



Armenian Red Cross Society (ARCS) staff conducting rapid needs assessments at Zvartnots Airport with people arriving from Syria on 17 December 2024. Photo: ARCS

Appeal: <b>MDRAM014</b>	Total DREF Allocation: <b>CHF 87,277</b>	Crisis Category: <b>Yellow</b>	Hazard: <b>Population Movement</b>
Glide Number: <b>OT-2024-000226-ARM</b>	People Affected: <b>132,000 people</b>	People Targeted: <b>2,000 people</b>	
Event Onset: <b>Slow</b>	Operation Start Date: <b>19-12-2024</b>	New Operational End Date: <b>-</b>	Total Operating Timeframe: <b>3 months</b>
Reporting Timeframe Start Date: <b>19-12-2024</b>		Reporting Timeframe End Date: <b>28-02-2025</b>	
Additional Allocation Requested: <b>-</b>		Targeted Areas: <b>Ararat, Armavir, Yerevan</b>	

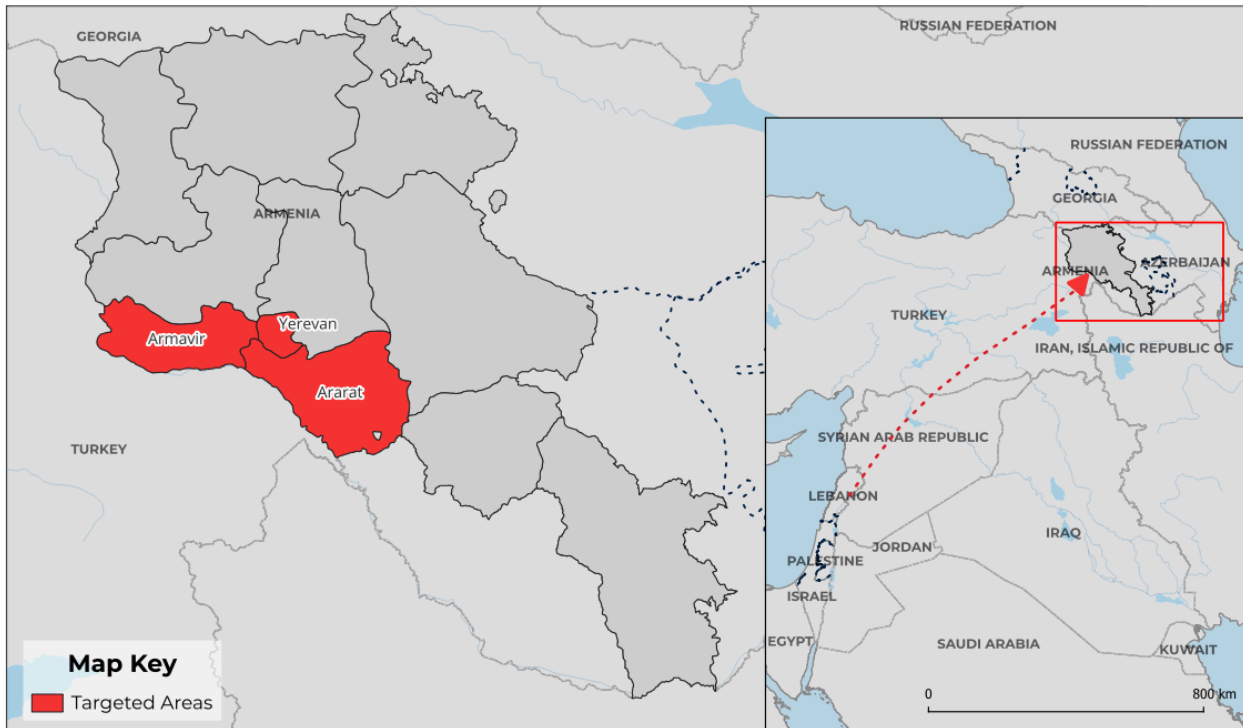
# Description of the Event

## Armenia - Population Movement

16 December 2024



IFRC



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Map data sources: GADM, IFRC. Map produced by: IFRC Europe Region Office, Budapest.

## Approximate date of impact

Following additional assessments, ARCS identified 20 February 2025 as the trigger date, with approximately 560 people expected to arrive from Syria. Around 80 people were anticipated to arrive each Sunday starting from 6 December 2024. This scenario was based on in-depth discussions with government representatives, who expected an increase in arrivals following the reactivation of air connections between Syria and Armenia. However, as of 20 February, this has not been met.

## Provide any updates in the situation since the field report and explain what is expected to happen.

The ARCS has proactively engaged with the Government of Armenia, including the Ministry of Foreign Affairs, the Ministry of Labor and Social Affairs, and Migration Services, to obtain detailed data on the anticipated influx of people arriving from Syria and Lebanon. At the end of December 2024, a meeting was organized by the Ministry of Labor and Social Affairs with representatives from humanitarian organizations, UN agencies, and government officials. ARCS was represented by the Head of the Migration Department. During the meeting, responsibilities were divided among the various actors, and a coordination mechanism was agreed upon.

The shift of power in Syria in December 2024, have introduced new risks for both the country and the region. The recent events have contributed to an increase in migration flows, with 55 people recently arriving in Armenia from Syria, reflecting the fast-evolving security and humanitarian situation where an estimated 12,000 Armenians still reside. The Armenian government has remained vigilant, closely monitoring the current situation and coordinating with international partners to facilitate safe passage for those fleeing hostilities. Despite the closure of diplomatic missions in Aleppo and Damascus, alternative communication channels have been established to assist people seeking safety. The government has also adapted its response mechanisms, prioritising the safety and integration of new arrivals.

In parallel, the recent developments in Lebanon have also driven increased migration, with approximately 1,600 persons arriving from Lebanon in Armenia since October 2024. This significant influx poses dual challenges for the the Armenian government and humanitarian organizations, requiring responses tailored to the unique circumstances of people on the move from two interconnected crises. Both groups need support in areas such as housing, healthcare, and legal assistance to facilitate their integration into Armenian society.



