross**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Diego Junco**

My team and I consolidated the process of Cooperation, Donor Management and Project Management.

Improvement of processes and consolidation of the Cooperation and Partnerships area.

# Helping out the vulnerables

**Zambia Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Lumbiwe  
Martha Mwale  
Chilanga  
branch**

Our branch grew stronger last year because we had a lot of activities such as going in clinics to clean the surroundings and also inside the clinic.

We were also going round sweeping markets and that made a lot of people to join our movement which is Red Cross.

It was special in that a lot of people joined us, and the branch gained.

# Meetings for a New Beginning

**Colombian  
Red Cross**

**Erika Cardona  
Patiño**

**Seccional  
Cundinamarca  
y Bogotá**

**What was the situation?  
Tell us what you did, and why**

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Given the migratory crisis that Colombia is experiencing due to the situation in neighbouring Venezuela, it was necessary to generate timely intervention strategies for this population in a situation of vulnerability, initially covering basic needs of health, shelter, food, re-establishment of family ties, which have been transformed and have been crossed by processes of continuous and permanent psychosocial intervention that enable emotional stability.

**And how did this turn out?**

---

Understanding the processes of psychosocial accompaniment, intervention processes to prevent xenophobia accompanied by agoraphobia and currently fostering processes of development and economic stability.

# Overcoming climate change

**Zambia Red  
Cross Society**

**Gift Katanya  
Zimba**

**What was the situation?  
Tell us what you did, and why**

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With the devastating climate change that has hit the world, my district was not spared. A lot of people in my area depend on maize farming, however, in order to address this challenge, as the branch we took it upon ourselves teaching farmers to diversify in crops and plant crops that are weather resistant and also teach and encourage them to plant at least 3 trees per person. And that how we are now improving our area. Thank you.

**And how did this turn out?**

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The response from the community was so overwhelming and it is responding positively.

# Providing assistance at a rowing competition

**Togolese Red Cross**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Désiré Têko  
Game**

**Kpéssi  
volunteer  
network**

The Togolese Rowing and Canoeing Federation called on our network's first aid volunteers during their Championship on Lake Togo in the locality of Kpéssi. This was a first in Togo and an honour for our volunteers to help.

The difference is that we were there to help the rowing athletes in their time of need. Our presence at the venue gave them the confidence to compete well and helped the organising team with health and safety issues.



# Community transformation and empowerment

**Uganda Red Cross Society**

**Kasenya Wisely**

**Mityana branch**

**What was the situation?  
Tell us what you did, and why**

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The situation was the outbreak of ebola virus disease 2022. In this situation the branch looked for more volunteers to help in the fight against ebola virus disease. It took 90 days while in the lock down. Later the lock down was eliminated. The recruited volunteers dared to become members hence strengthening the volunteer and membership base. it was the same period when other stakeholders like UNICEF came in to help and facilitated the branch amidst the crisis.

**And how did this turn out?**

---

People had a negative mind that the disease was political. which was totally different.

# It means paying special attention to the expectations and needs of volunteers and monitoring their action

**Cape Verde  
Red Cross**

**Márcio  
Correia**

**What was the situation?  
Tell us what you did, and why**

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It is a unique experience that allows you to expand your horizons and explore something new on a daily basis. Activities like this take you out of your comfort zone, changing your routine, allowing you to learn new things and perform actions you didn't even know you could do.

**And how did this turn out?**

---

When we provide our services they always have joy on their faces.

**Through coordination and involvement of the community and government stakeholders in the project, activities were achieved early, plans are done jointly where the stakeholder role and responsibility is seen and the trust and strong relationship are built.**

**South Sudan  
Red Cross**

**Michael Deng  
Kuu  
Rumbek**

**What was the situation?  
Tell us what you did, and why**

When I was working as WASH/Protection Field Officer, there was no close coordination and stakeholders involvement in the project with line ministers and local authorities in the state. And after getting recruited as a Project Coordinator, I created a strong relationship with line ministers and local authorities concern in the state and the project locations by involving them in the new project planning process, coordination and disseminated them about SSRC roles in the state.

**And how did this turn out?**

Government stakeholders were able to do their supportive roles in the related activities with SSRC without complications and SSRC Rumbek branch achieved the remaining project activities and developed the new project phase II for 2023 to 2025 logical frame with support from the line ministries staff and the organisation dealing with Person with Disabilities (OPD) in Lakes state. The trust and strong relationship is built between SSRC, local authorities and local leaders at payam and county level and the state government.

