

Greece | Ukraine and Impacted Countries Emergency Appeal



A person displaced from Ukraine receiving support from the Hellenic Red Cross Medical Health Team in Athens. © Hellenic Red Cross

Emergency Appeal №: MGR65002 First launched on: 28/02/2022	Glide №: OT-2022-000157-UKR								
Final report issued on: 31/03/2026	Timeframe covered by final report: From 01/09/2022 to 30/06/2025 ¹								
Number of people targeted: 25,000	Number of people reached: <table border="1"> <thead> <tr> <th>2022</th> <th>2023</th> <th>2024</th> <th>2025</th> </tr> </thead> <tbody> <tr> <td>31,446</td> <td></td> <td>12,150</td> <td>4,918</td> </tr> </tbody> </table>	2022	2023	2024	2025	31,446		12,150	4,918
2022	2023	2024	2025						
31,446		12,150	4,918						
Funding requirement: <ul style="list-style-type: none"> • IFRC Emergency Appeal: CHF 1.95 million • Federation-wide: CHF 2.8 million 	Expenditure: <ul style="list-style-type: none"> • IFRC Emergency Appeal: CHF 1,493,503 • Federation-wide: CHF 1,936,561 								
<small>*Details on methodology, data limitations, and how to interpret this report are provided in Annex I.</small>									

¹ Implementation of the Appeal in Greece concluded by 31 December 2023 following a contextual review. While the response timeframe is aligned with the EU4Health project implementation, all other Appeal activities were concluded by the end of 2023.

A. SITUATION ANALYSIS

Description of the crisis

In 2022, following the escalation of the international armed conflict between Russia and Ukraine, the International Federation of Red Cross and Red Crescent Societies launched the Ukraine and Impacted Countries Emergency Appeal to assist more than 3.6 million people affected by the humanitarian consequences of the conflict. As needs evolved across the region and additional National Societies requested support, the IFRC progressively scaled up its response both within Ukraine and in neighbouring countries. The Emergency Appeal was subsequently revised to include a total of 17 National Societies, delivering critical and longer-term humanitarian assistance ranging from cash and voucher assistance to mental health and psychosocial support services. Within this framework, selected programmes and activities of Hellenic Red Cross were funded to support people affected by the international armed conflict in Greece.

The humanitarian consequences of the international armed conflict have included widespread displacement, extensive damage to civilian infrastructure, and growing humanitarian needs. Millions of people have been affected, both within Ukraine and across borders. Many people who fled Ukraine have been unable to return, while those remaining continue to face challenging conditions, including constrained access to healthcare and other essential services. The prolonged nature of the conflict has also had a significant and cumulative impact on mental wellbeing, resulting in increased levels of stress, anxiety, and trauma among affected populations and a growing demand for mental health and psychosocial support services.

Greece continued to experience the humanitarian consequences of the international armed conflict due to the arrival and presence of people displaced from Ukraine. As of December 2023, an estimated 27,365 people displaced from Ukraine were recorded in Greece². Many were residing in temporary accommodation settings, such as the Serres site, hosted by family members, living in shelters, or independently. Displaced people faced a complex and evolving set of challenges, including barriers to accessing healthcare, education, and sustainable employment, largely linked to language barriers and the non-recognition of qualifications obtained in Ukraine.

The psychosocial impact of displacement remained a key concern throughout the reporting period. Hellenic Red Cross reported a significant increase in demand for mental health and psychosocial support services, with many people displaced from Ukraine experiencing high levels of stress, anxiety, and trauma. In response, Hellenic Red Cross expanded its psychosocial support programming, providing services such as individual counselling, group-based support activities, and stress management interventions aimed at strengthening coping mechanisms and resilience.

In July 2023, the IFRC, in consultation with Hellenic Red Cross, decided to conclude the implementation of the Ukraine and Impacted Countries Emergency Appeal in Greece by 31 December 2023. This decision followed a careful assessment of the evolving humanitarian context and operational priorities within the country. While the Emergency Appeal was planned to continue globally until December 2025, Hellenic Red Cross determined that the relatively limited number of people eligible to be reached under the Appeal in Greece, combined with the availability of other IFRC-supported initiatives, including the EU4Health programme and the Global Route-Based Migration Programme, as well as changes in the broader humanitarian landscape, required a shift in focus. Hellenic Red Cross assessed that these alternative programmes would be better positioned to address the longer-term needs of people displaced from Ukraine residing in Greece.

² Statista, "Number of Ukrainian refugees by country," available at: [Statista webpage](#)

Federation-wide Response to Date:

Greece



TOTAL PEOPLE REACHED

31K 2022 - 2023 **12K** 2024 **4.9K** 2025

NATIONAL SOCIETY CAPACITY during the response period

467
People Trained in PGI

1.2K
People Trained in MHPSS

6
Branches Responding

Health and Wellbeing



HEALTH AND CARE

31K
2022 - 2023



MHPSS

8.1K | **12K** | **4.9K**
2022 - 2023 | 2024 | 2025



WASH

150
2022 - 2023

Disasters and Crises



BASIC NEEDS ASSISTANCE

2.4K
2022 - 2023



Migration and Displacement



MIGRATION

- **15K** people reached with RCRC Humanitarian Service Points
- **1K** people supported in official procedures

Values, Power and Inclusion



PROTECTION, GENDER AND INCLUSION

1.7K
2022 - 2023



COMMUNITY ENGAGEMENT AND ACCOUNTABILITY

National Society has established feedback mechanisms

Summary of response

Across the duration of the Emergency Appeal in Greece, the Hellenic Red Cross (HRC) delivered an integrated package of health, psychosocial, protection, livelihoods, migration, and community-centred services to people displaced from Ukraine, adapting activities to evolving needs and the decreasing caseload.



