

Final Report to Donor

Rolex



[#EuAjudoQuemAjuda](#)



Portuguese Red Cross

The Portuguese Red Cross (PRC) is part of the world's largest humanitarian network, the International Red Cross and Red Crescent Movement, which operates in over 192 countries worldwide.

In all our activities, our volunteers, members, and staff are ruled by the Fundamental Principles of the Red Cross and Red Crescent Movement: Humanity, Impartiality, Neutrality, Independence, Volunteering, Unity and Universality.

PRC supports and empowers people and communities in times of vulnerability. We provide humanitarian and social assistance, preventing and repairing suffering and contributing to protecting life, health, and human dignity.

Our purpose is to reduce suffering through mobilization of power of humanity in Portugal and across the globe.

Introduction

In 2020, the COVID-19 pandemic claimed over 241.24 lives per million people. More than 10720 COVID-19 infections have been reported per million people. Billions around the world are suffering the indirect consequences of pandemic. COVID-19 shut down the world, and its global spread and resulting impact led to a worldwide crisis of unprecedented reach and proportion.

Three months after identifying a new coronavirus in Wuhan, China, the first COVID-19 case was identified in Portugal. From March 2nd (the first case) to December 31st, there were 413 678 confirmed cases with 6 906 deaths, affecting all regions of the country. The National Health Service (NHS) testing ability was initially considered sub-optimal, with little capacity to test suspected cases. There were delays in the diagnostic for several days and, thousands of patients were kept undiagnosed.

The Emergency Response Unit of the Portuguese Red Cross (PRC), launched, in March 2020, the *Operation Hygeia* aiming to ensure:

- a) increased testing capacity for patients with symptoms,
- b) early detection of patients at risk of developing severe symptoms, and
- c) implementation of research protocols to better understand the disease and the recovery pattern.

PRC has plenty of experience in dealing with adversity and change. All sectors of PRC stepped up and increased their action to address the changing vulnerabilities, cooperating with the Portuguese Government, and strengthen their auxiliary role to prevent and control the pandemic. "The world stopped, but our volunteers continued" PRC mobilized all volunteers to be part of a global change. Through local action, we can change the world.

This report presents an overview of PRC activity during 2020 and the results of our mission, thanks to the support of **Rolex**.

Rolex Financial Support

COVID-19 response was initially expected to be short. Later the PRC has adapted the response plan to a long-term solution to prevent and control the Pandemic and its social effects.

On April 28th, *Operation Hygeia* received the amount of **235 760 EUR** donated by **Rolex** to support the activities developed in response to COVID-19. This donation was received in a critical moment for the operation as the expansion of activities was severely restrained due to limited communication and logistical capacity, as required by the protracted COVID-19 situation.

Following the extension of the timeframe initially predicted for the operation, **the funds received from Rolex were invested in the following actions:**

1. Upgrading PRC capabilities for shelter and quarantine zones:

a) the purchase of **metal frame tents** to long-term operations (tents of upgraded quality that allows the extended usage, during several months in a row, or even years) and **b) field beds** to support shelter operations:

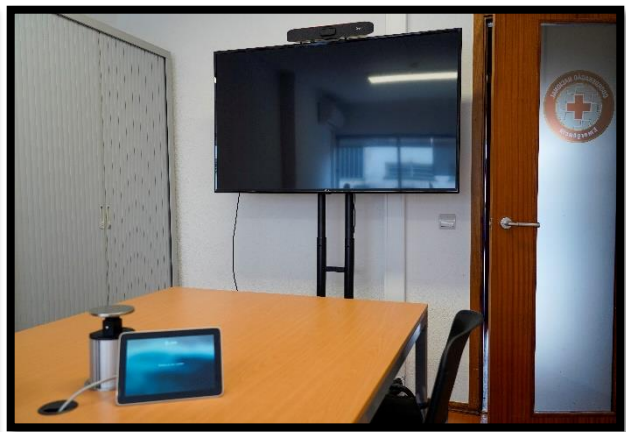
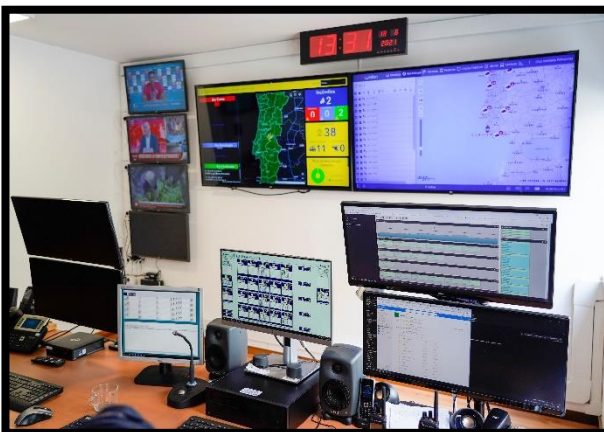
- The emergency operations were transformed into long-term operations. Thus, all the structures created to help the response had to be adapted and upgraded to these needs.
- Shelter and quarantine zones are a standard of care of Red Cross. This equipment can be used in any other emergency response, such as temporary shelter during wildfires season.