# Establishment of a community section/early warning team

**Red Cross  
Society of  
Côte d'Ivoire**

**Jean-Eudes  
Comité local  
ABOBO**

**What was the situation?  
Tell us what you did, and why**

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A neighbourhood in our locality was suffering from flooding. We sensitised the vulnerable community and described the risks associated with this disaster. Community leaders were trained on the early warning system.

**And how did this turn out?**

---

The trained leaders acted as relays for awareness raising. They also acted as focal points for the dissemination of warning messages.

# Good old days of best Humanitarian action at my Branch

**Uganda Red Cross Society**

**George Justice K**

**Kampala East branch**

**What was the situation?  
Tell us what you did, and why**

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In 2017 my branch was a model branch in the whole country because it was so active, responsive, visible and this is when I joined it because this activeness attracted me to join Uganda Redcross as a volunteer and immediately I was surely engaged on the same. This was because of a youthful Branch Manager who was always active and supportive to the Youth activities besides that the Manager was skilled in First Aid and this made our branch strong in first Aid trainings, frequent Blood donation.

**And how did this turn out?**

---

People received services whenever they needed without delay because just a call away with an emergency in the area would make us respond faster since the manager had his own car

# Sacrificing Time and Effort for the Good of Others: The Volunteerism

**Kenya Red  
Cross Society**

**Ibrahim  
Mohamed  
Mombasa  
Branch**

**What was the situation?  
Tell us what you did, and why**

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Well the branch became stronger during the covid time as Mombasa areas underwent lockdowns and curfews and several programs were generated including food relief distribution, hence more volunteers came on board and assisted on the programs and as a result the programs were successfully and timely done, created unity in the time of difficulty and thus the branch grew stronger.

**And how did this turn out?**

---

Unity and collective efforts of all people made it a unique feature and the support received from the branch manager and the management

# Volunteers Role in Refugee influx

**Uganda Red  
Cross Society**

**Norbert  
Adriko  
Arua Branch**

**What was the situation?  
Tell us what you did, and why**

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The influx of South Sudan refugees to Uganda with the area covered by our Branch was the time our branch grew stronger. We mobilized volunteers and members of Red Cross we responded to settle all these refugees. There were challenges of shelter, water, hygiene, sickness and trauma. We provided psychosocial support, raised tents, dug pit latrines, fetched water for the most vulnerable and we offered decent burial for the dead with support from our Branch and national society.

This is for Humanity.

**And how did this turn out?**

---

The turnout of volunteers was really unique. It was first of its kind for our Branch to get large active number of volunteers at the same time. It expressed for me our level of Humanity towards the Persons of concern.

# Busy times

**Uganda Red  
Cross Society**

**Phionah  
Asingura  
Kiibaale  
branch**

**What was the situation?  
Tell us what you did, and why**

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The time our branch had youth camps, ebola outbreak in ndaiga, water and sanitation projects handled and others.

**And how did this turn out?**

---

Worked with my colleagues in data collection and sensitization of the communities.



# The growth and strong of Kabarole Branch Uganda Red Cross society

Uganda Red Cross Society

Mirembe Miria  
Kabarole Branch

**What was the situation?  
Tell us what you did, and why**

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At first Kabarole Branch was in a place where there were no accessibility to the office because it was located in the market with lower ground and the place was flooded when it rains and even water would enter inside the office, no safety for security. Through negotiation, the branch was able to robe through branch governing board, they approached government and the government allocated us a Land space where our office is currently located with condusive environment and good for office, we also have.

**And how did this turn out?**

---

The branch was put in good and big place where people can do different activities within the branch.

# Natural products to help patients with low resources to perform chemotherapy therapies

**Venezuelan  
Red Cross**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Noris  
Rechider  
Seccional  
Apure**

My experience as a volunteer was very important because I learned to have appreciation for human beings and vulnerable people with different types of problems such as economic trauma, or in terminal illnesses such as cancer. I began a project management plan to sell natural products to help patients with low resources to perform chemotherapy therapies. I am a person of low income but I investigated such products.

# The importance of being a member or a volunteer

**Botswana  
Red Cross  
Society**

**Sir Kusasira  
Molefe  
Gaborone**

**What was the situation?  
Tell us what you did, and why**

---

I volunteered to take part in Polio Campaign which is on and it ends on 02/04/2023, I did this because i wanted to see how is the youth involvement in volunteering and how much do they know about Red Cross which previously only a few people knew about.

**And how did this turn out?**

---

Now most of the unemployed youth wanted to know about the Red Cross Society and want to volunteer.