MHT informing the people displaced from Ukraine about Hellenic Red Cross Services at Promachonas reception centre. Source: Hellenic Red Cross

HRC ensured sustained access of people displaced from Ukraine to primary healthcare through Emergency Health Stations (EHSs) and Mobile Health Teams (MHTs) operating in Athens and northern Greece. Services included medical consultations, health screenings, breast examinations, vaccination of children, and targeted outreach campaigns. Thousands of people were reached with essential health information, education sessions, and preventive services. ACCREF health mediators supported access to the public health system, providing interpretation and accompaniment during medical appointments.

In parallel, a comprehensive Mental Health and Psychosocial Support (MHPSS) system was implemented through MFCs, EHSs, and mobile teams. Activities combined psychological first aid, individual and group support, specialised clinical services (including a functioning mental health clinic with psychiatric care), and outreach in accommodation sites. Capacity strengthening was central, with over a thousand staff, volunteers, and partners trained in PFA and MHPSS. The programme expanded over time to include targeted support to individuals facing heightened vulnerabilities, including survivors of violence, ensuring continuity of care through well-established referral pathways.

HRC addressed identified hygiene gaps by distributing essential hygiene supplies through service points and integrating hygiene promotion, particularly for children, into oral and dental health activities.

Small-scale, needs-based relief assistance supported people in meeting essential needs such as hygiene items, clothing, and medicines. Distribution was coordinated across branches and warehouses to maintain consistency and avoid duplication. Improvements in data collection supported more efficient planning and prioritisation of livelihoods-related activities.

Safeguarding capacities were strengthened across the National Society. Staff and volunteers were trained in PGI standards, child protection, and referral pathways. Child-friendly spaces at MFCs welcomed children and provided structured, safe activities. Protection cases identified by teams were referred to specialised services. Protection assessments and technical guidance were expanded, and coordination with child protection actors was reinforced, contributing to improved safeguarding practices for displaced people.

Through Multifunctional Centres and seven Humanitarian Service Points, HRC provided comprehensive support for displaced individuals navigating administrative, social, and integration-related processes. Key services included assistance with official procedures, employability and CV support, job-matching, and links to vocational training

opportunities. Language support, both Greek and English, was widely provided to help overcome communication barriers. Complementary group activities, including women's groups, youth sessions, and recreational and psychosocial activities, further strengthened social inclusion and self-reliance.

HRC broadened two-way communication channels with affected communities. Feedback mechanisms, including suggestion boxes, face-to-face communication, surveys, and hotlines, enabled systematic collection and analysis of thousands of feedback entries. Findings informed programme adjustments across services. Information materials were translated into Ukrainian and Russian, and CEA capacity was enhanced through training and technical support in multiple branches and programmes.

The operation significantly contributed to institutional development within HRC. Key investments included volunteer insurance improvements, digitalisation of data systems (including the migration of a health case management system), strengthened PMER capacity, finance and procurement training aligned with WWPP/CRRA requirements, and stress-management support for staff and volunteers. Branch development was enhanced through BOCA processes, decentralised capacity building, and stronger internal referral systems.

HRC maintained strong cooperation with IFRC, ICRC, government authorities, municipalities, NGOs, and international partners. This ensured complementarity, strengthened referral pathways, and promoted coherent MHPSS and protection responses. Participation in national and regional platforms facilitated knowledge exchange, alignment with broader humanitarian frameworks, and support for consistent service delivery.

Operational risk assessment

The following risks were identified during the operation in Greece and monitored throughout its implementation. The section reflects how these risks materialised in practice and the measures taken to manage them effectively.

Risk 1. Reduced Caseload and Shifting Needs

A significant reduction in the number of people displaced from Ukraine accessing services was observed during the later phase of the operation, presenting a risk to the relevance and proportionality of the intervention. Contributing factors included faster access to public services through the expedited asylum process, a decline in the overall displaced population due to onward movement or return, the existence of established social networks among many displaced people, and the host family accommodation programme implemented by the Ministry of Migration and Asylum.

In response, the operation was adapted to a more moderate design focused on services that remained relevant to evolving needs, with operational flexibility maintained including through the continued deployment of mobile health teams in Northern Greece. Hellenic Red Cross continued to provide support to all people in need in line with its mandate.

Risk 2. Overcapacity at Entry Points

Fluctuating arrival patterns at key entry points, particularly the Promachonas border crossing with Bulgaria, carried a risk of resource allocation beyond operational requirements. Hellenic Red Cross maintained readiness and conducted regular needs reviews throughout the reporting period. No additional requirements were identified, and all planned activities were implemented and concluded as scheduled.

Risk 3. Duplication and Reduced Added Value

As the caseload declined, a risk emerged of duplication with other programmes addressing similar needs. In July 2023, IFRC and Hellenic Red Cross agreed to conclude the Emergency Appeal in Greece by December 2023, reflecting the changed operational context and the availability of more relevant Hellenic Red Cross programmes, including the EU4Health project and the Global Route-Based Migration Programme.

Risk 4. Continuity of Oversight Following IFRC Delegation Closure

The closure of the IFRC Delegation in Greece at the end of 2023 presented a risk to continuity of oversight and programme follow-up. The IFRC Regional Office for Europe and the IFRC Delegation jointly developed and implemented a transition plan, ensuring appropriate support and coordination mechanisms remained in place beyond the closure.

A. OPERATIONAL STRATEGY

The Hellenic Red Cross implemented the Emergency Appeal operation with a focus on addressing the immediate and evolving needs of people displaced from Ukraine, prioritising those in the most vulnerable situations. The operational strategy was guided by continuous needs analysis, adaptive planning, and integrated service delivery, ensuring relevance and responsiveness throughout implementation.

Continuous Needs Assessment and Analysis

Hellenic Red Cross established multiple communication and feedback mechanisms to systematically capture information on the evolving needs of people displaced from Ukraine. These included suggestion boxes, face-to-face communication, questionnaires, surveys administered through Kobo Toolbox and Google Forms, focus group discussions, satisfaction surveys, and helplines. All tools and materials were made available in Ukrainian and in accessible formats to promote inclusivity. This comprehensive approach enabled people displaced from Ukraine to directly express their needs and priorities, supporting timely and evidence-informed decision-making.