On 14 December 2024, a flight from Beirut to Yerevan brought 115 passengers, mostly of Armenian nationality and the inclusion of 19 people from Syria. Among them, ARCS interviewed 13 passengers of Syrian nationality, with some of the interviewed holding dual Lebanese nationality. Several passengers chose not to participate in interviews, while those who did shared concerns about employment challenges and the necessity of relocation. Many expressed fears about hostilities in Syria and Lebanon, emphasizing the direct risks to their families. Their responses also reflected uncertainty about their future in Armenia, underscoring the fluidity of the crisis and their search for stability.

To ensure proper documentation and facilitate access to essential services, ARCS instructed all new arrivals to register with the Migration Service Center. This step is critical for coordinating assistance and integrating persons arriving from Syria and Lebanon into Armenian society. ARCS continues to work closely with the government and other stakeholders to provide a comprehensive and coordinated response to the challenges posed by the influx of people on the move.

The likelihood of a significant influx of persons arriving from Syria and Lebanon remains unpredictable and varies daily. In anticipation, the Government of Armenia has established a coordination mechanism and sought support from international humanitarian partners. These efforts are aimed at mitigating potential strain on the country, drawing from lessons learned during the 2023 Karabakh crisis. By combining government initiatives with the operational expertise of organizations like ARCS, Armenia strives to ensure that its response to this evolving crisis remains timely, effective, and rooted in humanitarian principles.

## **Why your National Society is acting now and what criteria is used to launch this operation.**

The ARCS, as an auxiliary to the Government of Armenia in the humanitarian field, plays an essential role in addressing crises that affect vulnerable populations. In response to a request from the Office of the High Commissioner for Diaspora Affairs, ARCS has pledged to collaborate with governmental and non-governmental stakeholders to ensure a timely and effective response to the needs of people arriving from Syria and Lebanon. ARCS has been invited to a preparatory meeting on 18 December 2024, during which stakeholders will jointly develop response scenarios, clarify roles, and align efforts with ARCS's contingency plan and mandate.

The Government of Armenia has established communication with Syria to facilitate the resumption of flights from Syria to Armenia, expected to begin around December 20. ARCS is actively present at every incoming flight from the Middle East region to collect data and assess the needs of persons arriving from Syria and Lebanon. This coordinated approach underscores the importance of preparedness in addressing humanitarian crises effectively.

Acknowledging the increasing challenges in the Middle East region, ARCS has proactively enhanced its preparedness measures to address the anticipated influx of arrivals. This aligns with its humanitarian mandate to provide comprehensive assistance to displaced populations affected by conflict. ARCS is prioritising the refinement of operational frameworks, resource mobilisation strategies, and capacity-building initiatives to meet the diverse needs of persons arriving from Syria and Lebanon in Armenia.

Key preparedness measures include detailed risk assessments to determine the potential scale of arrivals, refining contingency plans, and strengthening coordination with government bodies such as the Ministry of Foreign Affairs and Migration Services. ARCS is also leveraging its extensive network of staff and volunteers to maintain a rapid response capability. Tailored training programmes are being implemented to equip responders with the skills needed to manage the unique challenges associated with resettlement of displaced people.

ARCS is focused on establishing systems for effective resource allocation in critical areas, including shelter, healthcare, psychosocial support, and legal assistance. By aligning its efforts with the Government of Armenia and international partners, ARCS aims to ensure a seamless integration process for displaced people, addressing both their immediate needs and long-term aspirations for stability and inclusion in Armenian society.

This strategic preparedness reflects ARCS's commitment to delivering an adaptive, inclusive, and impactful humanitarian response. By uniting efforts and resources, ARCS aims to provide essential support to those fleeing crisis in the Middle East region, reaffirming its role as a key actor in Armenia's humanitarian landscape.

## **Scope and Scale**

Approximately 12,000 Armenians in Syria and 120,000 in Lebanon face significant risks due to ongoing challenges in their respective countries. In Syria, shift of power, hostilities, and economic instability have severely impacted communities. An initial group of 55 persons from Syria and Lebanon has already arrived in Armenia (Source: ARCS Internal Report, November 2024), with initial projections having indicated that up to 12,000 more could follow, depending on developments in the region (Source: Government of Armenia, Migration Projections 2024). In Lebanon, the escalating humanitarian crisis has further exacerbated hardships for people. Since October 2024, approximately 1,600 Armenians have relocated to Armenia (Source: Ministry of Diaspora Statistics, December 2024), though most have



not yet sought formal support from the Armenian government or the ARCS. Projections estimate that up to 50,000 Armenians from Lebanon may seek refuge in Armenia.

Armenia holds a strong appeal for members of the diaspora due to its cultural and historical ties. For many, relocating to Armenia represents a return to their ancestral homeland and an opportunity to maintain their language, traditions, and cultural identity. The country also offers stability and safety, as well as the potential for integration into a society that values their heritage. These factors, combined with supportive relocation policies, make Armenia a preferred destination for those arriving from Syria and Lebanon.

Armenia has implemented measures to support this transition, including expedited residency processes, housing assistance, and integration programs. These efforts reflect the government's commitment to addressing both immediate and long-term needs of incoming diaspora members. A structured timeline for arrivals has been established, starting 6 December 2024, with approximately 80 individuals arriving each Sunday, culminating in 560 arrivals by January 26, 2025. This approach facilitates efficient resource allocation and delivery of essential services, including shelter, medical assistance, and legal support.

The likelihood of these projected returns is influenced by conditions in the region, as well as Armenia's readiness to accommodate persons arriving from Syria and Lebanon. Current data indicates a steady increase in arrivals, supported by the reactivation of air connections and ongoing relocations. The severity of the crises in both countries suggests that more Armenians will likely seek safety in Armenia. However, this migration underscores the need for coordinated efforts among government agencies, ARCS, humanitarian organisations, and international partners to ensure sustainable support for displaced populations.