# Supporting Orphans and Vulnerable children in primary schools

**Uganda Red Cross Society**

**Gwendolin  
Asimwe  
Bushenyi  
Branch**

**What was the situation?  
Tell us what you did, and why**

---

Lobbying for funds to support orphans and vulnerable children in government primary schools with scholastic materials like books, pens, sets and others.  
Training young boys and girls on how to make reusable pads in primary schools.

**And how did this turn out?**

---

Volunteers gained skills and most young boys and girls were able to have items required to have good education (learning)

# The Red Cross Principles were brought to life in the branch

**Argentine  
Red Cross**

**María Laura  
Molina**

**Filial  
Tucumán**

**What was the situation?  
Tell us what you did, and why**

---

I am a risk management coordinator at the branch, and I set out to increase the number of volunteers in the area. I thought that the most vulnerable were also in the branch as volunteers like me, so I invited them all, regardless of the area they belonged to, to learn together during January and February to train us in Vital Signs, P. G. I. , basic PPAA, how to act in the heat wave among other topics and to get to know each other better. The result was great.

**And how did this turn out?**

---

We can see the difference now in the atmosphere in the branch, the smiles, the desire to be and to participate, the thought that together we are stronger.

# The section had been brilliant for a while but had declined due to the slackening of the leadership and animation of its members and volunteers and strategies were needed for its revitalisation

**Burundi Red  
Cross**

**Ndikumana  
Elysée  
Provincial  
Branch of  
Muramvya**

**What was the situation?  
Tell us what you did, and why**

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The situation was that the hillside bodies and structures that are actually operational here in Burundi were in decline and almost no longer providing services to the vulnerable.

**And how did this turn out?**

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The section that had with its volunteers and members the responsibility to serve the most vulnerable no longer fulfilled this duty properly.

# Strengthening and empowering communities

**Argentine  
Red Cross**

**Yamila Diaz  
filial San  
Fernando,  
Buenos Aires**

**What was the situation?  
Tell us what you did, and why**

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I am in charge of the community intervention area, and I developed two projects together with the Youth area in order to strengthen the connection of my branch in two different communities. One project was developed on the mainland and the other on the island. It was important to establish objectives according to the needs of each community and an action plan was activated in order to achieve rapprochement, use our tools to strengthen individuals and above all to generate a commitment.

**And how did this turn out?**

---

Lessons learned:

- Incorporation of new experiences within volunteering.
- Generate good communication with the main actors in the community.
- Disseminate the activity on social networks to plan new collections and new activities. Increase the visibility of the activities.
- Capacity to reach vulnerable communities through a teamwork process.
- Generate links to facilitate and give continuity to the interventions.

# My region faces problems with transport and office equipment

**Jeanlius  
François**

**What was the situation?  
Tell us what you did, and why**

---

We raise awareness with members on communicable diseases.

**And how did this turn out?**

---

Good, except for the problems of materials and equipment.



# Spreading humanity

**Zindaba  
Ngonomo  
Lungu**

**What was the situation?  
Tell us what you did, and why**

---

We had low turnout of people who had interest to join the society. So we had to do day community sensitisation and school visitation to introduce and educate people about Red Cross.

**And how did this turn out?**

---

It was great had new people with different mindsets and ideas.

# By recruiting new members, we can make the Red Crescent Movement more dynamic. Spread it to everyone.

**Md. Zobaer Hosen**

**What was the situation?  
Tell us what you did, and why**

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The time was during 2020 covid-19. Not much was known about the Red Crescent at that time. We first distributed masks in different parts of the city and took necessary measures to wash hands in the populated areas of the city. After that people started to know about Red Crescent. After that started the vaccine program where we helped to vaccinate people. We have distributed awareness pamphlets for vaccination. Seeing these activities, everyone's interest in Red Crescent increases and we started.

**And how did this turn out?**

---

From this recruitment we collect 100+ volunteers who currently work with us in the unit.

# Misunderstanding and communication barriers between people with disabilities and HCFs

**Arfeen  
Kanwal**

**What was the situation?  
Tell us what you did, and why**

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Communicating and understanding the difficulties for people with disabilities and transgender. Society should not marginalise disabled people in a community. We need to non-marginalise the communities, act as equal humans and be helpful to all.

**And how did this turn out?**

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Not much work for disable people in Red Crescent/ Red Cross societies Non-marginalization is must if we really wish to serve the humanity as one.