Adaptive Operational Planning

Information and feedback collected through these mechanisms were actively used to review and adjust the operational plan. Continuous analysis of needs allowed Hellenic Red Cross to adapt its activities and service delivery modalities as required, ensuring that support remained relevant and proportionate to the evolving context and the needs of the most vulnerable groups.

Integrated and Coordinated Programming

The operational strategy prioritised integrated programming across multiple initiatives and service delivery platforms. Activities were implemented through Hellenic Red Cross' six accessible Humanitarian Service Points, the Migrant and Refugee Facilities in Athens and Thessaloniki, Emergency Health Stations in Athens and Kallithea, and Mobile Health Teams operating in Athens and northern Greece. These service points worked in close coordination to deliver a coherent and holistic response, reducing fragmentation and improving continuity of support.

Supporting Early Recovery

Timely needs assessments conducted shortly after displacement enabled early intervention with critical support. This included, as relevant, the distribution of hygiene kits, the provision of mental health and psychosocial support services, and facilitated access to public health institutions through ACCREF services. By addressing immediate needs at an early stage, the operation contributed to laying the groundwork for longer-term stabilisation and recovery for people displaced from Ukraine in Greece.

B. DETAILED OPERATIONAL REPORT

HEALTH AND CARE, INCLUDING MHPSS AND WASH

	HEALTH AND CARE (INCLUDING MHPSS)	Overall Target: 25,000			
		Overall Services Provided: 57,899			
Objective	<i>Communities in crisis-affected areas and displaced people in vulnerable situations are provided with high-quality health and care services, including MHPSS.</i>				
Health and Care					
Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of people reached with primary health services and/or referral to public health institutions	31,446 ³	-	-	-
Achievements	<p>Throughout the implementation period, Hellenic Red Cross remained committed to delivering essential health and care services to people displaced from Ukraine, despite operating in a dynamic and evolving context. The operation consistently focused on ensuring access to primary healthcare and mental health and psychosocial support for displaced individuals across different locations in Greece.</p> <p>Primary healthcare and mental health services were delivered through two Emergency Health Stations and two Mobile Health Teams, one based in Athens and one covering northern Greece. This structure enabled Hellenic Red Cross to provide both fixed and mobile services, ensuring outreach to people displaced from Ukraine residing in temporary accommodation settings and other locations.</p> <p>In March 2023, the operational capacity of the Mobile Health Team in northern Greece was strengthened through the recruitment of a paediatrician and an assistant nurse. This enhancement increased the team's ability to respond to the healthcare needs of children and families. Relevant staff training was completed, ensuring readiness to deliver services effectively.</p> <p>In May 2023, the Mobile Health Team in northern Greece marked International Mother's Day at the Serres site hosting people displaced from Ukraine. Activities combined psychological support services with the distribution of hygiene items to women, assessments of vaccination needs for children aged 7 to 16, and the initiation of vaccination activities, with plans for continuation after 15 June. During the same period, the team provided targeted support to a cancer patient displaced from Ukraine in Serres, including a systematic assessment of needs and the provision of a wheelchair.</p>				

³ This figure represents the total number of people displaced from Ukraine and host community members reached with primary health services and/or referrals to public health institutions by HRC. Of these, approximately 82.5% (over 25K individuals) were reached through IFRC Emergency Appeal funding.

In June 2023, the Mobile Health Team in Thessaloniki marked International Refugee Day by delivering psychological support services and structured activities. Hand hygiene promotion was integrated into ongoing health promotion efforts. Mental health and psychosocial support services were also provided to residents of the Serres site, with workshops and group activities designed to strengthen resilience, reduce stress, improve social interaction, and foster social cohesion and mutual support.

Medical assistance continued in Thessaloniki for people displaced from Ukraine, including both routine and ad hoc health check-ups for adults and children. Health certificates were issued to children, enabling participation in summer camps and facilitating enrolment in Greek schools. In parallel, the Mobile Health Team successfully completed a first aid course organised by the Thessaloniki Red Cross branch, further strengthening internal response capacity.

The Mobile Health Team in Athens conducted extensive outreach activities, delivering 19 community information and awareness campaigns across multiple locations, including Attica, Piraeus, Lamia, Larisa, Elassona, Lefkada, Salamina, the Peloponnese, and Naousa in northern Greece. Campaign themes included breast cancer prevention, diabetes prevention, oral health, environmental health and climate change, World Health Day, World First Aid Day, World Restart a Heart Day, and the International Day for Older Persons. Through these campaigns, a large number of people accessed health-related services, participated in interactive educational sessions, and received informational materials.

In addition, the Mobile Health Team in Athens delivered health and hygiene education sessions primarily for unaccompanied minors, as well as for mothers and children displaced from Ukraine residing in shelters. Shelters hosting people displaced from Ukraine were also supported through health screenings, first-line childhood vaccinations, and the issuance of health certificates required for school enrolment.

Overall, the operation contributed to improved access to health services, strengthened preventive health practices, and enhanced psychosocial wellbeing for people displaced from Ukraine in Greece, while reinforcing the operational capacity of Hellenic Red Cross health teams.

The EHSs in Athens and Kallithea, as well as the MHT in Athens and in the north of Greece:

- Primary healthcare services were delivered in clinics, shelters, and accommodation sites, resulting in 23,645 consultations conducted for a total of 6,100 people. Among these, 2,537 children received first-line vaccinations, with a total of 5,479 vaccine doses administered.
- During the community information and awareness outreach activities carried out by the Mobile Health Team in Athens, 2,001 people received health-related services.
- A total of 1,551 women underwent clinical breast examinations, and 450 people underwent a health screening (blood glucose tests, blood pressure measurement, Hep B rapid diagnostic test, among others).
- Additionally, the Emergency health response team operated at Romania/Siret with 8 nurses & Samaritans-rescuers volunteers, provided first aid & basic health care services for a period of 4 months, reaching a total of 15,113 people displaced from Ukraine.



Provision of primary healthcare services to children displaced from Ukraine. Source: HRC

In total, since the beginning of the operation 23,214 unique people have been reached with primary health care and mental health care services as well as with first aid services.