Photos 1-2: Metal Frame Tents and Field Beds

2. Acquisition of a national **communications system** for better coordination between teams nationwide.

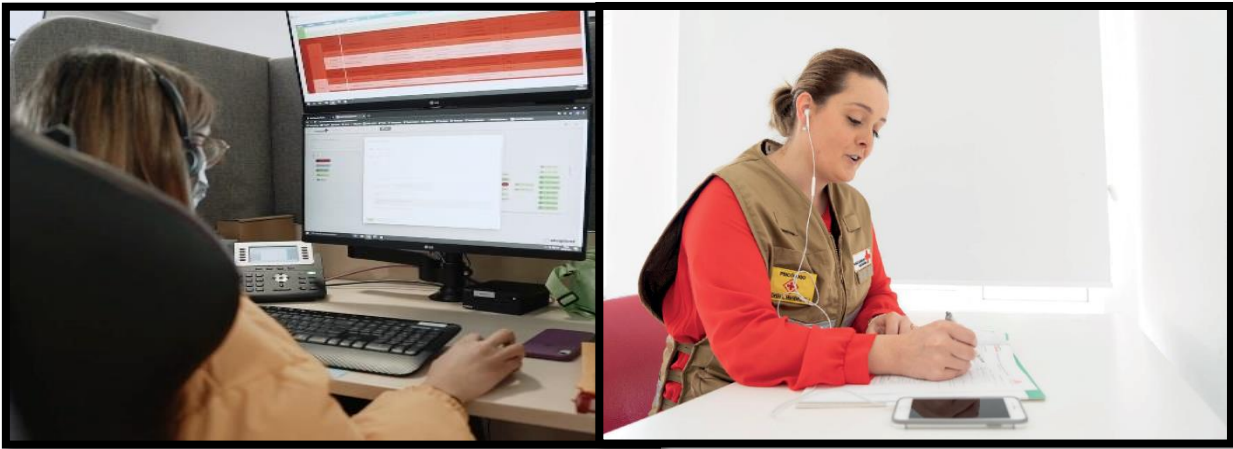
- The number of PRC teams in the field increased exponentially during COVID-19. Communications are mandatory to guarantee the safety and coordination of operations. The **console room and dispatch center** allowed the improvement of the effectiveness of the national coordination operation.
- The need for reliable and rapid communication equipment for our teams in the field led to an increased need for available **radios**.
- A direct **conference equipment** for the headquarters of the National Emergency Coordination team, located in Coimbra, and PRC Headquarters, in Lisbon, allowed updated information management.



Photos 3-6: Radios and communications system; Mobile Testing Teams on field; National Coordination Room for Emergency Operations; Conference Room.

3. Implementation of a **Contact Center** (telephone number +351 304 50 25 25) for COVID-19 test booking, information on results, follow-up of patients, and general management of the requirements for COVID-19 testing activities.

- 16 760 tests were performed by *Operation Hygeia* in close contact with the Portuguese authorities, in the response to the main testing needs (diagnostic of symptomatic patients, screening of high-risk services such as civil protection officers, nursing homes, childcare services, amongst others).



Photos 7-8: Contact Center operator; Psychologist following up on patients.

