



Luc Alary/Canadian Red Cross

# **VOLUNTEER ORIENTATION: BASIC INFORMATION**

For new volunteers in the region of the Americas

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# TENTH EDITION

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## *Volunteers in the Americas*

# Who is this manual for?

The IFRC works to support **National Societies (NS)** in their volunteer development processes. When a person wants to join the Red Cross movement, National Societies will offer orientation sessions for their new volunteers through workshops, videos, documents, and more.

This document contributes to these orientation processes by providing additional information about the areas/sectors of work and IFRC programs in the Americas. In this way, this document acts to supplement information given directly by National Societies to new volunteers.

As such, this document is divided into different sections where the following two questions will be addressed for each area/ sector of work:

- 1. What are three main points that a new person entering the Red Cross should know about this line of work?**
- 2. Where can a new volunteer find more information about this topic?**

We thank all colleagues of the Regional IFRC Office in the Americas for taking part in developing this tool.



***Developed by:***

The Volunteering and Youth Development Regional  
Coordination for the Americas

# Who are we?



The International Red Cross and Red Crescent Movement is the largest humanitarian network in the world. Neutral and impartial, the Movement provides protection and assistance to those affected by disasters and armed conflict.

It is composed of:

- The International Committee of the Red Cross (ICRC).
- The International Federation of the Red Cross and Red Crescent Societies (IFRC).
- The 190 Red Cross and Red Crescent National Societies (NSs).

*“The ICRC, the IFRC, and the National Societies are independent entities, each with its separate legal personality and without one exerting any authority over the other.”*



## ***The International Committee of the Red Cross (ICRC):***

Directs and coordinates the Movement’s international relief efforts in armed conflicts.

It seeks to prevent suffering, to promote and strengthen international human rights (IHR) and universal humanitarian principles.



## **The International Federation of the Red Cross and Red Crescent Societies (IFRC):**

Collaborates with National Societies to provide support when catastrophes occur in any part of the world.

It hosts programs for disaster preparedness, health activities, and promotion of humanitarian values.



## **National Societies of the Red Cross and Red Crescent (NSs):**

Act as auxiliaries for humanitarian public powers in their own countries. Their services include disaster relief, as well as health and social programs.

# Fundamental Principles

The Fundamental Principles - ***Humanity, Impartiality, Neutrality, Independence, Volunteerism, Unity and Universality*** - constitute both a source of inspiration - an ideal to fight for - and practical measures to achieve the RCRC Mission in times of peace and in situations of armed conflict, natural disasters or crises.

The Principles prioritize humanitarian action based on needs and the urgency of those in need, regardless of their political sympathies, race or religion, by providing guidance on how to gain the trust of all the people in these circumstances.

The Fundamental Principles ***are also an expression of the Red Cross Red Crescent Movement's*** values and practices. They ***are a call to action for all the volunteers*** and staff of the RCRC Movement.



1

## **HUMANITY**

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

2

## **IMPARTIALITY**

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

3

## **NEUTRALITY**

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

4

## **INDEPENDENCE**

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

5

***VOLUNTARY SERVICE***

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

6

***UNITY***

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

7

***UNIVERSALITY***

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



# Why Strategy 2030?



**Strategy 2030** proposes an urgent shift of leadership and decision-making to the most local level – placing local communities at the very center of change.

The strategy also prioritizes thinking beyond the borders of the Red Cross and Red Crescent to engage with many partners and actors, with the goal to create constructive changes across the world.



*Developed by NSs with the support of the IFRC Secretariat and directed by the Federation's Governing Board.*

## Our Vision

### Goal 1:

People anticipate, respond to, and quickly recover from crisis.

### Goal 2:

People lead safe, healthy, and dignified lives and have opportunities to thrive.

### Goal 3:

People mobilize for inclusive and peaceful communities.

## Our Focus

The **five global challenges** below are a mix of existing and emerging risks that are relevant to our mandate and sphere of influence:

- 1 - Climate Change
- 2 - Crises and Disasters
- 3 - Health
- 4 - Migration and Identity
- 5 - Values, power and inclusion

## How will we achieve it?

Strategy 2030 identifies **seven potential transformations** that the IFRC network will need to adopt to address the five global challenges:

- 1 - Strong and local actors
- 2 - A distributed network
- 3 - Ensuring trust and accountability
- 4 - Volunteering and youth
- 5 - Influencing humanitarian action
- 6 - Undergoing a digital transformation
- 7 - Financing the future



1

# Volunteering Development

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Volunteering development is a dynamic system that guides well-structured growth in all aspects of volunteering. It is not a fixed process meant simply to improve volunteer management. Given that a National Society's efficacy depends on its ability to mobilize and manage volunteers from the communities it serves, volunteering development must be an essential component of its organizational structure. To this end, National Societies implement the Volunteer Development Framework.