Furthermore, **1,320 health education and hygiene promotion sessions** on various topics held by the EHSs and the MHT in Athens in unaccompanied minors' shelters and during community outreach activities, reaching a total of **11,202 people** since the beginning of the operation.

Some of the topics that were discussed during the sessions are: Family planning & contraception, menstrual hygiene, body hygiene, hand hygiene, oral & dental health, breast cancer prevention & breast self-examination, breast feeding, healthy nutrition-mediterranean diet, adolescent sexual health- STD's & STI's prevention, basic first aid, Covid-19 personal protective measures, heat management.

The Accompaniment Referral (ACCREF) program, **with 11 health mediators**, assisted, in total, 14,385 displaced from Ukraine during their medical appointments at primary and secondary public health care units. Out of them, **830** who received accompanying interpretation services, were people displaced from Ukraine, underscoring the need for language-sensitive support services.



Distribution of hygiene items to people displaced from Ukraine by MHT at Mother's Day at Serres migrant site. Source: HRC

Challenges persisted throughout the reporting period, including:

- **Facility Constraints & Space Availability:** Difficulty finding a suitable space within the Refugee Site in Serres for conducting the "Basic First Aid" educational session, as there is no dedicated area for the MHT to conduct sessions.
- **COVID-19 Impact:** The presence of COVID-19 cases among beneficiaries and subsequent departures affected the successful implementation of planned activities.
- **Time-consuming procedure for recruitment process of staff:** Lengthy procedures for staff recruitment made it difficult to fill vacant positions promptly, impacting service delivery.
- **Staff Resignation:** The resignation of the Ukrainian cultural mediator in the ACCREF service posed a challenge in maintaining effective communication and support for beneficiaries.
- **Staffing Capacity:** Initially, the program faced challenges due to staff capacity constraints, exacerbated by vacancies and annual leave, resulting in service gaps.
- **IT Equipment:** Inadequate IT equipment hindered effective data collection and communication with beneficiaries, impacting outreach and appointment scheduling.
- **Medicine Procurement:** Lengthy procurement approval processes for medicines led to shortages, affecting beneficiaries' access to necessary medications.
- **Support for Special Cases:** Local authorities' limitations in supporting special cases, such as children with autism, highlighted systemic challenges in obtaining timely diagnoses and accessing specialized services.

Despite these obstacles, the HRC remained resilient in its mission to provide primary health care as well as PSS services to those displaced from Ukraine.


Mental Health and Psychosocial Support

Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of people reached by National Society mental health and psychosocial support services	8,108	12,150	4,918	
# of people trained in MHPSS (including psychological first aid and other MHPSS related trainings)	208	1,024	45		
Achievements	<p>Hellenic Red Cross implemented a comprehensive Mental Health and Psychosocial Support (MHPSS) response to address the needs arising from the international armed conflict between Russia and Ukraine, with a particular focus on people displaced from Ukraine. The response was grounded in MHPSS-specific needs assessments and stakeholder mapping exercises, which informed the progressive expansion of individual, family, and group-based psychosocial and psychological support services.</p> <p>MHPSS services were delivered through a coordinated network of operational platforms, including Multifunctional Centres (MFCs), Educational Health Stations (EHSs), and Mobile Health Teams (MHTs). Psychological First Aid (PFA) was systematically integrated across all health service points, including the MFC helpline and dedicated psychosocial support helplines in Athens. Specialized MHPSS support involved individual assessments, structured referrals, and the provision of psychological and psychiatric care. In Athens, individual support was delivered through multiple channels, including the MFC, the PSS Services programme, and a Mental Health Clinic operating within the EHSs of Athens and Kallithea, where a psychiatrist provided services on a regular basis from November 2022. This included the operation of a Mental Health Clinic within the Educational Health Stations in Athens and Kallithea, where a psychiatrist provided services four days per week from November 2022; as part of the wider MHPSS response, the clinic delivered 475 consultations, reaching 127 people.</p> <p>In Thessaloniki and northern Greece, individual and group psychosocial support was delivered through close collaboration between Mobile Health Teams and local branches. Clear referral pathways and coordination mechanisms enabled the provision of structured activities tailored to different population groups, including children, adolescents, and women. Activities included community meetings, psychoeducational sessions, and individual and group psychosocial support, including outreach at reception facilities such as the Serres site. In Thessaloniki, systematic collaboration with the Ukrainian community school supported the delivery of psychoeducational activities for parents and children. Across MFCs, recreational activities, women’s groups, youth clubs, and life-skills sessions contributed to strengthening coping mechanisms and resilience.</p> <p>Community-based mental health promotion was complemented by outreach and information activities aimed at increasing awareness of mental health needs and facilitating access to Hellenic Red Cross health services. Capacity strengthening formed a central pillar of the response, including the assessment and adjustment of MHPSS capacity across service points and branches, recruitment of additional staff, reinforcement of interpretation capacity, and the involvement of Ukrainian cultural mediators to ensure linguistic and cultural accessibility. Training modules on PFA and interpretation for MHPSS programming were developed and delivered to staff, volunteers, branches, and selected external partners.</p>				

Under the EU-funded EU4Health project, the Hellenic Red Cross delivered a cumulative total of **23,164 instances of MHPSS support** to people displaced from Ukraine over the course of the operation, which concluded in **August 2025**. Services were provided through six operational platforms, ensuring continuity of care and enabling adaptation to evolving needs over time. The response evolved from an initial focus on immediate psychosocial support and service establishment to more specialized and targeted interventions. Early needs assessments identified language barriers as a significant source of distress, directly informing the diversification of services, including child-focused psychosocial activities, clinical mental health support, and the systematic integration of PFA into health consultations.

In the later stages of implementation, the Hellenic Red Cross prioritized individuals facing heightened vulnerabilities. Individual psychological support was provided to survivors of violence, trafficking, and sexual and gender-based violence, alongside health mediation and accompanied interpretation services to support access to public health systems. Targeted outreach activities in reception facilities, combined with the continuation of group-based psychosocial activities, supported sustained access to services and contributed to community resilience through to the conclusion of the operation.