**The branch Office in cooperation with members of the movement including the Netherlands Red Cross, Aus/CRC, ICRC and IFRC has exerted to address displaced and vulnerable communities with humanitarian assistance. Engagement of volunteers and local level community structures in providing.**

**Mr Mengistie**

**What was the situation?**

**Tell us what you did, and why**

**And how did this turn out?**

The Location is somewhat vulnerable for natural and man made disasters such as drought and recently conflict as a consequence, displacement and damage happened in the area, this again affects membership involvement. As a response members of Red Cross and Red Crescent contributed.

Practical community engagement in selecting eligible beneficiaries of CVA and other types of Assistances, proper and wise utilization of resources in way to have sustainable branch capacity as establishing Ambulance centers in a way to use sustainably.

# #Togetherweareunstoppable

**Vee**

**What was the situation?  
Tell us what you did, and why**

---

It was last year when we where organs the trip to Livingstone/ Zambia where we had a national youth seminar. . .

**And how did this turn out?**

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We managed to go an represent chipata/Zambia branch with volunteers and it's was different because in the last three years they never managed to.

# supporting the vulnerable community with community contribution.

**Obbo Michael**

**What was the situation?  
Tell us what you did, and why**

---

I attracted more members and volunteers and in a short run we were able to mobilized second hand clothes, shoes from community and welwishers and supported the karamojon community with 30 households and 134 benefictaries benefitting.

**And how did this turn out?**

---

change in redd cross apprach of always waitting for donation from partners and HQ to support the vulnerable community, i noticed that community has resources that can be tapped and channeled to the affected community with low cost. there was change of community attitude as they always think Red Cross only collects blood.

# Every preparation hour helps when every minute counts

**Michael**

**What was the situation?  
Tell us what you did, and why**

---

It was a big fire in the old district. Quite a lot of people were evacuated and luckily none were hurt. Soon we found out that some support like drinking water is needed for firefighters. But then we made a short need assessment and it appeared that evacuated people also were in need for psychosocial support more seriously that psychologists from emergency department could provide. It was the first challenge that our psychosocial support service faced.

**And how did this turn out?**

---

It was a first emergency situation with real people who needed immediate support. We succeeded in a quick mobilization of all the resources: volunteers with PSS-skills, technical equipment, etc. Establishing a contact with on-site emergency service was also effective. Literally we appeared on-time, found ourselves a task and performed a good level of service.

# Always help those who need your help

**Tarique  
Ahmed  
Siddiquee  
(Fire &  
Rescue  
Volunteer)**

**What was the situation?  
Tell us what you did, and why**

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During the Covid-19 pandemic we helped so many affected people. We supplied foods, oxygen & other things. We served ourselves to help the affected people.

**And how did this turn out?**

---

We served affected people without any expectations for any kind of return or our own benefits. We helped & supported everyone equally around us.



# The youth camp 2022

**Benard Kabi**

**What was the situation?**

**Tell us what you did, and why**

We had more activities aimed at getting new members.

**And how did this turn out?**

They all felt involved.

# Housing Coalition meets to prevent post disaster homelessness

**Gretchen Ann Moore**

**What was the situation?  
Tell us what you did, and why**

---

On deployment with Latino Engagement Team in Nashville we met with the mayor's office to begin to help those who had experienced the disaster.

**And how did this turn out?**

---

We were able to find appropriate housing for those who were undocumented.

# Alleviating human suffering and always being there

**Carol Nancha**

**What was the situation?  
Tell us what you did, and why**

---

Droughts in Narok county

**And how did this turn out?**

---

The data given to the branch was not the one used in the ground, A lot of community members showed up than the expected.

# No hope to lose

**Rahma Ben Hamed**

**What was the situation?  
Tell us what you did, and why**

---

As a volunteer i manage the connection between other communities but we had a problem with our regional community because of personal problems so they decided to open a new government community with the same name of ours but we don't give up to continue our work till the end.

**And how did this turn out?**

---

We don't lose hope and we still work as first day, together as a family we have the same goal. No hope to lose.

# So beneficial

## Tuyisingize Mackline

### What was the situation? Tell us what you did, and why

---

Yeah at our branch we managed to build a room besides the office and one organisation is renting it and the money from it is used to runn branch activities but before it wasn't easy.

### And how did this turn out?

---

It so beneficial to us volunteers and it was done by youth leaders at branch level.

# A wonderful story to add people who care about other people

**Doctor  
Volunteer**

**What was the situation?  
Tell us what you did, and why**

---

It was at the university that I study, a program was created to train volunteers and for more people to join the Red Cross.

**And how did this turn out?**

---

Was grateful.