## What are three main points that a new person entering the Red Cross should know about this area of work?

- **The Volunteer Development Platform (VODPLA)** – A platform dedicated to sharing humanitarian work done by volunteers and communicating with others.



[www.volunteeringredcross.org](http://www.volunteeringredcross.org)

- Basic courses about volunteering and safety in the **IFRC's Learning Platform**.

A space where volunteers can improve their skills and knowledge related to the Red Cross.



[www.ifrc.org/learning-platform](http://www.ifrc.org/learning-platform)

- **The Red Cross Volunteering Policy.** A key document to learn about a volunteer's responsibilities and tasks and is supplementary to each National Society's own Volunteering Policies.



## Where can a new volunteer find more information about this topic?

- About VODPLA: <https://volunteeringredcross.org/en/>
- The Red Cross Learning Platform: [www.ifrc.org/learning-platform](http://www.ifrc.org/learning-platform)
- IFRC Volunteering Policy: <https://volunteeringredcross.org/en/recurso/ifrc-volunteering-policy/>





# 2

## Youth Development

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Youth are a potent force in the International Red Cross and Red Crescent Movement, representing approximately 50% of volunteers. Youth participation is an intrinsic element of the consolidation of National Societies. Youth are agents of change in solutions that address global humanitarian challenges that are relevant to local communities.

## What are three main points that a new person entering the Red Cross should know about this area of work?

- **IFRC Youth Engagement Strategy (Y.E.S.).** This document is essential in strengthening youth participation in decision-making across all levels of the Red Cross.
- **IFRC Youth Policy.** Establishes organizational guidelines related to youth.



- **There are three youth** networks in the Americas region:

1. The South American Youth Network.
2. The Central American Youth Network.
3. The Caribbean Youth Network.

These networks consist of youth leaders from each National Society. In addition, there are two regional youth representatives who are elected to represent youth at the IFRC Youth Commission.



## Where can a new volunteer find more information on this topic?



- The Youth Engagement Strategy: <https://volunteeringredcross.org/en/recurso/ifrc-y-e-s-youth-engagement-strategy-strong-youth-for-strong-national-societies-and-safe-and-resilient-communities-youth-doing-more-doing-better-and-reaching-further/>
- IFRC Youth Policy: <https://volunteeringredcross.org/en/recurso/ifrc-youth-policy/>





3

**PGI***Protection, Gender and Inclusion*

*"We cannot remain loyal to our principles unless we can reach all vulnerable people in an effective, non-discriminative, and equitable way".*

At the heart of the PGI approach is an analysis of how each individual is affected differently by shocks and crises. We respond to these shocks by jointly addressing risks of violence, discrimination, and exclusion.

## What are three main points that a new person entering the Red Cross should know about this area of work?

- **Each pillar of PGI and how they interconnect.** Protection means addressing violence and keeping people safe from harm.



### Protection, gender and inclusion in emergencies toolkit



- **What are the minimum actions that any person, regardless of their role, can take and that imply a minimum focus on Protection, Gender and Inclusion?**  
Gender and diversity is about addressing discrimination and understanding people's different needs, risks and capacities. Inclusion means actively addressing exclusion by meaningfully involving and engaging excluded people in our work.

- Policies (PSEA, Child Protection, and Gender and Diversity), strategic frameworks (PGI), and orientations (Minimum Standards) that are related to the PGI mandate.