"The Armenians of Aleppo have received security guarantees from the city's military authorities," as stated by His Eminence Archbishop Makar Ashkaryan, leader of the Berio Diocese. "It can be stated that there will be security, and there is no reason for concern. On the contrary, it is hoped that in the near future, everything will improve. The authorities have indicated that it would be beneficial for individuals to resume work".

Nevertheless, other sources report that the Armenian community is facing economic challenges, including closed banks and schools, limited goods in stores, and a significant number of people returning to Syria. This situation could lead to humanitarian challenges and potential tensions between local populations and people on the move.

In discussions with representatives of the Ministry of Foreign Affairs, it was noted that direct flights between Syria and Armenia have not yet been arranged. However, negotiations are ongoing to establish such flights by 20 December 2024.

## Source Information

Source Name	Source Link
1. Armenian Foreign Ministry closely monitoring developments in Syria	<a href="https://en.armradio.am/2024/12/12/armenian-foreign-ministry-closely-following-developments-in-syria">https://en.armradio.am/2024/12/12/armenian-foreign-ministry-closely-following-developments-in-syria</a>
2. Armenia MFA follows developments in Syria	<a href="https://news.am/eng/news/856925.html">https://news.am/eng/news/856925.html</a>
3. First Group Of Syrian-Armenians To Arrive In Armenia On December 14, While Around 12,000 Armenians Remain In Aleppo Amid Difficult Evacuation Conditions	<a href="https://zartonkmedia.com/2024/12/05/first-group-of-syrian-armenians-to-arrive-in-armenia-on-december-14-while-around-12000-armenians-remain-in-aleppo-amid-difficult-evacuation-conditions">https://zartonkmedia.com/2024/12/05/first-group-of-syrian-armenians-to-arrive-in-armenia-on-december-14-while-around-12000-armenians-remain-in-aleppo-amid-difficult-evacuation-conditions</a>
4. The Ministry of Foreign Affairs of Armenia is following the developments in Syria.	<a href="https://www.facebook.com/share/p/oj3D2v46muwgmDUa/">https://www.facebook.com/share/p/oj3D2v46muwgmDUa/</a>

## Summary of Changes

Are you changing the timeframe of the operation	No
Are you changing the operational strategy	No





Are you changing the target population of the operation	No
Are you changing the geographical location	No
Are you making changes to the budget	No
Is this a request for a second allocation	No
Has the forecasted event materialize?	No

**Please explain the summary of changes and justification:**

The Armenian Red Cross Society, in close coordination with the IFRC Project Manager, has determined—based on ongoing assessments and monitoring—that the trigger criteria have not been met. As of 20 February 2025, ARCS received only 35 support requests, compared to 3,035 from Lebanese Armenians and 135 from Syrian Armenians in Armenia. Nevertheless, ARCS continues to engage with arriving passengers at Zvartnots Airport, providing them with information about ARCS support and referral services.

Consequently, it has been agreed during a meeting on 20 February 2025 with participation of ARCS, IFRC Project Manger, IFRC Regional Office Operations and DREF, and IFRC Global DREF, that the stop mechanism will be activated.

With the activation of the stop mechanism, the implementation of activities are stopped; the procured items are kept and will be distributed during a new DREF Operation.

As final preparations for training sessions on First Aid (FA), Psychological First Aid (PFA), Community Engagement and Accountability (CEA), and Protection, Gender, and Inclusion (PGI) for 30 ARCS staff and volunteers has started, the continuation of these activities was agreed during the meeting.

The stop mechanism will be implemented once these trainings are completed, which is expected to be around the end of February or the first week of March. Additionally, the procurement process is nearly complete: all contracts with suppliers have been signed, and goods are currently being delivered to the ARCS warehouse—from both ARCS’s procurement and the IFRC’s procurement of hygiene parcels.

Finally, a Lessons Learned Workshop is scheduled from 20 - 21 March 2025, with support from the IFRC Regional DREF focal point and Regional Planning, Monitoring, Evaluation, and Reporting Senior Officer.

## Current National Society Actions

### National Society anticipatory actions started

06-12-2024





ARCS volunteer leaders are planning to provide services on a voluntary basis for arrivals from Syria and Lebanon as part of PGI and MHPSS trainings. Photo: ARCS.

### Migration And Displacement

The ARCS, in collaboration with Migration Services, has initiated anticipatory actions to manage the expected influx of people arriving from Syria and Lebanon due to ongoing crises in these regions. A key step in this process is the registration of arriving individuals at Yerevan airport, with data being electronically entered into a centralized database. This system captures vital demographic and health information, enabling tailored support services and efficient resource allocation while prioritizing vulnerable groups such as women, children, and the elderly. The shared database facilitates coordination among ARCS, government agencies, and international partners, ensuring real-time updates and informed decision-making.

### Activation Of Contingency Plans

The Contingency Plan has been officially activated in alignment with the population movement scenario outlined by ARCS. Developed as part of ARCS's preparedness strategy, this plan ensures a structured and proactive response to the anticipated influx of people arriving from Syria and Lebanon. Its activation marks a critical step in coordinating efforts across all operational levels to address the immediate and long-term needs of displaced individuals.

During the imminent phase of the DREF, it was agreed to revise the Movement Contingency scenario for Population Movement in order to better prepare for a possible high influx of migrants to Armenia, which might trigger the activation of the Joint Movement Response. This revised scenario was agreed upon by IFRC, ARCS, ICRC, Swiss Red Cross, Italian Red Cross, and Austrian Red Cross.

### National Society EOC

The Emergency Operations Center (EOC) of the ARCS has been officially activated to address the anticipated influx of people arriving from Syria and Lebanon. In line with the ARCS Emergency Operations Center Standard Operating Procedures (EOC SOP), a dedicated task force has been established. This task force includes key ARCS staff members from critical departments and one representative from the IFRC. The activation of the EOC and the formation of this task force demonstrate ARCS's commitment to a structured and efficient response.