# Changing the lives of the needy positively

**Alum Dorcus  
Rebecca**

**What was the situation?  
Tell us what you did, and why**

---

My branch has done a lot in helping the needy people like the orphan, Elders, the blind, deaf, etc.

We could move to each and every home where these people stay then we talk to them especially things concerning Red Cross and am happy to say we have some needy people as the blood donors.

**And how did this turn out?**

---

The outcome is that most of those whom we helped their lives have changed positively and many have joined Red Cross.

**BOCA has been a wonderful tool that can be used to track NS pace in terms of Development, it is user friendly and also applicable to Bottom to Top Approach. This tool when followed keenly exposes the Branch to opportunities that will further aid their development and sustainability.**

**Trainer.  
Emmanuel  
Aguiyi**

**What was the situation?  
Tell us what you did, and why**

---

I made sure we got the right leadership in Place and also took up the responsibility of the Divisional Liaison Officer which avail the opportunity to train and retrain divisions on Organisation Development, finance management and youth development activities.

**And how did this turn out?**

---

Well I was able to impact positively on Branches Under my purview, as there have been significant changes in the Branches as it regards to financial retirement, youth activities and also leadership structure.



# Being there where and when it counts

**Laurence  
Lépine**

**What was the situation?  
Tell us what you did, and why**

---

We have grown our service exponentially to meet the high level of mental health needs stemming from the covid pandemic in Canada.

**And how did this turn out?**

---

We have multiplied the number of people we serve by 10 and have complemented our team of volunteers with a roster of registered mental health professionals deploying all over the country.

# Iron sharpening iron

**Adewale  
Solomon  
Rasheed**

**What was the situation?  
Tell us what you did, and why**

---

I gave all as a Volunteer and as  
Divisional Secretary.

**And how did this turn out?**

---

Now we have more committed  
Volunteers.

# Bahamas Red Cross Exuma Branch feeds people affected by covid lockdown

**Shanel Rolle**

**What was the situation?  
Tell us what you did, and why**

---

In Preparation for the Covid crisis we communicated with all the large and small businesses in the island of Exuma collecting information on employees that would be laid off.

Once we had our data we made a broadcast what'sapp group and began communicating with all of the unemployed persons on our list

We created 3 groups and began distribution every week People that were recipients of the food boxes became volunteers we we distributing some 500 boxes a week

For about 9 months we registered 50 people.

**And how did this turn out?**

---

Very successfully

# Against all odds, we continue to serve our community

**Manomica  
De Mel**

**What was the situation?  
Tell us what you did, and why**

---

I was the Membership Engagement Officer for South Australia for nearly 4 years. During this time I saw the diminishing numbers of Red Cross membership base. The most significant fact was the inability to attract younger members. I developed a passion to start new Membership Group involving Red Cross staff and volunteers. Together with couple of friends, we started a new group last August (2022). Our group is fairly new but we hope to find ways to increase the awareness of Red Cross membership.

**And how did this turn out?**

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Our group is still new but I would say the main difference will be that we come from diverse backgrounds with many skills to offer.

# Recruitment of members and formation of school clubs and college chapters

**Jerald Bombe**

**What was the situation?**

**Tell us what you did, and why**

**And how did this turn out?**

Held visibility meetings including clean ups in social places, hospitals and visiting schools to facilitate formation of school clubs and chapters formation in tertiary learning centers.

Was an eye opener.

# Boca assists in getting to know exactly what we are doing and where we are headed to for planning purposes

**Jerald Bombe**

**What was the situation?  
Tell us what you did, and why**

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We had to sit down and agree on our strengths and weaknesses as a branch.

**And how did this turn out?**

---

They were able to understand what needed to be done and what needed to be left out.

# Getting more Basotho to be Redcross volunteers

**Mpona  
Mohapi**

**What was the situation?  
Tell us what you did, and why**

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What we did as part of the recruiting team was to visit schools and communities and invite them to be part of our national society. We would also form branches in different communities and held workshops for the new members.

**And how did this turn out?**

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We had more volunteers with different skills, so our branch performed better.

# Antigua and Barbuda Red Cross reaches out to assist in time of need the population of Barbuda during the Post Hurricane Irma

**Veronica  
Yearwood**

**What was the situation?  
Tell us what you did, and why**

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During the post Hurricane Irma that devastated the island of Barbuda where one of our Branches are located and the entire island had to be evacuated.

I had the opportunity to first-hand register the evacuees and list their need. After which I was a part of the team that distributed food and sanitary items and a part of the cash transfer programme. It allowed for the public to understand the level with which the Antigua Barbuda Red Cross was able to work.