## Where can a new volunteer find more information on this topic?



- Protection Gender and Inclusion: <https://media.ifrc.org/ifrc/what-we-do/inclusion/protection-gender-inclusion/>
- Slack Community: [https://join.slack.com/t/ifrc-pgi/shared\\_invite/zt-o59v3fxg-UWIMonpozMfX5D0xE~t7qw](https://join.slack.com/t/ifrc-pgi/shared_invite/zt-o59v3fxg-UWIMonpozMfX5D0xE~t7qw)
- **PGI RESOURCE LIBRARY (Public Access)**



# Protection Gender and Inclusion (PGI) Courses

## *Introduction to Protection from Sexual Exploitation and Abuse (PSEA)*

*Duration: 30 minutes*

[https://ifrc.csod.com/ui/lms-learning-  
details/app/course/87fc93b0-5903-4267-  
b660-d6b1355bb365](https://ifrc.csod.com/ui/lms-learning-details/app/course/87fc93b0-5903-4267-b660-d6b1355bb365)

## *Child Protection at the IFRC (English):*

*Duration: 30 minutes*

[https://ifrc.csod.com/ui/lms-learning-  
details/app/course/aa0c9767-00e8-46be-  
ada2-8981c72b7743](https://ifrc.csod.com/ui/lms-learning-details/app/course/aa0c9767-00e8-46be-ada2-8981c72b7743)

## *Different Needs - Equal Opportunities: Increasing Effectiveness of Humanitarian Action for Women, Girls, Boys and Men*

*Duration: 3 hours*

[https://ifrc.csod.com/ui/lms-learning-  
details/app/course/0aeeda9b-64c2-4b91-  
a01e-a2d2f62c522b](https://ifrc.csod.com/ui/lms-learning-details/app/course/0aeeda9b-64c2-4b91-a01e-a2d2f62c522b)

## *Protection, Gender and Inclusion in Disaster and Crisis*

*Duration : 20 minutes*

[https://ifrc.csod.com/ui/lms-learning-  
details/app/course/dac3a14a-3f77-40e5-  
9fd5-255431e24e37](https://ifrc.csod.com/ui/lms-learning-details/app/course/dac3a14a-3f77-40e5-9fd5-255431e24e37)





# 4 Health

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The IFRC provides health assistance to approximately 103 million people each year, especially in emergencies. Health is one of the five priorities listed in Strategy 2030 and centers on guaranteeing that all have safe and equitable access to health, water, sanitation, hygiene promotion, mental health, and adequate living conditions.

We will expand our integrated health programs to address unmet needs. We will also significantly invest in epidemic and pandemic preparedness. This includes investing in local actors, networks and volunteers like frontline responders and early risk detectors.

## What are three main points that a new person entering the Red Cross should know about this area of work?

- **Health in emergencies:** Emergencies affect the lives and health of millions each year. The IFRC works to reduce illness and death, improve health, and maintain human dignity during health emergencies.

International first aid, resuscitation, and education guidelines



- **Community Health (CH):** Community health is centered on people and in their function as primary agents in their own health and that of others. CH cares about the diversity of people and their health across life, prioritizing health promotion, collective participation, and responsibility. It takes on water,

sanitation, and hygiene programs; distinct from emergency programs, mental health, and community interventions related to non-transmissible illnesses, human immunodeficiency virus (HIV), tuberculosis, etc.



- **Mental health and Psychosocial Support (MHPPS):** See page 15.
- **WASH:** See page 18.

## Where can a new volunteer find more information on this topic?



- Health: Resource library: [www.media.ifrc.org/ifrc/what-we-do/health/](http://www.media.ifrc.org/ifrc/what-we-do/health/)
- Strategy 2030: [www.ifrc.org/Global/Publications/general/S2030](http://www.ifrc.org/Global/Publications/general/S2030)
- International First Aid Guidelines: [www.globalfirstaidcentre.org/first-aid-guidelines-2020](http://www.globalfirstaidcentre.org/first-aid-guidelines-2020)
- Community healthcare: [www.media.ifrc.org/ifrc/what-we-do/health/community-health-care-community/](http://www.media.ifrc.org/ifrc/what-we-do/health/community-health-care-community/)





# 5

## Mental Health and Psychosocial Support (MHPSS)

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Ensuring that all people during emergencies and beyond have appropriate Mental Health and Psychosocial well-being is one of the International Red Cross and Red Crescent Movement's main goals and commitments.

## What are three main points that a new person entering the Red Cross should know about this area of work?



- **The Red Cross Movement Policy "Addressing Mental Health and Psychosocial Needs":** This is a key document that explains the Movement's guidelines on Mental Health and Psychosocial Support.



This document provides information about a shared agenda between members of the Movement that must be addressed to guarantee that MHPPS needs are met in emergencies.