# IFRC Network Actions Related To The Current Event

<b>Secretariat</b>	<p>The International Federation of Red Cross and Red Crescent Societies (IFRC) has been active in the South Caucasus region since 1992, delivering large-scale humanitarian assistance, including through its Country Delegation in Armenia. Currently, the IFRC operates a Country Cluster Delegation for the South Caucasus, based in Tbilisi, Georgia, to support the National Societies in Georgia, Azerbaijan, and Armenia. In Armenia, the IFRC maintains a fully operational country office, directly supporting the ARCS in its Disaster Response Emergency Fund (DREF) operation.</p> <p>The IFRC Country Cluster Delegation and the Armenia Country Office bring extensive expertise in key areas such as disaster management, logistics, communications, community engagement and accountability, education in emergencies, health, planning, monitoring, evaluation and reporting (PMER), cash and voucher assistance (CVA), and information management. These capabilities ensure continuous analysis of the situation and evolving needs to provide targeted and effective support.</p> <p>Since early February 2024, shifts in institutional requirements within ARCS have impacted its capacity to deliver humanitarian services. In response, the IFRC, in collaboration with Partner National Societies such as the Austrian Red Cross, Italian Red Cross, and Swiss Red Cross, has implemented measures to preserve business continuity. This includes taking a more direct role in the implementation of activities, coordinating with ARCS branches, and working closely with local governmental authorities. A temporary operating model with stronger IFRC involvement has been established, ensuring that critical services reach those affected by disasters and crises in Armenia. This approach, supported by an expanded staff presence in the Armenia office, will remain in place until the institutional crisis within ARCS is resolved. The IFRC continues to manage, monitor, and coordinate the current operation, ensuring effective delivery and reporting of humanitarian assistance.</p>
<b>Participating National Societies</b>	<p>Partner National Societies, including the Austrian Red Cross and Swiss Red Cross, have a presence in Armenia, with offices based in Yerevan. The Italian Red Cross operates a delegation based in Tbilisi, Georgia, covering both Armenia and Georgia. The Swiss Red Cross has confirmed its interest in supporting ARCS's response efforts if needed. Currently, the budget for 2024 is available, but if additional allocations are required in 2025, time will be needed to identify and secure resources.</p>

## ICRC Actions Related To The Current Event

The ICRC has been consistently partnering with the ARCS since 1992. Since 2020, it has further enhanced its support in the areas of communication, restoring family links (RFL), disaster management (DM), dead body management, first aid, preparedness for emergency response, access to education, weapon contamination, and significantly strengthening the capacities of the regional and community branches in four international border (IB) areas exposed to conflict. Currently, the ICRC is not involved in the operation.

## Other Actors Actions Related To The Current Event

<b>Government has requested international assistance</b>	Yes
<b>National authorities</b>	<p>On 6 December 2024, the Representative of the Office of the High Commissioner for Diaspora Affairs of Armenia called upon the international community to unite efforts in addressing the needs of people arriving from Syria and Lebanon to Armenia. This appeal underscores the importance of coordinated action among international organizations, humanitarian actors, and governmental bodies to provide comprehensive and timely support to those displaced by ongoing crises in the region. ARCS, as part of the humanitarian coordination mechanism, has been invited to a preparation meeting on 18</p>





December 2024, where the response strategy and leading agencies for the current situation will be identified.

Drawing on previous experience with large-scale population movements, such as the displacement of approximately 105,000 individuals from Karabakh in 2023, key insights inform the current response strategy. During that crisis, it was estimated that about 80 per cent of the affected population received support from the Government of Armenia and various humanitarian actors, while the ARCS has provided assistance to the remaining 20 per cent. This division of support highlights the complementary roles of governmental and non-governmental organizations in addressing both immediate and long-term needs of displaced populations.

The ARCS, as a key auxiliary to the government in humanitarian matters, is leveraging this experience to prepare for the anticipated influx of people arriving from Syria and Lebanon. Building on lessons learned, the organization is focusing on areas such as shelter, healthcare, psychosocial support, and community engagement to address gaps and ensure that the specific needs of vulnerable groups are met. By combining national efforts with the support of the international community, Armenia seeks to create a cohesive response that upholds the dignity and well-being of displaced people while strengthening resilience in host communities.

#### UN or other actors

UNHCR participated in the meeting organized by the Ministry of Labor and Social Affairs in December 2024 and confirmed their readiness to be included in the response.

#### Are there major coordination mechanism in place?

In December 2024, the Ministry of Labor and Social Affairs (MOLSA) of Armenia organized a coordination meeting with representatives of UN agencies and humanitarian actors, where ARCS played a significant role. During the meeting, ARCS presented its response strategy and highlighted its operational capacity. While MOLSA oversees overall intervention management, in this case, ARCS was entrusted with independently collecting data and providing its strategic vision for addressing the imminent needs of beneficiaries. However, due to the lack of an influx, further coordination meetings were put on hold

## Needs (Gaps) Identified



### Shelter Housing And Settlements

Based on the extensive experience of the ARCS in responding to population movement crises, including those from Karabakh in 2020 and 2023, basic shelter items have consistently emerged as a top priority for displaced individuals. These crises underscored the critical need for immediate access to safe, secure, and dignified shelter solutions as a foundational component of humanitarian response. For individuals forced to flee their homes, shelter is essential not only for protection from the elements but also for ensuring privacy, security, and a sense of stability amid upheaval.

In both previous crises, ARCS collaborated closely with government agencies and international partners to provide displaced populations with essential shelter items, including tents, bedding, blankets, tarpaulins, and cooking utensils. The Government of Armenia also provided accommodation in shelters or through available premises across the country.

To ensure that evolving needs are met effectively, a detailed needs analysis was conducted during the rapid needs assessments being conducted by ARCS at airports. These efforts will be complemented by more comprehensive future needs assessments to guide tailored interventions and resource allocation.

Furthermore, in line with seasonal forecasts, winterization needs were anticipated to arise for populations arriving from the Middle East, particularly for those settling in the eastern regions. These needs are likely to become urgent between December 2024 and February 2025, as newly arriving individuals face harsh winter conditions. Addressing these challenges will require adequate shelter, heating, and warm clothing to ensure the safety and well-being of affected populations.