In parallel, the Hellenic Red Cross invested significantly in capacity building to ensure sustainability and quality of MHPSS delivery. A cumulative total of **1,213 individuals** were trained in PFA and MHPSS. Training activities reached staff and volunteers across multiple sectors and geographic locations, strengthening cross-functional readiness. Capacity-building efforts extended to external professionals and community-based responders, including staff working with unaccompanied minors and Ukrainian- and Russian-speaking cultural and health mediators. Technical leadership was reinforced through Training of Trainers initiatives, the integration of Caring for Staff and Volunteers components into leadership training, and participation in international MHPSS in Emergencies trainings, supporting alignment with Movement-wide standards and peer learning.

	WATER, SANITATION, AND HYGIENE (WASH)	Overall Target: N/A ⁴			
		Overall Services Provided: 150			
Objective	<i>Comprehensive WASH support is provided to people in vulnerable situations, resulting in an immediate reduction in the risk of water-related diseases and improvement in dignity for the targeted population.</i>				
Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of people reached with hygiene supplies	150		-	-
Achievements	Hellenic Red Cross addressed identified gaps in access to basic hygiene supplies among people displaced from Ukraine through targeted hygiene assistance delivered via humanitarian service points, Educational Health Stations, and HRC branches. Support was tailored to assessed needs and focused on the timely provision of essential hygiene items, including age-appropriate supplies for babies and children and dignity items for adults, contributing to the maintenance of safe and adequate hygiene conditions.				


⁴ Although WASH activities were not initially included under the National Society Response Plan and therefore no target was set, the Hellenic Red Cross identified emerging WASH-related needs during implementation and adapted its response accordingly.

In parallel, hygiene promotion was integrated into child-focused oral and dental health activities, with participating children receiving small hygiene kits to support the practical application of good hygiene practices in their daily lives.

INTEGRATED ASSISTANCE


	LIVELIHOODS	Overall Target: 1,100			
		Overall Services Provided: 2,479			
Objective	<i>Communities in affected areas and displaced people receive basic needs assistance to support immediate livelihoods security and recover their way of life and income through sustainable livelihoods programmes that promote socioeconomic integration and economic stability.</i>				
Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of people reached with relief assistance for basic needs (food, clothing, hygiene, medicines, and other essential items)	2,479	-	-	-
Achievements	<p>Hellenic Red Cross supported people displaced from Ukraine through targeted, small-scale assistance addressing immediate material needs and strengthening operational efficiency. Relief items were distributed to 2,479 people through humanitarian service points and branches, based on identified needs, with a focus on essential items provided via Educational Health Stations to ensure timely and appropriate support.</p> <p>Complementary actions strengthened the effectiveness of delivery, including enhanced coordination with central and branch-level warehouses to ensure complementarity of items distributed and avoid duplication. In parallel, the Hellenic Red Cross advanced the institutionalisation of data collection across services, supporting evidence-informed decision-making and more efficient resource allocation across livelihood-related activities.</p>				

PROTECTION AND PREVENTION

	PROTECTION, GENDER, AND INCLUSION	Overall Target: 1,240			
		Overall Services Provided: 3,436			
Objective	<i>Communities in crisis-affected areas and displaced people in vulnerable situations are safe from harm including violence, discrimination, and exclusion, and their needs and rights are met.</i>				
Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of children welcomed in child-friendly spaces	1,798	-	-	-

	# of people reached with PGI activities	1,171 ⁵	-	-
	# of staff, volunteers and associated personnel trained on prevention and protection of sexual exploitation and abuse and child safeguarding	467	-	-
Achievements	<p>Hellenic Red Cross strengthened safeguarding and protection capacity throughout the operation through a combination of training, service delivery, coordination, and technical development. Since the start of the operation, 467 HRC staff and volunteers (103 male and 364 female) completed minimum standards trainings on PGI, covering core concepts, codes of conduct, child protection policies, and referral pathways, enhancing institutional awareness and the practical application of safeguarding principles.</p> <p>Safeguarding was reinforced through regular supervision meetings with staff, providing ongoing guidance on the application of PGI standards and the management of protection concerns. In parallel, PGI and Community Engagement and Accountability focal points developed specialized assessment questionnaires for northern Greece, enabling the identification and analysis of context-specific protection risks and concerns and supporting more responsive programming.</p> <p>The Hellenic Red Cross's Multifunctional Centres in Athens and Thessaloniki served as central hubs for protection and prevention activities. These centres provided holistic support, including social counselling, women's groups, and employability-related sessions. Across service points, HRC teams identified and referred 291 protection cases to specialized services, ensuring access to appropriate follow-up and support. Hellenic Red Cross provided child-friendly spaces as part of the integrated services offered through the abovementioned Multifunctional Centres, which welcomed 1,798 children.</p> <p>Targeted efforts were undertaken to strengthen child protection responses. Technical support meetings were held with focal points responsible for child protection in Unaccompanied Minors Centres, and a national network of protection focal points was established to improve coordination and response for children in need of protection. In addition, the Hellenic Red Cross contributed to the development of a guide for emergency psychosocial interventions for unaccompanied children, addressing complex situations such as aggressive behaviour, substance use, and panic.</p> <p>At inter-agency level, the Hellenic Red Cross actively participated in protection-focused events, meetings, and working groups, contributing to collective safeguarding efforts in Greece. Engagement included participation in IFRC Humanitarian Diplomacy training, as well as national conferences addressing human trafficking and the multiple vulnerabilities faced by women, supporting knowledge exchange and alignment with broader protection frameworks.</p>			

⁵ The number of children welcomed in child-friendly spaces has not been included in the total number of people reached with PGI activities as HRC is not able to provide disaggregation per age/gender for this specific indicator.