- **The Red Cross Movement Resolution: "Addressing mental health and psychosocial needs of people affected by armed conflicts, natural disasters and other emergencies":**



- **International Red Cross and Red Crescent Movement commitments on addressing mental health and psychosocial needs: "A Roadmap for Implementation 2020-2023":** This document explains how to plan activities related to the Movement's MHPPS Resolution and Policy.



## Where can a new volunteer find more information on this topic?



- Through a focal point at each National Society, through web search, etc.
- Through an MHPPS focal point at each National Society or through other online resources (such as those included in the resource package).

- Through the Psychosocial Reference Center:: [www.pscentre.org](http://www.pscentre.org)



*The IFRC has a Reference Center for Psychosocial Support located in Copenhagen that hosts different events and courses. It also collaborates in the production and distribution of important videos, manuals, guides, procedures that guide the Movement's MHPPS action plan and activities. You can visit their page here (information available in different languages):*

<https://pscentre.org/>

*About Psychological First Aid (in Spanish):*

[www.dropbox.com/sh/3y9tr58rrp68fwy/AACWx9b7imt - E90Qpwpb30Ya/videos%20formaciones?dl=0&preview=Primeros+Auxilios+Psicol%C3%B3gicos.mov&subfolder\\_nav\\_track=1](https://www.dropbox.com/sh/3y9tr58rrp68fwy/AACWx9b7imt-E90Qpwpb30Ya/videos%20formaciones?dl=0&preview=Primeros+Auxilios+Psicol%C3%B3gicos.mov&subfolder_nav_track=1)

*About our MHPPS approach during COVID-19 (Spanish):*

[www.crepd.cruzroja.org/ms-publicaciones](http://www.crepd.cruzroja.org/ms-publicaciones)

*A psychosocial support course in the context of migration (Spanish):*

<https://www.campuscruzroja.org/enrol/index.php?id=71>

*Videos about the Movement's reference guidelines, policies, resolutions, and the importance of Mental Health and Psychosocial Support*

<https://pscentre.org/resource-library/multimedia/video/>



Images are required for commercial use



## 6

# WASH

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Access to safe water and sanitation is a human right. It is also listed as a Sustainable Development Goal (SDG). Within the Red Cross, this is a focal area dedicated to activities and infrastructures that promote or improve safe and equitable access to water and sanitation. At the same time, it promotes healthy hygiene habits to prevent illness. Within the IFRC, **WASH focuses on four contexts: Emergency WASH, Public Health WASH, Development WASH, and Urban WASH.**

## What are three main points that a new person entering the Red Cross should know about this area of work?

- **Hygiene Promotion (HP):** Activities within the framework of hygiene promotion usually seek to establish healthy habits, not only by implementing basic infrastructure but also by creating a strategy for change when it comes to habits and practices, both in emergencies or in the long-term. Within the most common community activities are the promotion of handwashing, respiratory hygiene (cough etiquette), and maintaining general cleanliness to avoid the spread of diseases.



- **Vector Control Activities:** These are also actions at the community level that allow the identification of diseases and symptoms transmitted by vectors such as mosquitoes, rodents, insects; and some prevention and control measures of the possible consequences on the health of the population.



- **Treatment and safe storage of water at home.** Safe water storage at home allows us to maintain water quality by preventing contaminants from affecting the water we use for drinking, cooking, washing, etc. When communities do not have a collective water system, having tools and basic knowledge of water treatment at the household level can improve water quality and reduce possible adverse effects on families' health.

## Where can a new volunteer find more information on this topic?

- For more information, you can review the HP in Emergencies guide, and for other resources, you can contact **Omar** ([omar.robinson@ifrc.org](mailto:omar.robinson@ifrc.org)) with **Antonella** ([antonella.finis@ifrc.org](mailto:antonella.finis@ifrc.org)) in CC.





# 7

## CEA

*Community Engagement and  
Accountability*

CEA helps communities take an active role in building long-term resilience, enabling them to acquire more knowledge, skills, and connectivity to achieve the behavioral and social changes necessary to address underlying risks and vulnerabilities.