## Health

Experience from various population movement crises has shown that health is a critical priority for displaced individuals. Immediate access to medical care, mental health and psychosocial support, and essential hygiene resources is vital to addressing urgent needs, preventing disease outbreaks, and promoting overall well-being. Vulnerable groups, such as children, pregnant or lactating women, older people, people living with disabilities, and individuals with chronic conditions, require special attention. Lessons from previous responses underscore the importance of preparedness, including pre-positioned supplies, rapid health assessments, and community health education, ensuring effective support in future crises.

Based on previous experiences and lessons learned regarding population movement responses, the Mental Health and Psychosocial Support needs of displaced people are critically important. In this specific context, persons arriving from Syria and Lebanon, many of whom may have lost a significant connection to the country, will require targeted support. It will be essential to provide both basic services to ensure their well-being and safe referral pathways for additional support as needed.



## Water, Sanitation And Hygiene

There is a need for hygiene kits for persons arriving from Syria and Lebanon in Armenia. Many people arrive with minimal personal belongings and lack access to basic hygiene supplies. These kits are essential for ensuring personal health, dignity, and preventing the spread of illnesses, especially in crowded transit or temporary accommodation settings. The provision of hygiene kits tailored to their immediate needs is crucial for supporting their well-being and facilitating a safe and healthy resettlement process.



## Protection, Gender And Inclusion

There is a critical need for a robust referral system and Restoring Family Links (RFL) services to support persons arriving from Syria and Lebanon. This need is particularly evident based on previous experiences and recurring requests identified during interviews conducted at the airport in Yerevan.

Many individuals require RFL services to reconnect with family members separated during displacement or migration, highlighting the importance of mechanisms to facilitate family reunification and communication.

In addition, there is a pressing need for safe and reliable referral pathways for health-related purposes. This includes access to specialized medical care, mental health services, and other essential health-related support. These referrals must prioritize safety, confidentiality, and cultural sensitivity to effectively meet the diverse needs of the incoming population.

Both of these needs—RFL services and safe referral systems—are vital components of ensuring the well-being and stability of persons arriving from Syria and Lebanon, particularly as they transition into a new environment after experiencing prolonged displacement and uncertainty.

# Operational Strategy

## Overall objective of the operation

The overall objective of the operation was to ensure that the basic needs of 2,000 persons arriving from Syria and Lebanon are effectively met through a well-prepared and coordinated response by the ARCS. This included providing essential health services such as medical care and psychosocial support, facilitating migration assistance through registration and legal guidance, and ensuring effective communication so people on the move are informed about available services and their rights. ARCS prioritized robust volunteer management, focusing on training and retaining skilled volunteers to deliver health, migration, and community support. Additionally, community engagement and accountability (CEA) frameworks will empower people on the move by involving them in decision-making processes and ensuring their feedback shapes the services provided. Together, these efforts aimed to deliver immediate relief while promoting integration and resilience among displaced people arriving from Syria and Lebanon.

As the trigger was not met due to the low number of support requests from ethnic Armenians from Syria and Lebanon, the overall objective is now primarily focused on finalizing improvements to ARCS's capacity for handling migration influxes. This aligns with the newly updated ARCS Contingency Plan, which was revised based on learnings during this operation. The current main objective is to prepare stock to support 2,000 individuals with basic items and to strengthen ARCS's capacity to provide immediate assistance to those in need.



## Operation strategy rationale

The ARCS has outlined a comprehensive plan to respond effectively to the needs of persons arriving from Syria and Lebanon. Key planned actions included mobilising resources from its headquarters in Yerevan, the Yerevan regional branch, and two neighbouring branches in Armavir and Ararat to ensure the strategic deployment of staff and volunteers. Additionally, ARCS's available emergency stock was planned to be utilized as part of the response. Legal advisors will be hired to provide consultations on asylum-seeking processes and integration, assisting persons arriving from Syria and Lebanon with residency, work permits, and access to essential services.

First responders will undergo extensive training in areas such as First Aid (FA), Protection from Sexual Exploitation and Abuse (PSEA), Community Engagement and Accountability (CEA), Mental Health and Psychosocial Support (MHPSS), Protection, Gender, and Inclusion (PGI), and Migration. This training will enhance their capacity to address the diverse needs of people on the move. Multimedia campaigns will also be implemented to inform people on the move about available services and opportunities, leveraging platforms such as social media, local radio, TV, and print materials to ensure broad and inclusive outreach.

A mechanism will be established to analyze media reports, government updates, and information from other key actors, ensuring that ARCS's response remains timely and aligned with evolving needs. Logistics and supply chain systems will be strengthened through the procurement of an additional pallet storage system, facilitating efficient procurement, storage, and distribution of essential items. Hygiene kits, blankets, and bedding supplies will be prepositioned in strategic locations to ensure immediate availability upon arrival, supplementing ARCS's emergency stock.

This integrated approach ensures that ARCS can provide timely, effective, and comprehensive support to displaced individuals while promoting sustainable integration into Armenian society during the first month of the response. The focus of this imminent DREF operation is to improve ARCS's capacity to manage this scenario. According to the ARCS Movement Contingency Plan, if the influx of persons arriving from Syria and Lebanon significantly increases, a mini-summit will be organized to activate additional tools and resources from the Red Cross Red Crescent Movement.

Update: ARCS has completed its preparedness plan to support people arriving from Syria and Lebanon. Resources were mobilized from Yerevan and nearby branches, staff and volunteers were deployed, and emergency stock was secured for immediate needs. Legal advisors assisted with asylum, residency, and work permits.

First responders have been trained in First Aid, Protection, Community Engagement, Mental Health, and Migration to better support people on the move. Awareness campaigns were conducted via social media, radio, TV, and print materials.

ARCS monitored media reports, government updates, and key actor insights to ensure a relevant response. Logistics and supply chains were strengthened with extra storage and prepositioned hygiene kits, blankets, and supplies for quick distribution.

Since migration numbers were lower than expected, ARCS has finalized all preparedness efforts. All stocked items have been stored for future needs. Communication messages were shared with returnees, and 562 volunteers were mobilized for potential support. Legal advisors handled 30 cases based on monitoring and data collection.