**And how did this turn out?**

---

It allowed for greater team work and showed the Branch members how important our work to the public in times of distress was.



# Our organization helps people who find themselves in difficult life circumstances, we develop various areas of our activities to support displaced persons

**Alina  
Pakholiuk**

**What was the situation?**

**Tell us what you did, and why**

**And how did this turn out?**

We attracted new volunteers and new patrons to different branches of our activity.

# Antigua and Barbuda Red Cross Society provides a great service during Post Hurricane Irma to displaced Sister Residents Island

**Veronica  
Yearwood**

**What was the situation?  
Tell us what you did, and why**

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Post Hurricane Irma the sister island Barbuda had to evacuate all 1500 of its residents. We were able to register individuals and with this information provide clothing, toiletries, food, assist in finding lodging and a cash transfer programme was initiated until persons were able to return to their homes we also provided psychosocial support to adults, in family groups and children.

**And how did this turn out?**

---

The Branch members had further training and were able to encourage new members to become a part of the process. This helped in increasing our volunteer base.

# In the name of humanity, RC is unstoppable even it is in the time of global health crisis

**Jenny Kwong  
Shuk Wah**

**What was the situation?  
Tell us what you did, and why**

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During the outbreak of COVID-19 MOC time, we assisted the government and other NGOs in food aid distributions, blood donation, sewing of PPE, vaccination, floods relief, MHPSS call-line etc. As front liners, we were very active. We collaborated closely with other partners, coordinated volunteers in different branches systematically and exploited ICT in our record-keeping to ensure transparency and accountability in our work.

**And how did this turn out?**

---

We earned trust and admiration. Annual funds were increased. Easier to get funding from other organisations. Better net-working with ICRC, IFRC and the Malaysian RC National Headquarters and we received huge financial and material supports from them. Volunteers were extremely committed and dedicated. The stateless and undocumented people in Sabah were willing to come out and to be vaccinated without fear when RC volunteers were with the vaccination teams. Sabah set up the first MHPSS call-centre under RC in Malaysia. Sabah tops the number of blood donors in Malaysia.

# The overlap disaster and the effect

**Ethiopian Red  
Cross Society**

**Moyale  
coordination  
branch**

**What was the situation?  
Tell us what you did, and why**

---

Currently the areas where my branch is located are exposed to the devastating prolonged drought killing human as well animals and beyond capacity to respond to, so we extend our call to humanitarian and the all actors who are there mandate responding the drought making hope for prompt feedback.

**And how did this turn out?**

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The most exposed community for the two most disasters caused human and nature.

# Respond fast, serve the unmet needs

**Hong Kong  
Red Cross  
(autonomous  
branch of the  
Red Cross  
Society of  
China)**

**Hong Kong  
Red Cross**

**What was the situation?  
Tell us what you did, and why**

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We responded to the local emergency situation fast, e. g. providing psychological first aid support to people in need.

**And how did this turn out?**

---

General public got to know more about our services in Hong Kong Red Cross, and we can expand our services to reach more people and promote psychological first aid.

# Let your volunteer know the meaning of the program, not only for service objects, but also for volunteer themselves

**Red Cross  
Society of  
China**

**Shanghai Red  
Cross Youth  
Network**

**What was the situation?  
Tell us what you did, and why**

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As a volunteer and a leader of RCY network of RCSC Shanghai branch, it's always a important job for us to encourage RCYs to join our work. For example, we launched a program aiming at improving elderly's sense of self-satisfaction. It is hard to reach a large amount of elderly unless universities are motivated. We introduce this program to RCY leaders from universities, explaining why is this program helpful for elderly, and more importantly, why is it meaningful for RCY volunteers.

**And how did this turn out?**

---

The program is a success.

# Be a brothers keeper

**Zambia Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

---

Covid-19. I sensitised so that my fellow citizens can be safe.

**And how did this turn out?**

---

A lot of people got aware of the pandemic and others joined Red Cross so that they can help others.

**Lusaka**

# Government and non government should support to all vulnerable people as equals

**Kenya Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Garissa**

I have a suggestion that the vulnerable community should be provided enough water and food.

Volunteers and staff don't have a power to give everything.



# Branch volunteers are stronger when they are given the freedom to turn their ideas into reality with the support of the seniors

**South African  
Red Cross  
Society**

**Mafikeng  
Branch**

**What was the situation?  
Tell us what you did, and why**

---

The was a time when in the Branch we were allowed to pave our own way in ideas we wanted to pursue with the minor corrections in how to go about providing the service in our own way.