**"COMMUNICATE • LISTEN • ACT"**

## What are three main points that a new person entering the Red Cross should know about this area of work?

- **What is the CEA approach?** It promotes community participation and feedback, by providing information about support, communication for social and behavior change, and evidence-based advocacy.
- **The importance of collecting and analyzing feedback** These act as an early warning system for problems and cases of sexual exploitation, abuse, and corruption, allowing us to address them before they escalate. Feedback is also essential to shape communication initiatives and incentivize social and behavioral change.
- **How is it implemented in emergency programs and operations?** During implementation, it is important to review all program activities continually - including CEA activities - based on monitoring and community feedback, making changes and improvements as necessary and informing communities how their feedback has been used. **Step 1:** Do you need a baseline?, **Step 2:** Carry out training, **Step 3:** Deliver activities, **Step 4:** Adjust activities based on monitoring, feedback and learning, **Step 5:** Develop an Exit Strategy.



[www.ifrc.org/CEA](http://www.ifrc.org/CEA)

## Where can a new volunteer find more information on this topic?



- All this information can be found in the CEA Guide: <https://communityengagementhub.org/resource/ifrc-cea-guide/>
- You can find more resources through the CEA HUB: <https://communityengagementhub.org/>
- You can access the Toolkit to familiarize yourself with the tools: <https://media.ifrc.org/ifrc/document/community-engagement-and-accountability-toolkit/>



"This information is available in **English, Spanish, and French**".





# 8

## Security

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The role of the Security Unit is to advise and assist those responsible for the Federation's operations, both in Geneva and in the field, to ensure that security management is carried out appropriately and always remains updated.

*Threat + vulnerability = risk*

## What are three main points that a new person entering the Red Cross should know about this area of work?

- **Welcome briefing:** During which safety regulations are indicated, a safety-conscious culture is promoted, recommendations are made, and the importance of compliance with the MSR is highlighted (or the safety plan that the National Society has and its internal procedures). The Fundamental Principles, the Code of Conduct, the importance of reporting security incidents (and how it is done and to whom) are also explored, among other topics.

- Our objective is to address our duty of care in different ways, focusing on **operational safety**. We invite you to read the Stay Safe safety **manuals for volunteers**, staff, and managers.



[www.imii.cruzroja.org/security/](http://www.imii.cruzroja.org/security/)

*“Get training in the subject through online courses or if possible in person.”*

## Where can a new volunteer find more information on this topic?



- At the Federation, through the Regional Security Unit: [security.america@ifrc.org](mailto:security.america@ifrc.org)
- We recommend contact the Security Focal Point at your National Society, should there be a designated person.
- *Jorge Zequeira (Regional Security Coordinator):* [jorge.zequeira@ifrc.org](mailto:jorge.zequeira@ifrc.org)
- *Peter Finlay (Security Officer):* [Peter.finlay@ifrc.org](mailto:Peter.finlay@ifrc.org)
- *Rafael García (Security Officer):* [Rafael.garcia@ifrc.org](mailto:Rafael.garcia@ifrc.org)





# 9

## DRR and Climate Change

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Can disasters be prevented? What is Resilience? How can I help my family and community prepare for a disaster? What is Climate Change? How can I take action?

## What are three main points that a new person entering the Red Cross should know about this area of work?

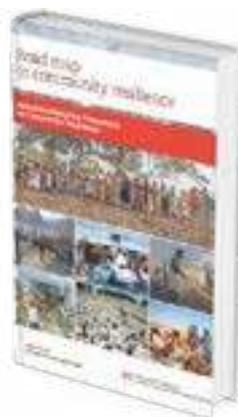
The Disaster Risk Reduction approach encompasses these and other issues related to the way in which our Movement can support the communities we serve to manage and mitigate the effects of disasters, identify actions and resources to recover from them, as well tackle one of the most critical challenges of our time identified in our 2030 strategy: the growing climate and environmental crises.

Through training in this area, basic concepts of disaster risk management are addressed; tools are shared to reduce multi-threat risk at the community level; At the same time, opportunities for action are identified to increase resilience.