## Targeting Strategy

### Who will be targeted through this operation?

This operation targeted 2,000 persons arriving from Syria and Lebanon, prioritizing vulnerable groups such as women, children, and the elderly, particularly single mothers, unaccompanied minors, and people with mobility or health challenges. Persons with disabilities (PwDs) received tailored support to ensure accessibility to services, while economically disadvantaged families and those lacking social or financial resources were prioritized for basic needs assistance. Health-critical cases, including people requiring urgent medical attention or mental health and psychosocial support (MHPSS), were also a key focus. Additionally, marginalized groups, such as those without family networks in Armenia, received targeted support to facilitate integration into the community. This inclusive approach aimed to address diverse vulnerabilities while ensuring comprehensive and effective assistance.

However, as the anticipated migration influx did not materialize, ARCS has shifted its strategy to reinforce emergency preparedness. Efforts are now concentrated on strengthening operational capacity, pre-positioning essential supplies, and ensuring a rapid and effective response for up to 2,000 people should future needs arise. This proactive approach enhances ARCS's ability to provide immediate and impactful humanitarian assistance in the event of a sudden migration surge or other emergencies.

### Explain the selection criteria for the targeted population

The targeted population includes persons arriving from Syria and Lebanon. Assistance prioritizes the most vulnerable individuals and households based on their specific needs. Demographic vulnerability focuses on households with children, pregnant or lactating women, older people, and individuals living with disabilities or chronic illnesses. Socio-economic vulnerability addresses families with limited



financial resources, those without stable livelihoods, and people on the move lacking adequate shelter or winterisation support. Additional criteria include legal and documentation challenges, such as lack of identification or proof of Armenian descent, and geographic vulnerabilities for those settling in rural or underserved areas with limited access to basic services.

## Total Targeted Population

Women	749	Rural	42%
Girls (under 18)	354	Urban	58%
Men	605	People with disabilities (estimated)	15%
Boys (under 18)	292		
Total targeted population	2,000		

## Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
The scenario outlined for this imminent DREF has not materialised, as people from Syria and Lebanon are not expected to arrive in Armenia within the forthcoming months.	As the anticipated support for the targeted 500 individuals was not required, the stop mechanism was activated. All procured items will be safely stored and utilized to support people in need in future DREF responses, ensuring their essential needs are met while maintaining their well-being and dignity.  Please see "Summary of changes" for further detail on the stop mechanism.
Breach of beneficiary data privacy.	To mitigate data-related risks, ARCS employs secure data collection tools to gather and protect information from arrivals during monitoring at Zvartnots Airport. These tools ensure compliance with data protection standards, safeguarding personal information against unauthorized access or misuse. Additionally, with the implementation of the stop mechanism, no further data-related risks are currently relevant, as active data collection has been suspended and all previously gathered information remains securely stored.
The potential for protests or conflict in Armenia, particularly near disputed borders, remains a significant concern due to ongoing regional tensions and unresolved territorial disputes. These tensions are further exacerbated by political instability, economic challenges, and the strain of hosting displaced populations, which may amplify grievances within communities.	ARCS conducted regular security assessments and maintained strong communication channels with local authorities throughout the monitoring period. Staff and volunteers were trained on security protocols and emergency evacuation procedures, ensuring a safe and coordinated response. These measures reinforced ARCS's ability to operate effectively while prioritizing the safety of both responders and beneficiaries.
Persons from Syria and Lebanon arriving in Armenia during the winter months face significant risks due to the harsh seasonal conditions. Winter in Armenia can bring freezing temperatures, heavy snowfall, and strong winds, particularly in the eastern and mountainous regions where many displaced people may seek shelter.	Forecasting and early warning systems are essential for mitigating the risks of harsh winter conditions for persons arriving from Syria and Lebanon in Armenia. Reliable weather monitoring and timely alerts can help humanitarian organizations, government agencies, and communities prepare for extreme conditions such as snowstorms and freezing temperatures. Awareness campaigns can inform people on the move about upcoming weather and safety measures, while contingency plans and emergency shelters ensure rapid responses to severe weather events. Vulnerability



mapping and pre-positioning winter supplies in high-risk areas further enhance preparedness, reducing the impact of winter on displaced populations.  
Due to the stop mechanism this risk isn't materialized.

### Please indicate any security and safety concerns for this operation

Armenia faces risks of protests and conflict, particularly in the Syunik region, due to its proximity to disputed borders and ongoing geopolitical tensions. The possibility of escalation is heightened by regional instability, including potential crises in Iran, which could lead to cross-border movements or increased security challenges. These risks require close monitoring and proactive planning to ensure the safety of affected populations and humanitarian workers.

To mitigate these risks, it is crucial to conduct regular security assessments across Armenia, with a specific focus on high-risk areas like Syunik. Strengthened coordination with national authorities, local leaders, and regional partners is essential for maintaining situational awareness and implementing security measures. Additionally, staff and volunteers must be trained in sensitive operations, situational awareness, and emergency response, ensuring preparedness for potential scenarios involving unrest or displacement.

Crisis contingency planning is key, including the pre-positioning of relief supplies, safe and secure aid distribution, and the establishment of alternative delivery methods. Engaging with local communities to build trust and address grievances can help mitigate tensions, while monitoring developments in Iran ensures readiness for any spillover effects. These actions aim to protect vulnerable populations, ensure uninterrupted aid delivery, and maintain stability in the region.

Has the child safeguarding risk analysis assessment been completed?

Yes

## Planned Intervention



### Shelter Housing And Settlements

Budget: CHF 8,094

Targeted Persons: 200

### Indicators

Title	Target	Actual
Number of bed linen sets are procured	200	250
Number of blankets are procured	200	250

### Progress Towards Outcome

While the original DREF request included the distribution of blankets and bed linens for 200 individuals, based on the procurement of items within the country, the current DREF was not activated, and there has been no immediate need for distribution. As a result, it was agreed to store all the procured items in the ARCS warehouse, ensuring their availability for potential future DREF operations where such relief items may be required. This decision aligns with ARCS's preparedness strategy, ensuring a rapid response capability for any upcoming needs.