**And how did this turn out?**

---

We worked better as a team, and we were able to help people in a shorter turnaround time.

# Team work is the best

**Uganda Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**Jinja Branch**

I joined the Red Cross to achieve it's aims, and improve the life of people around my branch.

**And how did this turn out?**

---

Many achievement taken place and many challenges but with team work and believing in myself has taken my branch to another level.

# Helping hands

**Italian Red  
Cross**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

---

**Milano**

During Covid-19 Time, many volunteers took part of the activities to help others.

Helping who needs.

# Worst fire in Portugal, I was there

**Portuguese  
Red Cross**

**Oporto**

**What was the situation?  
Tell us what you did, and why**

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The large fire of Pedrógão Grande (Portugal).

**And how did this turn out?**

---

Miss of means, miss of psychological support to support the families of the deceased. Distribution of water to the population and operators, preparation of a camp for displaced people.  
And not over yet...

# Our sustainability idea

**Zimbabwe  
Red Cross  
Society**

**Bindura**

**What was the situation?  
Tell us what you did, and why**

---

Our branch activities were very low and we realised issue of financial independence is very critical, in our branch we ensured that there are igp activities to sustain the branch activities.

**And how did this turn out?**

---

It was accepted by members and we embarked on a gardening project.

# Protecting the flame of volunteerism

## Burundi Red Cross

### Branche Bujumbura

#### What was the situation? Tell us what you did, and why

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It is in the context of the cholera epidemic that our Branch has been facing since January where the volunteers of our Branch are mobilized daily in the cholera response activities including household disinfection, door to door sensitization, mass sensitization and distribution of drinking water.

#### And how did this turn out?

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Things are different for the people we are currently serving as our Branch volunteers are on the front line of the cholera outbreak going above and beyond to protect the lives and health of the Community.

# It was a memorable experience

**Uganda Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Jinja branch**

We built our social capital and intervened during the covid 19 pandemic, which was shortly followed by the Ebola outbreak. The team tirelessly led risk communication seaaions, safe and dignified burrials and relief to the affected communities. This was one heartfelt experience.

We built trust in the community.

# Delivered food medicines and anything needed by lonely people, acted as a bridge between families and hospitalized people

**Italian Red  
Cross**

**What was the situation?  
Tell us what you did, and why**

---

**Cri per te**

Covid-19

**And how did this turn out?**

---

We reached people and supported them, especially the elderly.



# Youth supporting the community

## Finnish Red Cross

### Kangasala

**What was the situation?  
Tell us what you did, and why**

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It was long ago when the municipality and our government was not supporting so well the remote areas. Then RC volunteers played an important role in disasters. People were use to help each others and RC gave the training and tools.

**And how did this turn out?**

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Not public transport to the centers were thre were activities like sport clubs, church youth, eth. We created lots of activities for village people. The start came from RC but we became innovative and had theatre group (health messages), group for children, youth and adults. And so on.

# We're UNSTOPPABLE

## Jamaica Red Cross

**What was the situation?  
Tell us what you did, and why**

---

Whenever there's a disaster and when Haitians arrived on our shores.

**And how did this turn out?**

---

Branch was visible and the vulnerable persons were assisted to get their lives back together.

# Motivation is the key to membership subscription and recruitment

**Uganda Red Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

---

**Nebbi**

We had an income generating activity for the young ones which in turn motivated more members to join and subscribe their membership.

It in turn yielded a good results since the membership subscription became massive.

# Please visit Red Cross if there are any sort of donations you could offer

**Lesotho Red  
Cross Society**

**What was the situation?**

**Tell us what you did, and why**

**And how did this turn out?**

**Mhoek**

I posted a message asking for donations.

Good

# Volunteer involvement helps the branch to be united

**Zambia Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Monze branch**

Members started feeling like they are not part of the branch after I noticed that I started involving them in every action the branch had and it helped us to be united as the branch.

It turned out well because every feels to be part of the organization.

# Value for people. Let's encourage all categories of people to part of our society. This inturn helps to spread the good news of our society in which we belong and serve to be a unique society

## Uganda Red Cross Society

**What was the situation?  
Tell us what you did, and why**

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### Nebbi branch

Our branch believes in the core values of URCS as value for people. This has made our branch to mobilise funds for the vulnerable through Charity run to enable them be part of the society. This inturn motivated them to part of the branch activities whenever called.

**And how did this turn out?**

---

The spirit of humanity (value for people) regardless of their condition.