4. Support vulnerable communities:

- PRC applied a part of Rolex's grant on a program of social support to COVID-19 positive individuals (refugees, migrants or belonging to vulnerable communities):
 - This program, coordinated between PRC and the Municipality of Lisbon started on 15th April 2020 and operated 104 days with 16 professionals, 24 hours/day. It was held on a Youth Hostel, made available for this project, with the goal of providing surveillance, shelter, and isolation conditions to disenfranchised individuals. Having become positive with little or no support in Portugal, with little or no symptoms of the disease, PRC had the obligation of providing this unique response.



Photos 9-10: Social Support to COVID-19 positive individuals in Lisbon

Financial Report

In detail, the table below clarifies the expenses associated to this grant:

Item	Amount	Unit Price (EUR)	Total Price (EUR)
Metal Frame Tents (long duration)	7	7 632	53 960
Field Beds	404	60	24 214
Communication System	1	61 597	61 597
VHF Radios	75	420	31 506
Conference equipment - headquarters of the Emergency Response Team	1	5 639	5 639
Contact Center and Mobile Testing Teams Hardware and Communications		2 308	2 308
COVID-19 Social Support Program		40 000	40 000
Indirect Costs			16 536
TOTAL			235 760

Rolex's Grant: 235 760 €

Expenditures: 235 760 €

An overview of PRC emergency response on COVID-19 during 2020



+5000
volunteers



Support to
70.105
vulnerable
families



Support to
312
refugees



Psychosocial support to
+12.500
people from
the community
staff and vulnerable groups



Support to
63.729
victims
of domestic violence
divided into:
Emergency shelter homes,
Support structures,
Telecare,
Transports



Support to
2417
children
integrated in Day Care
Centres, Pre-Schools,
Free Time Activity
Centres, and Temporary
Shelters.



Support to
+5380
elderly



Red Cross Youth
+40.400
beneficiaries



162
local branches



Non-urgent Transports
+135.800
patients



Pre-hospital Emergency
+44.400
people
rescued



were performed
105.960
COVID-19 tests



Health education
+224.832
people
reached



Telecare
+6000
beneficiaries
divided into:
victims of violence and elderly.