## Where can a new volunteer find more information on this topic?

- Family Household Preparedness Plan (Available in English and Spanish) : [www.media.ifrc.org/ifrc/messages-disaster-prevention/family-household-preparedness/](http://www.media.ifrc.org/ifrc/messages-disaster-prevention/family-household-preparedness/)
- Climate Change and the Environment: [www.ckc.climatecentre.org/training](http://www.ckc.climatecentre.org/training)
- VCA: [www.ifrc.org/Global/Publications/disasters/vca/whats-vca-sp.pdf](http://www.ifrc.org/Global/Publications/disasters/vca/whats-vca-sp.pdf)
- PAPE: [www.ifrc.org/es/introduccion/disaster-management/preparandose-para-desastres/enfoque-de-la-federacion/public-awareness-and-public-education-for-disaster-risk-reduction-pape/](http://www.ifrc.org/es/introduccion/disaster-management/preparandose-para-desastres/enfoque-de-la-federacion/public-awareness-and-public-education-for-disaster-risk-reduction-pape/)
- The Roadmap for Community Resilience: [www.media.ifrc.org/ifrc/wp-content/uploads/2018/03/1310403-Road-Map-to-Community-Resilience-SP.pdf](http://www.media.ifrc.org/ifrc/wp-content/uploads/2018/03/1310403-Road-Map-to-Community-Resilience-SP.pdf)





10

# Migration and Social Inclusion

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The world is witnessing record levels of migration and displacement, posing some of the greatest humanitarian challenges of modern times. Across the globe, people who migrate or are displaced from their homes face unacceptable risks and are all too often deprived of the humanitarian assistance and protection they need to ensure their safety, dignity, and rights.

### **The Red Cross Movement and Migration**

In accordance with the Policy on Migration approved by the International Federation in 2009, “migrant” is understood to be a person who leaves or flees from their usual place of residence to move to another - generally abroad - in search of better and safer opportunities or prospects. This definition covers migrant workers, stateless migrants, migrants considered to be in an irregular situation by the authorities, as well as refugees and asylum seekers. The strategic approach detailed here may be relevant to some International Federation’s activities for internally displaced persons.



## **What are three main points that a new person entering the Red Cross should know about this area of work?**

People migrate or move for different reasons:

- Conflicts and violence.
- Crisis and emergencies.
- Persecution.
- Human rights violations.
- Poverty.
- Lack of employment.
- Hopelessness.
- Lack of basic services or food insecurity.
- Extreme weather events displace millions of people from their homes each year and an increasing number of people are fleeing the impacts of climate change. The most vulnerable tend to flee from a combination of these factors.

Many are ***simply looking for a better or safer life.***

## **Where can a new volunteer find more information on this topic?**

- Through a focal point at each NS, or through an IFRC focal point.
- Through the IFRC’s page on Migration and Displacement: [www.media.ifrc.org/ifrc/what-we-do/migration-and-displacement/](http://www.media.ifrc.org/ifrc/what-we-do/migration-and-displacement/)
- Through the Introductory course on Migration in the Learning Platform: [www.campuscruzroja.org/login/index.php](http://www.campuscruzroja.org/login/index.php)





The IFRC created the Effective Practices Database and an accompanying report to share knowledge, skills and best practices when helping and protecting people who migrate or move. The aim is to increase the knowledge, resources and abilities of Red Cross Red Crescent staff and volunteers, as well as other humanitarian players, to enhance their support for vulnerable people on the move and other migrants and displaced persons. It is a living database, allowing visitors to showcase their own practices and share experiences and resources:

<https://migrationsmartpractices.ifrc.org/es/practicas-eficaces/>





# PRD

*Partnerships and Resource Development*

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It oversees the identification of financing and partnership opportunities for emergencies and long-term programs. In addition, it provides accompaniment and advice to units, CCST and CO in proposal requests and negotiation processes by managing relationships with donors and partners. It also is involved in pledge registration, grant management, accountability, and national society support (resource mobilization and financial sustainability).

## What are three main points that a new person entering the Red Cross should know about this area of work?

The three main pillars are:

- **Emergency Appeals:** Responsible for fundraising for emergency appeals and grant management/commitment, management of relationships with partners and International Federation donors (Governments, Universities, Private funds, companies, and others); provides support during emergencies: technical support, workshops and more. The two mechanisms used for fundraising are:
  - Disaster Relief Emergency Fund (DREF).
  - Emergency appeal.
- **Strengthening the National Societies' resource mobilization capacity (Focus on financial sustainability):**
  - *It is in charge of executing and promoting activities related to the region's resource mobilization network (Webinars, coordinating meetings between peers).*
  - *Promoting participation from National Societies in global processes related to the mobilization of resources. This is mainly focused on organizational financial sustainability (National Society Investment Alliance (NSIA), peer-to-peer study, Global Strategy for Resource Mobilization (GSRM) and iRaiser, an online donation platform).*
- Development of training workshops related to the area of resource mobilization with a focus on financial sustainability.
- In dealing with the corporate sector and capacity-building of National Societies, the unit's work consists mainly in facilitating communication between potential donors of bilateral contributions and the National Societies' technical focal points in the region, working closely with the heads of delegations and country offices.
- Promoting and updating National Society Emergency Response Toolkits.
- **Long-term programs:** It oversees fundraising for medium and long-term programs, as well as annual plans that the International Federation designs to support National Societies according to their identified needs, and to support them in achieving their goals and fulfilling their humanitarian mandate. Annual plans follow the calendar year. The programs usually have a minimum duration of six months and can be extended to several years. The programs are usually focused on themes like Health, PGI, WASH. Sometimes emergency appeals are transformed into medium and long-term programs since emergencies have a defined time limit.





### ***Disaster Relief Emergency Fund (DREF)***

#### ***What is it?***

The ***Disaster Relief Fund (DREF)*** is a fund that is used to support the National Society's immediate emergency response to natural and man-made disasters.

#### ***Who provides funding?***

The money is donated by various donors through an ***annual appeal***. The funds are administered by International Federation headquarters.

#### ***They can be allocated for:***

1. **Grants** to fund smaller-scale **emergency response (DREF operations)**, early action, or preparedness activities.
  2. **Seed funding for operations** for which an emergency appeal is launched.
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### ***Emergency Appeal***

#### ***What is it?***

It is an ***international marketing and positioning*** tool that promotes emergency operations to partners/donors and external audiences/the public to raise funds.

#### ***Who provides funding?***

The money is donated by various donors through the ***specific appeal***.

#### ***They can be allocated for:***

1. When a DREF fund is not sufficient to meet estimated needs - usually for larger-scale emergency operations - and where there is the possibility of receiving additional funds through an emergency appeal.



## For new donations (financial and the like) and partnerships:

### 1. Always inform the PRD when you approach/are approached by a donor/partner:

Several people may have contacts with donors (RD, DD, DM, Ops Manager, CCST...). Always keep the PRD informed and vice versa to ensure that information is centralized and procedures are followed.

**2. Proposals to donors should be coordinated with the PRD:** to ensure that all requirements can be met (participation rules, approval process, etc.)

**3. PRD needs to request a green light from the NS where the donor/partner has its HQ;** PRD needs to obtain approval from the NS where the company comes from. Example: American Red Cross if the company is Apple.

**4. Due diligence (for donors/private sector partners):** This applies when we want to establish a partnership and/or if the donor requires donor visibility. Conducted by PRD.

**5. Partnerships with the UN:** Needs the approval of the Regional Director and the USG for Partnerships (we must always prioritize bilateral agreements with NS). Completed by PRD.

**6. Partnership Agreement / PRD Cash Commitment:** to confirm with Legal/PRD Geneva if an agreement needs to be signed and what the corresponding agreement templates are. For public announcements, we may also need a logo permission agreement. Cash pledges are issued and signed by PRD.

Governments

National Society  
Partners

Universities

Multilateral  
organizations

Companies

Private Funding



## Where can a new volunteer find more information on this topic?

- Online Resources: : <https://fednet.ifrc.org/en/resources/resource-mobilization-and-government-relations-rm/>
- Through the departments of Mobilization of National Society Resources at the Regional Office for the Americas (Panama):

Sandra Romero, Jefa PRD,  
[sandra.romero@ifrc.org](mailto:sandra.romero@ifrc.org)

Paula Ameijeiras, SN MDR,  
[paula.ameijeiras@ifrc.org](mailto:paula.ameijeiras@ifrc.org)

Mei Lin Leon, Temático -  
Programas  
[meilin.leon@ifrc.org](mailto:meilin.leon@ifrc.org)



## 12

## Shelter & Settlements

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Shelter and settlements programming is a vital part of humanitarian assistance delivered by the IFRC and our National Societies. It is important not only in the immediate aftermath of a disaster but in helping to restore communities' dignity and build their resilience to future shocks and hazards

The Red Cross Movement is involved for decades in providing shelter to disaster-affected populations. These assistance methods vary greatly depending on the contexts, type of disaster, local capacities, scale and resources. The goal of humanitarian shelter assistance provided in the aftermath of a disaster is to be lifesaving and set the path for sustainable recovery.