	MIGRATION	Overall Target: 12,000			
		Overall Services Provided: 17,867			
Objective <i>People on the move, regardless of their background or status, have access to the lifesaving assistance and protection they need.</i>					
Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of HSPs that provided services to refugees/displaced people	7	-	-	-
	# of people reached at RCRC HSPs	15,609	-	-	-
	# of people supported in official procedures	1,009	-	-	-
	# of people reached with employability support (including labour market orientation, employability and skills training)	267	-	-	-
# of people reached with language support services (language courses and classes)	982	-	-	-	
Achievements	<p>Hellenic Red Cross implemented a comprehensive package of services for people displaced from Ukraine through its Multifunctional Centres (MFCs) in Athens and Thessaloniki and a wider network of humanitarian service points (HSPs). In total, 7 HSPs provided services, reaching 15,609 people over the course of the operation.</p> <p>Support focused on facilitating access to employment-related information, administrative procedures, and community-based services. Individual counselling at the MFCs included assistance with CV preparation, job applications, interview preparation, and job matching, alongside proactive engagement with prospective employers in the Greek labour market to align workforce needs with participants' skills. Through these activities, 267 people were reached with employability-related support. In parallel, referral pathways were established to organisations providing official translation and accreditation of qualifications obtained abroad, including from Ukraine, enabling 1,009 people to receive support in navigating official procedures.</p> <p>Service delivery followed a holistic model structured around two complementary pillars. The first centred on information provision, individual and group counselling, referrals to professional and vocational training programmes, and personalised case management through protection and social support services. The second focused on awareness raising and networking with employers, labour unions, and civil society organisations active in the employment sector, supporting pathways toward professional inclusion. Participation in civil society working groups and labour counselling workshops, particularly at the Athens MFC, strengthened coordination, networking, and the exchange of good practices, while attracting strong engagement from participants.</p> <p>To address commonly identified barriers to integration, including limited prior access to Greek or English language learning and temporary legal documentation, the Hellenic Red Cross adapted its services accordingly. Remote Greek and English language courses were introduced to respond to immediate needs, and overall 982 people were reached with language support services. Language classes were delivered using experiential and interactive methodologies,</p>				

supporting everyday communication, improved access to services, and preparation for state language certification examinations.

Complementary activities at the MFCs, including women's and youth groups, non-formal education for soft skills development, psychosocial support activities, and recreational programmes, further supported social inclusion and well-being. Together, these interventions contributed to strengthened self-reliance and more sustainable integration pathways for people displaced from Ukraine supported by the Hellenic Red Cross.



COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA)

Objective

The diverse needs, priorities and preferences of the affected communities guide the response through a people-centred approach and meaningful community participation.

Key Indicators

Indicator	Reach			
	2022	2023	2024	2025
National Society with established feedback mechanisms	Yes	-	-	-
# of community feedback comments collected	3,556	-	-	-
# of community feedback reports produced	8	-	-	-

Achievements



Info material (poster) on PSS activities at Serres accommodation site in Ukrainian language. Source: HRC

discussions, satisfaction surveys, and hotlines. Printed information materials were displayed at Educational Health Stations, informed consent forms were translated into Ukrainian and Russian, and targeted tools were developed to support MHPSS service awareness. The HRC CEA team also

Hellenic Red Cross strengthened two-way communication, feedback, and accountability mechanisms to ensure services remained responsive to the needs of people displaced from Ukraine. The National Society maintained established feedback mechanisms, enabling systematic listening, analysis, and follow-up across programmes.

Communication and feedback channels were expanded and diversified to include complaints and safeguarding mechanisms, with information materials produced in Ukrainian and disseminated through collaboration with the Ukrainian Embassy, the Ukrainian Consulate in Thessaloniki, and the Ministry of Migration and Asylum. Community consultations were used to share information on feedback options in accessible formats, including for children and in multiple languages. Communities were regularly informed of actions taken in response to their input through participatory approaches, reinforcing trust and accountability.

Complementary actions included the use of seven feedback mechanisms, such as suggestion boxes, face-to-face communication, questionnaires, digital tools, focus group


contributed to capacity strengthening through participation in IFRC CEA surge and social science trainings, regional peer-to-peer learning sessions, and inter-agency Communication with Communities meetings

More particularly:

- **4.158 feedback⁶** (suggestions, opinions, positive comments and complaints) were collected, recorded, analyzed and acted upon).
- 166 HRC staff and volunteers were **trained in basic principles of Community Engagement and Accountability (CEA)**.
- 14 HRC services and programs were benefited (and included) from CEA.
- 14 **community feedback reports** were created and disseminated among the relevant key persons and actors.
- 35 **CEA technical support meetings** took place in HRC services and programs, and the CEA HRC Coordination meeting took place bi-monthly.
- 2 **wide scale surveys** were conducted in order to assess migrant population needs on MHPSS and evaluate HRC delivering services.
- The HRC CEA library was enriched with 4 more **toolkits, guidelines and case studies** and are available for all the HRC staff.
- **Printed material** (posters) was created and posted at the EHSs with short messages regarding mental health.
- The **informed consent form** used for the health care recipients at the 3 EHSs and the MHT, was translated into Ukrainian and Russian to properly inform people displaced from Ukraine.
- The HRC CEA team supported the **design and the creation of a flyer regarding the HRC MHPSS** available services and programs.
- The MHT in Thessaloniki used relative feedback forms to assess the adults and minors PSS sessions.
- The HRC CEA team participated in the **IFRC CEA Surge Training** (7-13th of May), in the **IFRC Social Science Training** (27-1st of December), and in the **IFRC CEA regional Peer-to-Peer Learning Sessions**.
- The HRC CEA Coordinator participated in the **Communication with Communities (CwC) meetings** that take place bi-monthly between external stakeholders.

⁶ A discrepancy exists between the figure reported in the indicator tracking table (3,556) and the figure referenced in the narrative section (4,158). This is due to data being captured at different stages of the reporting process and does not materially impact the reporting outcomes.