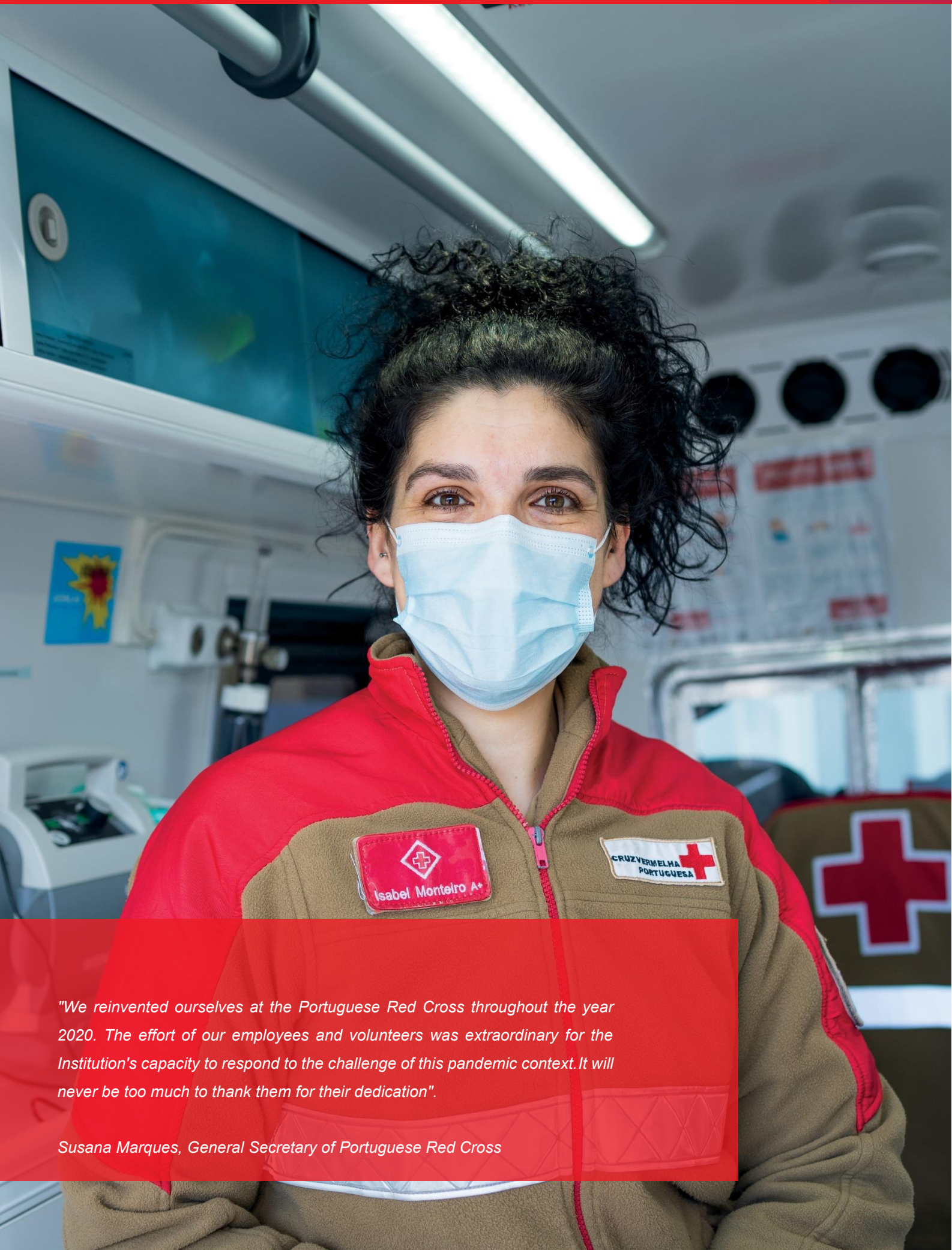
Outputs and Outcomes

Since March 2020, the PRC had more than 5000 volunteers, 35 Mobile Testing Teams countrywide and 3 mass testing posts in Lisbon, Maia (Porto) and Braga in COVID-19 response and performed a total of **105 906** COVID-19 tests.

Rolex support significantly improved the quality of the response to the current crisis and paved the way for a strengthened response in the future in any other emergencies. This donation was focused on communications and shelter conditions improvement. This is a long-term investment. Due to the support provided by Rolex, PRC emergency response can be easily adapted to many emergency needs.

Accordingly, to the actions taken in 2020, **PRC distinguishes Rolex's impact on this mission:**

- The communication system between Mobile Testing Teams, Mass Testing Posts, the National Coordination Team Headquarters, and the National Headquarters of PRC was improved and brought effectiveness on problem-solving in these stressful operations.
- PRC built stronger links with the community and the Portuguese Government through the Contact Center available to support patients and linking with health authorities.
- Reinforcement of the cooperation with the National Health Authorities, making available shelter or other capacities with tents and field beds. PRC implemented 16 Public Health facilities (dedicated triage tents for suspected cases of COVID-19), supported with medical field units.
- Support of 341 refugees and migrants relating to the Social Support Program. PRC provided a) accommodation b) health assistance, c) psychosocial support, d) distributed food and hygiene kits, e) realized non-urgent transports, and f) created awareness for preventive behaviors.



"We reinvented ourselves at the Portuguese Red Cross throughout the year 2020. The effort of our employees and volunteers was extraordinary for the Institution's capacity to respond to the challenge of this pandemic context. It will never be too much to thank them for their dedication".

Susana Marques, General Secretary of Portuguese Red Cross

Final comment

The SARS-CoV-2 pandemic has not ended. The devastating health consequences and the disruption of almost all aspects our lives lead to new vulnerabilities and heightened loneliness and mental health issues, as well as considerable longer-term socio-economic consequences.

In 2021, Portuguese Red Cross is going to continue its mission, with a significant improvement on logistics and communications capacity, thanks to Rolex's support.

With the conviction this grant has improved the response to the current crisis and paved the way for a strengthened response in the future, we expect that this document clarifies the use of the donation from Rolex and helps to enhance future collaborations.

We thank you for assisting this project, and we remain available for any further questions.

December 2020

A handwritten signature in black ink, appearing to read 'G. Órfão', is written over a horizontal line.

Gonçalo Gonçalves Órfão,

National Emergency Coordinator of Portuguese Red Cross