Additionally, due to variations in original cost estimates, the procurement process allowed for a greater quantity of items to be acquired within the same budget. Instead of the initially planned 200 blankets and bed linens, it was possible to procure 250 items without exceeding the allocated funds.





**Budget:** CHF 12,780  
**Targeted Persons:** 2,000

### Indicators

Title	Target	Actual
Number of First Aid kits procured	50	50
Number of PFA kits are procured	50	50
Number of ARCS staff and volunteers trained in FA and PFA	100	70

### Progress Towards Outcome

Through DREF funds, a total of 50 First Aid kits and 50 Psychological First Aid kits have been successfully procured as part of ARCS's preparedness efforts. However, since the trigger criteria for the response were not met, the planned distribution of these kits will not take place at this stage. Instead, all items will be securely stored in the ARCS warehouse, ensuring their availability for future DREF emergency operations where they may be required.

To strengthen response capacity, training sessions in FA and PFA were conducted for ARCS staff and volunteers. Out of the planned 100 participants, 70 individuals have already completed their training, gaining the necessary skills to provide immediate assistance to those in need. The remaining 30 participants are scheduled to complete their training on the week 24 of February, further enhancing ARCS's readiness to support vulnerable populations.

Initially, the plan included deploying trained personnel to provide basic First Aid services to newly arrived individuals. In cases where critical medical care was required, ARCS was prepared to facilitate referrals to the appropriate health institutions and medical practitioners. While this service is currently on hold due to the lack of large-scale arrivals, ARCS maintains a strong referral system that remains available should the situation evolve.

Further details on referral systems and coordination efforts with relevant stakeholders can be found under the Community Engagement and Accountability (CEA) framework.


**Water, Sanitation And Hygiene**

**Budget:** CHF 10,650  
**Targeted Persons:** 1,000

### Indicators

Title	Target	Actual
Number of hygiene kits are procured	200	200

### Progress Towards Outcome

Through DREF funds, 200 hygiene kits were procured based on the IFRC framework agreement in Spain. All kits are in the final stage of delivery to ARCS and will be stocked in the ARCS central warehouse to support people in future DREF operations.


**Protection, Gender And Inclusion**

**Budget:** CHF 15,975

Targeted Persons: 2,000

## Indicators

Title	Target	Actual
Number of of people supported with PGI activities	2,000	30
Number of ARCS staff and volunteers trained	100	70

## Progress Towards Outcome

As part of ARCS's imminent intervention, the legal adviser provided support to 30 individuals who sought assistance from ARCS. However, due to changes in the identified needs, it was decided to cancel the planned needs assessment, as the situation no longer required its implementation.

In line with the initial plan, 70 ARCS staff and volunteers successfully completed training in Migration, Protection, Gender, and Inclusion (PGI), safety, and referral processes to enhance their capacity in supporting affected populations effectively.

Additionally, an extra training session for 30 more ARCS staff and volunteers is scheduled for the week of 24 February for further strengthening ARCS's preparedness and response capabilities.



## Community Engagement And Accountability

Budget: CHF 0

Targeted Persons: 2,000

## Indicators

Title	Target	Actual
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## Progress Towards Outcome

In coordination with the Ministry of Labor and Social Affairs of Armenia, informational materials have been developed and distributed to ensure that individuals arriving from Syria and Lebanon are aware of the available services and support opportunities. These materials are being actively shared at Zvartnots Airport through the ARCS volunteer network, who are present on-site to meet incoming passengers.

This coordinated effort ensures that accurate, consistent, and accessible information reaches those in need, with a particular focus on vulnerable groups, including children, older people, and persons with disabilities. By providing timely guidance and referral information, ARCS aims to facilitate a smoother transition and access to essential services for migrants and returnees.



## Secretariat Services

Budget: CHF 6,390

Targeted Persons: 99

## Indicators

Title	Target	Actual
Number of migration policies is developed	1	1

Number of surge personnel deployed	1	0
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## Progress Towards Outcome

After an in-depth analysis of ARCS's urgent needs for surge support, it was determined that due to the low probability of the trigger being activated, a low-profile approach would be taken for this action. ARCS has prioritized the development of internal standard procedures for migration crises, and for this task, they have decided to use their internal capacity. Once the Standard Operating Procedures are drafted, they will be shared with IFRC for technical review and support.

The funds initially allocated for surge support, in agreement with ARCS, will be reallocated to cover the costs of IFRC staff who will support the operation through monitoring and by facilitating the Lessons Learned Workshop at the end of the operation, scheduled for 20-21 March 2025.



## National Society Strengthening

**Budget:** CHF 33,388

**Targeted Persons:** 100

## Indicators

Title	Target	Actual
Communication strategy is developed	1	1
Lessons Learned Workshop Conducted	1	0
Number of ARCS volunteers involved in the DREF operation	100	562
Number of ARCS volunteers insured	100	562

## Progress Towards Outcome

After discussions with the Ministry of Labor and Social Affairs of Armenia and the development of a preliminary strategy for the joint response, it was decided to increase the number of volunteers involved in the potential response. Given the current engagement of ARCS volunteers and the growing need for preparedness in response to population movements, over 150 volunteers were already actively involved, with additional personnel being mobilized.

Volunteers were working in shifts at the airport, meeting flights arriving from Syria and Lebanon and assisting migrants and returnees by providing information on the support available from ARCS. Additionally, more volunteers are engaged on-site in all three project locations—Yerevan, Armavir, and Ararat—preparing and setting up services for migrants and returnees, ensuring they receive the necessary assistance and guidance upon arrival.

To accommodate this increased participation and the expanding scope of support, an adjustment in the number of volunteer insurance coverages was requested—from 150 to 562—to ensure comprehensive protection for all engaged and incoming volunteers. ARCS is providing support with food and transportation expenses.

In January and February, ARCS Operations Assistants in Yerevan, Ararat, and Armavir contributed to all preparations for the possible response on a 50 per cent basis.