ENABLING APPROACHES

	NATIONAL SOCIETY STRENGTHENING				
Objective	<i>National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in disaster risk management is well-defined and recognised.</i>				
Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of branches responding	6	-	-	-
	# of branches which started branch development as part of the current response activities (including soft and infrastructure investments)	6	-	-	-
	# of Movement partners (Federation-wide) that support the development of National Societies (support bilaterally or through the IFRC)	1	-	-	-
	National Society has in place capacities to conduct an Emergency Needs Assessment	Yes	-	-	-
	National Society is part of their national government's disaster response mechanism	Yes	-	-	-
Achievements	<p>The HRC succeeded in enhancing volunteer insurance, ensuring sustainability by establishing a system to insure volunteers annually. Additionally, efforts have been focused on digitalization, with improvements in data collection systems across migration programs through the ongoing progression of digitalization within the NS. Digital literacy trainings have been provided to staff and volunteers, enhancing their capabilities in this area. A great initiative from the collaboration of the Netherlands RC/510 Team and the HRC is the HRC Health Case Management System, which was produced and successfully transferred from the Azure environment of 510 Team to the Azure environment of the HRC. Both systems (the health case management system and the accompanying training) are entirely in the ownership of the HRC. Capacity building in MHPSS has been a priority, with assessments conducted to adjust existing capacity at services in urban hubs and branches where the target population resides. Community engagement and accountability mechanisms have been strengthened through the enhancement of feedback categorization, management, and analysis systems, informing programming decisions.</p> <p>Humanitarian diplomacy capacity within the NS has been strengthened through resource sharing, staff trainings, and stakeholder mapping to identify advocacy targets. Meetings with the MFCs, EHS and the RFL unit took place in the first half of 2023 to familiarise them with HD and understand their HD capacity and needs. An HD workshop also took place for the MFCs in October 2023. Moreover, finance and procurement capacity and knowledge have been increased, aligning with the Working with Project Partners (WWPP) transition framework and requirements. A comprehensive capacity review took place and a risk management plan linked to the WWPP. A framework agreement was finalised at the end of 2022, followed by dedicated training to support the NS's efforts in 2023.</p>				

Support for Planning Monitoring, Evaluation, and Reporting has been provided through training and data collection and visualization efforts. Additionally, to ensure the psychological wellbeing of all staff and volunteers, a system of stress management and self-regulation support has been established, including meetings, peer-to-peer support, supervision, and stress management trainings.

The Hellenic Red Cross strengthened branch-level capacity as a key component of its response, supporting decentralized service delivery and improved responsiveness across Greece. In October 2022, the HRC conducted Branch Organizational Capacity Assessment (BOCA) Training of Facilitators and pilot exercises, enabling branches to systematically assess and strengthen their organisational capacity to respond to community needs.

Branch capacity development was closely linked to operational mobilization. The Thessaloniki branch played a central role in the response in northern Greece, supporting activities in border areas and accommodation sites such as Serres and Kleidi. Coordination with branches was strengthened to extend relief distribution beyond major urban centres and ensure access to essential assistance.

To improve service coherence and accessibility, the HRC established an internal referral mechanism linking Multifunctional Centres with regional offices and branches. Localized training on Community Engagement and Accountability principles further reinforced branch capacity in locations including Ioannina, Thessaloniki, Patra, and Iraklio.



COORDINATION AND PARTNERSHIPS

Objective

Technical and operational complementarity is enhanced through cooperation among the IFRC Membership and with the ICRC.

Key Indicators

Indicator

Movement coordination meetings are organized, and updates are provided to the Movement partners

Reach

2022

2023

2024

2025

Yes

-

-

Achievements

The Hellenic Red Cross established and maintained strong coordination and partnership mechanisms throughout the operation, ensuring complementarity, coherence, and effective collaboration across sectors. From the outset, the HRC prioritised coordination within the Red Cross and Red Crescent Movement in Greece through bi-weekly strategic and operational meetings with the ICRC and IFRC, supporting alignment and avoiding duplication. Regular technical cooperation, particularly in the context of disasters, migration, and protection, was sustained through Movement coordination platforms, including the Migration Working Group and the Protection Sub-working Group, both operational since 2022. At regional level, the HRC further strengthened coordination through active participation in the Platform for European Red Cross Cooperation on Refugees, Asylum Seekers, and Migrants (PERCO). In parallel, the National Society coordinated closely with municipalities, national authorities, international organisations, and NGOs to monitor evolving needs and support adaptive programming, while also contributing to visibility and knowledge-sharing through regional Red Cross events and communication products.

Building on these general coordination structures, the Hellenic Red Cross advanced MHPSS-specific coordination under Indicator 6, conducting a total of 28 coordination and partnership meetings with governmental, non-governmental, and international partners, nearly doubling the initial target. During the initial phase of the response in 2022 and early 2023, the HRC focused on establishing foundational referral pathways and procedural frameworks for MHPSS. This included strategic engagement with specialised mental health organisations to refine Psychological First Aid procedures, participation in UNHCR coordination meetings on helpdesks and helplines, collaboration with the ICRC on psychosocial support training, and contribution to cross-sectoral advocacy initiatives highlighting the links between mental health, homelessness, and social exclusion.

As the operation progressed, the HRC became an active member of national and regional thematic working groups addressing protection and mental health needs. This included sustained participation in UNHCR-led protection coordination structures and Gender-Based Violence and Protection Sub-working Groups in Thessaloniki, as well as engagement in learning and social inclusion forums supporting the exchange of good practices with other European Red Cross National Societies.

In the later stages of implementation, MHPSS coordination expanded towards higher-level advocacy and international knowledge exchange. The HRC engaged with national authorities and municipalities on thematic issues such as sexual violence and disability inclusion, contributed to IFRC research initiatives, and facilitated exchange visits and peer learning with other National Societies. Through these combined general and MHPSS-specific coordination efforts, the Hellenic Red Cross strengthened referral systems, enhanced inter-agency collaboration, and supported a more coherent and effective mental health and psychosocial response.



IFRC SECRETARIAT SERVICES

Objective

The IFRC is working as one organization, delivering what it promises to National Societies and volunteers, and leveraging the strength of the communities with which they work as effectively and efficiently as possible.

