TURKISH RED CRESCENT COMMUNITY CENTERS
INTRODUCTION

COMMUNITY CENTERS

PSYCHOSOCIAL SUPPORT AND HEALTH PROGRAM

LIVELIHOOD SUPPORT & HARMONIZATION PROGRAM

VOLUNTEERING

COMMUNITY CENTERS

ONE TOUCH THOUSANDS OF LIVES
INTRODUCTION

Thousands of people have lost their lives and millions of people were affected by the crisis due to the conflict which has started in 2011.

More than 5.6 million people had to leave their country and 13.1 million people were internally displaced or were in need of humanitarian aid. As of June 2018, more than 3.5 million Syrians live in our country which is the largest host country of Syrian refugees. More than 3 million of them live in urban areas.

Since January 2015, Turkish Red Crescent has been providing services on psychosocial support, protection as well as livelihood development with Community Centers. Activities are organized in order to contribute to social cohesion efforts between local people and displaced people.

Community Centers, opening their doors to all people including women, men, children, youth, elderly and disabled people, continue to give hope to vulnerable people since 2015. As is known, Turkish Red Crescent like other Red Crescent or Red Cross Societies, supports the humanitarian efforts and the policies of The Republic of Turkey. This role of the Turkish Red Crescent is also undertaken by Community Centers.

Turkish Red Crescent Community Centers are a public model with its both local-level and state-level collaborations with public institutions such as Ministry of National Education, Ministry of Family and Social Policies, Ministry of Justice, Ministry of Foreign Affairs, Ministry of Labor and Social Security, Ministry of Health, Ministry of Interior General Directorate of Immigration Administration, Religious Affairs Department, Ministry of Development GAP Regional Development Administration.

In addition to providing support to Community Centers by public institutions, the Turkish Red Crescent also provides support to public institutions.

as of June 2018
More than 3.5 million people Syrian people live in Turkey
Community Centers provide referral services, training, livelihood support, nutrition and health, social activities, advocacy and protection, volunteer activities as well as harmonization, also new generations are contributed through Child Friendly Space and Youth Friendly Space.

COMMUNITY CENTERS

First pilot Community Center of Turkish Red Crescent was established in the city of Şanlıurfa in January 20, 2015. Currently 15 Community Centers are operating in the cities of Şanlıurfa, Istanbul (both sides), Konya, Ankara, Kütahya, Bursa, İzmir, Adana, Mersin, Gaziantep, Hatay, Kahramanmaraş, Mardin and Kayseri for both local people and displaced people.
<table>
<thead>
<tr>
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<th>Protection Activities</th>
<th>Livelihood Support Activities</th>
<th>Child &amp; Youth Activities</th>
<th>Social, Cultural &amp; Harmonization Activities</th>
<th>Psychosocial Support and Health Services</th>
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**COMMUNITY CENTERS BY NUMBERS**

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**15 ACTIVE COMMUNITY CENTERS 374,110 PEOPLE HAVE BEEN REACHED**

*as of June 2018
Within this program, projects are being developed which create solutions for problems of displaced people; and centers such as Community Centers, Child Protection Centers and Ankara Şehit Serhat Önder Child Protection Center are actively involved in the implementation of these projects. Project for Restoring Family Links (RFL), Emergency Social Safety Net (ESSN) - Protection Component and Conditional Cash Transfer for Education (CCTE) - Protection Component studies are also carried out. In order to respond to the needs identified in the course of these studies (addressing violence, coercion, intentional abstinence and exploitation of persons/groups in situations involving humanitarian crises under humanitarian principles, impartiality, independence and international law, and especially international human rights) a very comprehensive protection program was established. Within the scope of the studies carried out by the Turkish Red Crescent Refugee and Migration Services Department, all incidents related to protection are followed up through Community Centers and solutions to these cases are presented.

Protection Program components are follows:

- Restoring Family Links (RFL)
- Special Needs Fund (SNF) and Individual Protection Assistance (IPA)
- Conditional Cash Transfer for Education (CCTE)
- Emergency Social Safety Net (ESSN)
Restoring Family Links

The crisis over six years in Syria has caused more than 5 million people to go to neighboring countries and thousands have left their families on migration routes and/or lost their family members. Tracing activities are carried out for those who live in Turkey and want to find their family member abroad, as well as for those who live abroad and want to find their family members in Turkey. Family reunification is realized amongst the first degree family members who gained the fifth of family reunification in the country they reside. Currently, Turkish Red Crescent gets its main requests for family reunification from the Syrian people under temporary protection. Family messages are also being conducted to protect family connections and to prevent contact loss.

1,586
Cases were followed.
*As of June 2018.

Services given under Restoring Family Links (RFL): Tracing, Family Reunification, Family Message

Special Needs Fund (SNF)- Individual Protection Assistance (IPA)

The Special Needs Fund provides individual-based protection assistance to displaced people in need. Cases are identified through the Turkish Red Crescent Community Centers providing protection and case management services to the vulnerable displaced people. The needs of families/individuals who are mostly suffering from chronic disease; the need of material required for people with disabilities such as hearing aid for the handicapped, respirator, wheelchair; development disorders occurred by malnutrition are identified and support is given to live in a dignified manner.

Under Special Needs Fund (SNF) which provide services with the referral of institutions and field researches, 10,000 people is aimed to be reached until the end of 2019.
ESSN - Protection Programme

Within the cash support applications offered by ESSN Programme, Service Centers have encountered some complaints and problems requiring intervention based on protection, along with the cash transfer. To respond this need, ESSN Protection Component has been initiated in March 2017. Within this context, complaints and problems have been taken and those are followed and referred by the field teams.