With support from the DREF operation, essential communication equipment was procured, which is now facilitating effective communication and risk communication interventions in line with ARCS's strategy.

To meet the minimum standards in warehouse management, the capacity of ARCS's central warehouse was strengthened through the procurement of an additional pallet storage system, a new main gate (as the previous one was completely broken), and two heating cannons to provide suitable working conditions for ARCS warehouse staff and volunteers involved in packing, loading, and unloading



goods.

To identify best practices and areas for further improvement, a Lessons Learned Workshop is planned for 20-21 March with support from the IFRC DREF team, the IFRC Armenia office, and the IFRC SCC team.

## About Support Services

### How many staff and volunteers will be involved in this operation. Briefly describe their role.

The Disaster Management Department of the ARCS is responsible for leading emergency operations and ensuring the effectiveness and motivation of 100 volunteers. This operation will support key activities to strengthen volunteer engagement and ensure their safety, wellbeing, and preparedness. These include ensuring volunteers' safety, providing adequate training, and raising awareness of their rights and responsibilities in emergency relief operations. Volunteers will also be engaged in decision-making processes related to the projects they implement and will be insured by ARCS. Refresher training on Community Engagement and Accountability activities will be organized for staff and volunteers to improve their capacity to respond to community concerns and conduct feedback mechanisms. Monitoring of the security situation, progress, and performance will be conducted frequently in alignment with IFRC instructions. ARCS is committed to providing continuous support and protection for its staff and volunteers in the field.

Update: Based on findings from ARCS's planning work, the number of volunteers available for the response was adjusted from 100 to 562. Among them, 150 volunteers participated in trainings and preparation activities, while the remaining volunteers received instructions on their roles and responsibilities and were actively involved in planning and service development.

### If there is procurement, will it be done by National Society or IFRC?

The IFRC in-country team is leading the procurement process for the operation based on available logistics and procurement expertise to handle both small- and large-scale procurements efficiently. The primary focus of the procurement efforts will be on replenishing relief supplies to ensure continuous availability of essential items for the affected population. This approach ensures streamlined operations, adherence to procurement standards, and timely delivery of necessary resources. The IFRC Regional Office for Europe Procurement and Logistics colleagues are on stand-by and ready to support IFRC country colleagues as required.

Update: The IFRC in-country team has completed the procurement process for the operation, ensuring the efficient acquisition of essential items. For procurements under 5000 CHF, ARCS managed the process independently. Meanwhile, the procurement of hygiene kits was carried out by IFRC through a framework agreement with Spain. This approach ensured streamlined operations, adherence to procurement standards, and timely delivery of necessary resources. The IFRC Regional Office for Europe Procurement and Logistics colleagues remain available to support IFRC country colleagues as needed.

### How will this operation be monitored?

The monitoring of this DREF operation will be conducted in full adherence to IFRC standards to ensure efficient and effective implementation. A dedicated Planning, Monitoring, Evaluation, and Reporting (PMER) Delegate will oversee the monitoring process, ensuring that the data collected is timely, accurate, complete, and disaggregated by critical factors such as gender, age, and specific vulnerabilities, including internally displaced persons (IDPs), individuals with disabilities, pregnant and lactating women, and children.

The IFRC Country Cluster Office and Country Office have experienced PMER Delegates who have implemented robust monitoring measures. These include the use of an indicator tracking table stored in the cloud to compile and manage field data, enabling real-time updates and streamlined reporting. Additionally, a detailed calendar of scheduled field visits has been developed to facilitate on-the-ground monitoring of activities carried out as part of the response.

To further enhance monitoring capabilities, the Information Management (IM) Coordinator will integrate collected data into dynamic visualization tools, such as dashboards. These dashboards will provide constant remote monitoring capabilities, allowing stakeholders to access real-time insights into the progress and impact of the operation. This comprehensive approach ensures accountability, data-driven decision-making, and the effective delivery of humanitarian services to those in need.

A proper monitoring mechanism will be established within ARCS headquarters and branches for this specific intervention, drawing on its experience from population movement responses and adhering to best practices for data collection, management, and protection. This mechanism will also incorporate the use of standardized tools to ensure efficiency, accuracy, and alignment with international standards.





## **Please briefly explain the National Societies communication strategy for this operation**

As the trigger for response was not met, ARCS has shifted its focus to the development and dissemination of referral materials and informational resources about its services. These materials are being distributed at the airport and through social services in Armenia to ensure that those in need are aware of available support. Additionally, media outlets have been informed about ARCS's readiness to respond, reinforcing its role in emergency preparedness and humanitarian assistance.



# Contact Information

For further information, specifically related to this operation please contact:

**National Society contact:** Sergey SAHAKYAN, ARCS Head of Disaster Manager, sergey.sahakyan@redcross.am, +37455773277

**IFRC Appeal Manager:** Azamat Baialinov, Head of Country Office, azamat.baialinov@ifrc.org, +37493024057

**IFRC Project Manager:** Dzmitry Rusakou, dzmitry.rusakou@ifrc.org

**IFRC focal point for the emergency:** Dzmitry Rusakou, Disaster Management Delegate, dzmitry.rusakou@ifrc.org

**Media Contact:** Nora PETER, IFRC Communications Manager, nora.peter@ifrc.org, +36709537709

[Click here for the reference](#)





# DREF OPERATION

## MDRAM014 - Armenian Red Cross Society Population Movement 2024

### Operating Budget

<b>Planned Operations</b>	<b>47,499</b>
Shelter and Basic Household Items	8,094
Livelihoods	0
Multi-purpose Cash	0
Health	12,780
Water, Sanitation & Hygiene	10,650
Protection, Gender and Inclusion	15,975
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	0
Environmental Sustainability	0
<b>Enabling Approaches</b>	<b>39,778</b>
Coordination and Partnerships	0
Secretariat Services	6,390
National Society Strengthening	33,388
<b>TOTAL BUDGET</b>	<b>87,277</b>

*all amounts in Swiss Francs (CHF)*