Achievements

Throughout the operation, Hellenic Red Cross has implemented various measures to enhance programmatic efficiency and effectiveness. This includes the validation of financial reporting, capacity strengthening initiatives in alignment with the "Working with Project Partners" (now Capacity Review & Risk Assessment (CRRRA) modality) transition, and the review and updating of contracting mechanisms to streamline working modalities. Harmonized information management tools, indicators, planning, and reporting systems have been developed for migration programs, ensuring coherence and facilitating data-driven decision-making. Additionally, the quality of services at all HSPs was ensured through regular monitoring visits, with a focus on visitor satisfaction and feedback. Internal coordination within the HRC was strengthened through bi-weekly meetings involving all relevant roles, ensuring effective communication and collaboration. Close cooperation with the IFRC was maintained, with joint organization of meetings and regular coordination to address implementation challenges and ensure alignment of activities. The HRC also represented Greece's programmatic outcomes and impact on international platforms, strategically positioning the NS in migration-related discussions. Furthermore, trainings, tools, and resources were provided to enhance PMER and HD efforts, fostering evidence-based advocacy and public influencing.

C. FINANCIAL REPORT

The interim Final Financial Report is attached below to this narrative report. The financial report is published on an interim basis given that, as of 31 December 2025, final reconciliations of the projects remained pending. The finalized report will be made available in 2026. Any remaining balance will be transferred to the funding pool of the Revised Emergency Appeal for Ukraine and Impacted Countries, in support of the continuation of activities addressing the humanitarian consequences of the Russia-Ukraine international armed conflict. Further details on the interpretation of financial data and reporting scope are provided in Annex I.

Expenditure by Thematic Area

Planned Operations / Enabling Approaches	Expenditure
PO01 - Shelter and Basic Household Items	0
PO02 - Livelihoods	0
PO03 - Multi-purpose Cash	0
PO04 - Health	1,319,707
PO05 - Water, Sanitation & Hygiene	0
PO06 - Protection, Gender and Inclusion	12,050
PO07 - Education	0
PO08 - Migration	75,886
PO09 - Risk Reduction, Climate Adaptation and Recovery	97
PO10 - Community Engagement and Accountability	27,478
PO11 - Environmental Sustainability	0
Planned Operations Total	1,435,218
EA01 - Coordination and Partnerships	0
EA02 - Secretariat Services	45,580
EA03 - National Society Strengthening	12,705
Enabling Approaches Total	58,285
Grand Total	1,493,503

Contact information

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- **Manager, Global Operational Procurement and Regional Supply Chain:** Indra Eckstein, indra.eckstein@ifrc.org

Reference documents

↘ Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)
- [Note on methodology in calculating people reached and federation-wide response to date overview](#)

How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

ANNEX I. NOTE ON READING THIS REPORT

The structure of final country reports of Ukraine and Impacted Countries Emergency Appeal is organised around the sectors and enabling approaches outlined by the Appeal. The narrative presents a cumulative account of the response efforts carried out by National Societies within the timeframe of their respective Response Plans, unless stated otherwise.

All data is self-reported and, where necessary, validated and triangulated with previous reports or publicly available information. Detailed National Society Response Plans and individual results can be accessed on [IFRC GO](#). Please note that, in some cases, data may be incomplete, or estimates may be used where gaps exist, following a conservative and transparent methodology. Additionally, due to variations in National Societies' activities and data systems, some reported figures may represent services delivered rather than unique individuals reached, which may result in a degree of double counting.

At the country level, operations were aligned with National Society Response Plans developed at the launch of the Emergency Appeal. These plans were based on available data, needs assessments, risk analyses, and planning assumptions at the time, with aspirational funding requirements reflecting projected needs. As the context evolved, including changes in needs, population movement dynamics, and funding levels, National Societies adapted their responses accordingly. While remaining aligned with the overall strategic intent, adjustments were made to ensure that available resources were directed to maximise relevance, efficiency, and impact.

It should also be noted that while the narrative reflects the achievements of National Societies across the IFRC Network using federation-wide resources, the accompanying financial report presents income and expenditure related exclusively to the IFRC Emergency Appeal.

Data presented throughout the report follows different aggregation methodologies depending on the section. Under the Federation-wide Response to Date Overview, people reached figures are presented by year to enhance transparency and minimise double counting. In contrast, the National Society Capacity section combines cumulative and peak indicators, where training figures represent cumulative totals, while volunteer and branch figures reflect the highest levels reported during the response period. Branch figures may reflect a mix of "branches" and "local units" according to IFRC definitions, which may affect comparability across countries. Additionally, sector tables present both indicator-level data from the Ukraine and Impacted Countries Indicator Tracking Tool (ITT) and a total number of services provided (displayed at the top of each table), calculated by summing yearly reach values across all indicators within each sector. This differs from the methodology used in the Federation-wide overview and the people reached figures highlighted on the cover page, which aim to reflect unique individuals reached where possible. Values reported as "0" in sector tables may indicate either that no people were reached or that the number could not be accurately inferred or estimated.

As the escalation of the international armed conflict between the Russian Federation and Ukraine entered its fourth year, the IFRC revised the [Ukraine and Impacted Countries Emergency Appeal](#) to reflect the continued scale of humanitarian needs and the evolving nature of the response. The operation has been extended to 31 December 2027, maintaining the IFRC Secretariat funding ask at CHF 800 million and increasing the federation-wide requirement to CHF 3.1 billion. The revised Appeal retains a more focused geographic scope, covering Ukraine, the Republic of Moldova, and the Russian Federation, while other countries transition to [IFRC Network Country Plans 2026–2028](#). This ensures continuity of support through longer-term programming, while maintaining flexibility to adapt to future developments.

For most countries whose operations under the Appeal concluded on 31 December 2025, remaining balance was transferred to the funding pool of the revised Emergency Appeal for Ukraine and Impacted Countries to support the continuation of activities addressing the humanitarian consequences of the Russia-Ukraine international armed conflict.