### What is Shelter & Settlements?

Shelter is a process, not just a product. It goes beyond simply providing tools and tents to help people cope in the short-term, and involves enabling communities to improve their homes over time so they are better protected should another disaster occur.



### What are three main points that a new person entering the Red Cross should know about this area of work?

The immediate shelter assistance we provide in an emergency varies **depending on people's needs** and can include:

- Distributing emergency shelter and household items to repair damaged houses or to build.
- temporary shelters.
- Improving living conditions in collective shelters and public buildings.
- Cash assistance so people can buy materials, hire labor or pay their rent and utilities—provided to affected families and to the communities hosting them.
- Providing local construction specialists to advise on safe building techniques.

Shelter and settlements in the immediate phase after a disaster or crisis evolve into homes and communities as people recover and rebuild their lives.

In the longer-term, we support Red Cross and Red Crescent Societies to reduce communities' risks through safer construction practices and sustainable construction of human settlements before and after disasters. This is especially important in light of increased risks due to climate change and rapid, unplanned urbanization.

### Where can a new volunteer find more information on this topic?

- Through: <https://www.ifrc.org/shelter-and-settlements> y <https://communityengagementhub.org/wp-content/uploads/sites/2/2021/10/IFRC-Shelter-and-Settlements-Roadmap-2021-2025.pdf>



## Contacts

- Regional and Global Focal points for the Americas:

Denisse Solis | Shelter & Settlements Technical Advisor for the Americas |

[Denisse.solis@ifrc.org](mailto:Denisse.solis@ifrc.org)

Marta Peña | Shelter Senior Officer, focus on Americas, Asia Pacific & Europe regions

[Marta.pena@ifrc.org](mailto:Marta.pena@ifrc.org)

## Online Trainings

- English **More than just a roof** (Learn the basics about why shelter programming is an important part of humanitarian response and the shelter challenges that families often face during disasters and crises).
- English **Rental Assistance** (Through this course you will learn what it is rental assistance programming, and how we can use it to help people access adequate and affordable accommodation, stay safe, and retain their dignity).



## Guidelines

- Shelter [Kit Guidelines & Video](#)
- [Urban Reconstruction handbook](#)
- [Participatory Approach for safe Shelter Awareness](#)
- [Rental Assistance Guidelines / Tip sheet on rental Assistance programming](#)



- [Shelter Safety handbook](#)
- [Cash and Voucher Assistance through Shelter & Settlements](#)
- [Protection, Gender & Inclusion & Shelter](#)



# 13

## LIVELIHOODS

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The Livelihoods Resource Center is a Global Reference Center of the International Federation of Red Cross and Red Crescent hosted by the Spanish Red Cross. Its mission is to promote livelihood programming through the collection and dissemination of resources and good practices, technical support and training to strengthen the capacities of IFRC National Societies and other interested organizations.

## What are three main points that a new person entering the Red Cross should know about this area of work?

### **What are livelihoods?**

We call Livelihoods what people do to earn a living. Livelihoods comprise the capacities, assets and activities necessary to generate income and secure livelihoods. Sustainable livelihoods entail the ability of people to generate and maintain their livelihoods, and improve their own well-being, as well as that of future generations.

### **Know the 5 Livelihood interventions:**

In livelihoods, 5 types of interventions can be carried out, they are:

Recovery, Strengthening, Diversification, Protection and Supply of Livelihoods.

### **Why do we carry out Livelihood activities?**

Support for Livelihoods makes it possible to strengthen the capital and assets of the most vulnerable people, increase the resilience of people and communities, reducing their vulnerability to disasters, food insecurity and poverty, while contributing to their empowerment and personal dignity.



## Where can a new volunteer get more information on this topic?

- For more information, you can access the IFRC Livelihoods Resource Center ([www.livelihoodscentre.org](http://www.livelihoodscentre.org)), where you will find bibliographic resources, a toolkit and access to training. They can also contact the focal point of their NS and the Regional Office





# Contact information

For more information on this document, please contact

**ANDRÉS MORALES**

Regional Coordinator for the Development of Volunteering and Youth.  
Regional Office for the Americas  
[andres.morales@ifrc.org](mailto:andres.morales@ifrc.org)