# The humanitarian Challenge Warriors

**Philippine  
Red Cross**

**Negros  
Occidental  
Bacolod  
city chapter  
Kabankalan  
City branch**

**What was the situation?  
Tell us what you did, and why**

---

We go to Brgy creat a Red Cross 143 group: 1 leader 43 members ready to response in time of Disaster, Insurgency, Pandemic and many more.

**And how did this turn out?**

---

They are more accessible to services of Red Cross.

# Helping people in time of need

**Sierra Leone  
Red Cross  
Society**

**Kambia  
Branch**

**What was the situation?  
Tell us what you did, and why**

---

The situation was when we were faced with the Ebola pandemic in our country. I was coordinating the activities of the volunteers in carrying out different duties as I am the Branch Manager.

**And how did this turn out?**

---

The difference there is the branch has trained volunteers who are ready to offer themselves to other people.



# Humanity

## Mexican Red Cross

## Veteran volunteering

**What was the situation?  
Tell us what you did, and why**

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The situation in my delegation went through a difficult time, so we went out to dialogue with civil society and raise awareness of humanitarian aid.

**And how did this turn out?**

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Some human and in-kind resources were raised to support homes and orphanages.

# There is a great importance in reaching out to the community to educate them about what Redcross /Red Crescent society is, and what we do as a society.

## Kenya Red Cross Society

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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### Kitui branch

We reached out to the public, doing dissemination about the history and roles of the Redcross / Red Crescent society to institutions and groups like schools, etc.

There was increase in the number of volunteers and members, and enlightenment about Red Cross /Red Crescent society in the community, hence improved uptake of our services to them.

# Loss of trained committed volunteers; reduced financial ability to support other activities, HQ undermining Branches

**Papua New Guinea Red Cross Society**

**Madang**

**What was the situation?  
Tell us what you did, and why**

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Over the years the profile of the NS has gone down and the increase in other organisations, such as INGO's etc has impacted on support.

**And how did this turn out?**

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We lost the capacity to run our own first aid courses as the instructor left. This impacted on our ability to raise funds to support other activities.

**Every story is unique. The main conclusion is that Ukrainians are strong together. We will be able to overcome difficulties and support each other in a difficult situation.**

**Ukrainian Red Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Kyiv-  
Svyatoshinska  
district  
organization**

Our organization is a true friend for temporarily displaced persons, to whom we provide humanitarian and psycho-social assistance.

The people we help, like all Ukrainians, are going through difficult times. They left their own home, they are forced to start a new life in another city. In addition, they have an unstable psychological state, because they heard the sounds of explosions and saw the enemy face to face. It is scary.

# I returned to society again to help people

**Ukrainian Red  
Cross Society**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

---

**Zolotoniska  
MRO**

Work improved when we started providing assistance to internally displaced persons.

Invited to work from the regional organization.

# Sustainable development of groups through agriculture

**Sierra Leone  
Red Cross  
Society**

**Kambia  
Branch**

**What was the situation?  
Tell us what you did, and why**

---

This was a time when we visited one of our groups and held discussions on sustaining the group. The idea of embarking on agriculture came up and we helped them and few other groups with seedlings. These they have multiplied through group farming and now helping individuals to cultivate on their own.

**And how did this turn out?**

---

The difference here is, before now the group wholly depends on monthly subscriptions to raise funds but now they generate funds from the agricultural produce.

# A new era

**Algerian Red  
Crescent**

**What was the situation?  
Tell us what you did, and why**

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**And how did this turn out?**

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**Comité de  
Wilaya de  
Tizi-Ouzou**

Intervention and training

Management and digitisation

# Humanity

## Mexican Red Cross

### Veterans committee

**What was the situation?  
Tell us what you did, and why**

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When we went to an old people's home, a group of cyclists approached us to ask if they could accompany us and from that moment on this group has been training and has been a great support in the work we have done.

**And how did this turn out?**

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With a great response from the group of cyclists in support of the health campaigns we carry out in the community.



# The Fear of the Century!

**Cameroon  
Red Cross  
Society**

## **What was the situation? Tell us what you did, and why**

---

It was the most frightening time of the year, the Covid-19.

It was a matter of talking to my 14 teams of 10 people each who managed the water points after communicating the new lifestyle methods. We sometimes received about 800 people per working day.

But communication with politeness and respect for others was the key to crystallising the lesson.

## **And how did this turn out?**

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My branch was talking about a taboo subject to people who were very afraid and even afraid of being infected by us.