3,090
Total Cases
people have been reached.
*as of June 2018

Conditional Cash Transfer for Education (CCTE) - Child Protection Component

Turkish Red Crescent and UNICEF created collective access teams to engage and evaluate a significant proportion of the families in the disadvantaged group who have the necessary conditions to benefit from CCTE (15 in the first stage). These teams ensure that problems in the field of child protection, including domestic violence, child labor and child marriage, are identified and referral to relevant services. Until now:

39,527
children benefited
*as of June 2018
Psychosocial Support and Health Program aims to regain the social functioning of the displaced population and to enable them returning to their previous life by strengthening the mechanisms of coping with possible negative psychological influences after migration.

Community participation in all activities is aimed in order for displaced people to reach the psychosocial resources; protective and preventive services in the area of health are developed; awareness is established and the support is provided for the access of the target group to reach to health services. Under this program, following activities are carried out:

- Individual Interview and Group Therapy
- Health Trainings / Seminars / Hygiene Promotion
- Psychoeducation

119,357 People benefited from Psychosocial Support and Health Services as of June 2018
Community Centers organize various courses and activities for the beneficiaries to improve their life skills. Community Centers provide certifications approved by the General Directorate of Life Long Learning of the Ministry of National Education at the end of vocational courses. In addition to the courses, services are provided to facilitate the employment workforce participation of the beneficiaries. Within this Program, Community Center beneficiaries can also socialize by participating in various social and cultural activities. Community Centers are aware of the fact that social cohesion will be realized through social and cultural change, and they also organize activities for intercultural cohesion.

- Referral/Employment
- Vocational and Skill Courses (hairdressing, sewing, Turkish language, wood painting, computer, jewelry design, patient and old companion, welding technician and cookery)
- Cooperation with Public and Private Sectors
- Social, Cultural and Harmonization Activities
- Mobile Application “Hello Hope” developed with Turkcell

3. Livelihood Support & Harmonization program

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15.712 people benefited from Livelihood Support
84.297 people benefited from Harmonization activities as of June 2018
Apart from the Turkish Red Crescent Community Centers Programme, different projects are being developed by agreeing with partner institutions in order to produce solutions for the needs of the beneficiaries.

OTHER PROGRAMMES

Apart from the Turkish Red Crescent Community Centers Programme, different projects are being developed by agreeing with partner institutions in order to produce solutions for the needs of the beneficiaries.
Ankara Şehit Serhat Önder Child Protection Center

Şehit Serhat Önder Child Protection Center started to operate services in March 2017, with the support of Norwegian Red Cross. Activities, workshops, seminars and trainings are organized under various topics to provide psychosocial support with the children in the Child Friendly Space and Youth Friendly Space for 6-18 age group. At the Center, a need-based education method is followed. The center also monitors the psychological and developmental processes of the children and the related activities are carried out by the relevant professional experts.

The meals from Turkish Red Crescent Ankara Branch Soup Kitchen are served to children who come to the center both in the morning and in the afternoon. There is also shuttle service for children coming to the center.

As of June 2018 16,830 children benefited from these activities.

Ulucanlar Soup Kitchen

"Ulucanlar Soup Kitchen", which has been providing daily meals to needy people since 1919 within the Turkish Red Crescent Ankara branch in the Ulucanlar area of Ankara, was restored in 2016 with IFRC financial support to serve foreign residents and local people in the region. The goal of this Project is to provide two hot meals daily to Syrians, Iraqis and host population living in Ankara. Turkish Red Crescent Ankara Branch is providing hot meal to those in need (generally Syrians).

The daily meal provided to the needees at the beginning of the project was between 500 and 2000 plates. Currently with an average of 5000 plates of hot food in a day is served for people in need.

Before the restoration: (500-2000) plates daily
After the restoration: approximately (5000) plates daily
Supporting Urban Refugees

Within the framework of Urban Refugees Support Project and with the collaboration of IFRC, it is continued to give support Syrian people living in cities. Within the scope of this project, special blankets, kitchen set, food package, hygiene material, as well as special hygiene materials for those who have baby owner are distributed. It is aimed to reach 635,400 people.

VOLUNTEERING

Turkish Red Crescent Community Centers volunteers provide active support for activities carried out by Community Centers, and provide support related to their own interests, knowledge and skills. Community Center beneficiaries can also be volunteers. Volunteer youth from many countries such as Syria, Egypt, Afghanistan, Jordan, Somalia, Iraq, Palestine, South Korea, Italy actively take role in Community Centers activities in addition to Turkish volunteers.

I came to Turkey from Syria 4 years ago. I came to Turkey before the end of secondary school and finished high school here. Our place in Syria was a battlefield exposed to bombs. I had spare time when I finished the school. Therefore I came to the Turkish Red Crescent Sultanbeyli Community Center. I registered for the sewing course. There was no one knowing Turkish language. I had studied Turkish at school, so I started to make translations for other people. I volunteered, and I wanted to help people.

Muhammed (18), Istanbul Sultanbeyli Community Center Volunteer

* Click here For the whole story
EMPLOYEE TRAININGS

Turkish Red Crescent Community Centers staff participates in both corporate and vocational skills trainings organized by the corporation of Education Services Department. Additionally, Community Centers staff are also given trainer's training and they begin to give both internal and external trainings. Health staff working at Community Centers also provide certified first aid training in order to meet the first aid training needs in the regions they serve.