

2020



T U R K E Y

HUMANITARIAN ACTION

O V E R V I E W

TURKEY HUMANITARIAN ACTION OVERVIEW 2020

Turkish Red Crescent Academy: 2

Research Series: 2

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Photographs Anadolu Agency, TRT World, Turkish Red Crescent Corporate Communications

e-ISBN 978-605-5599-67-6

September 2021, Ankara

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Publication Evos Basım Yayın Ltd. Co.

İvedik OSB Matbaacılar Sitesi, 1515.cadde No:51-53 Yenimahalle/ANKARA

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The Turkish Red Crescent Academy is the Turkish Red Crescent Society's education and research department. In cooperation with non-governmental organizations, universities and other national and international institutions, the Turkish Red Crescent Academy is responsible for conducting research on issues such as, but not limited to, humanitarian aid and its related fields, disaster, migration, social services, volunteerism and humanitarian law.

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Cataloging-in-Publication Data

Turkey Humanitarian Action Overview 2020/ ed. Selman Salim Kesgin, Alpaslan Durmuş.

Ankara: Turkish Red Crescent Society,
125 pp.; photographs, maps, tables; 240 x 280 mm

1. humanitarian aid | 2. disaster | 3. resistance | 4. humanitarian action

ISBN: 978-605-5599-69-0

PREFACE

In today's world where conflicts and disasters affect millions of people around the world each day, conflicts have become prolonged and humanitarian crises span over an average of nine years. Situations of war, famine, natural disasters, problems affecting natural life and global warming and the global COVID-19 pandemic, which has affected all aspects of life over the past year, have illustrated the importance that humanitarian aid efforts carry for individuals, societies and states.

Public institutions, non-governmental organizations, and international actors operating in this field have maintained their efforts to alleviate human suffering and to prevent the emergence of new causes of suffering in line with their expertise and capacities.

Although some difficulties in responding to disasters in a timely manner are now more easily overcome due to means of communication and transportation, the necessity of long-term assistance brought by disasters further challenge and strain humanitarian aid resources and employees. Putting their lives forth all over the world in order to relieve the pains of others, humanitarian workers and volunteers now fulfill their duties with even greater responsibility and sacrifice. One of the most important foundations of humanitarian aid is for disasters not to turn into catastrophes. Timely and rapid humanitarian aid alone is not enough. Rather, endeavors to create resilience and sustainable humanitarian living conditions for the ongoing effects of climate change and other difficulties such as the COVID-19 pandemic have become increasingly important.

At this stage, there arises a need to focus on disaster preparedness and provide individuals with the knowledge and skills to build resilience at the individual and societal levels. Based on all efforts towards forming these gains and reducing the impacts of disasters, there exists a need for a knowledge base to be produced by interdisciplinary studies.

The formation of research units on pre- and post-disaster studies within institutions and organizations working in humanitarian aid in recent years is also an indication that this need is now felt in closely. Building a disaster-ready and resilient society will only be possible by conducting methodological analyzes, examining and evaluating disasters, producing data and information and developing policies based on these findings.

Prepared by the Turkish Red Crescent, the *Turkey Humanitarian Action Overview 2020* highlights significant developments in the field of humanitarian aid in Turkey that occurred in 2020 and provides a systematic analysis of these developments. As president of the TRC, I would personally like to thank all researchers and institutions that have contributed to this Overview. More, I extend my gratitude to everyone, including the Red Crescent family, who have contributed with their hearts and efforts to humanitarian aid efforts.

Kerem KINIK, PhD, MD

President, Turkish Red Crescent Society

INTRODUCTION

Beyond its domestic disaster efforts, as a country with experience in various natural and human-related disasters such as earthquakes, landslides, floods, avalanches, and industrial explosions, Turkey is a distinguished actor in humanitarian action and international development. With various missions conducted abroad by government and non-governmental organizations, Turkey has developed its expertise in terms of its institutions and human resources and has accumulated field experience. It is recognized that the accumulation of expertise and experience in fields of disaster management, humanitarian aid and development aid should be subject to theoretical and academic research in order to allow for the production of data-based policies that will nurture the public on disaster preparedness and community-based resilience. With this purpose in mind, the Turkish Red Crescent Academy is responsible for conducting scientific studies with the aim of developing value-producing collaborations with academic institutions and researchers in fields such as humanitarian aid, disaster management, social services, immigration, humanitarian law, volunteerism and humanitarian diplomacy.

Within this scope, the *Turkey Humanitarian Action Overview 2020* has been prepared with a focus on the important developments Turkey experienced in humanitarian aid throughout 2020 and presents a systematic analysis of these developments. Under the headings of disaster, migration, social services volunteerism, public health and international aid, by chaining practical and theoretical accumulations, the Overview illustrates the significant developments and implementation of expertise in the field of humanitarian aid.

During the preparation phase of this Overview, we first made an open call for manuscripts from every institution to cover their experiences in the field. We specifically requested for individuals and institutions to conduct their analyses so as to include situational assessments as well as lessons learned and other recommendations. We compiled together the evaluations of researchers, international, public and non-governmental institutions that responded to our call for papers and as a result reached the publication of this Overview.

By bringing together statistical and academic research based on field experience, we hope for this Overview to be a beneficial resource.

I would like to thank everyone involved in the preparation of this publication and thank all individuals and institutions for their contributions.

İbrahim Altan, PhD

Director General, Turkish Red Crescent Society

ABOUT THE OVERVIEW

“Having experienced all kinds of disasters on a national and global scale, 2020 has been recorded as one of the most important turning points in world history.”

We have all read similar phrases to the one above throughout the year due to the economic, sociological, psychological and medical effects endured internationally due to the COVID-19 pandemic. For the first time in modern times, we have witnessed a global shutdown of communal living spaces, schools and places of worship. This is the first time that the world has experienced such a mass and powerful pandemic since the Spanish flu.

With business lockdowns and restrictions on people physically going into offices, other people have had to expand the scope of their work. These were humanitarian workers and volunteers.

Humanitarian workers and volunteers have had to increase their working hours, diversify resources and efforts and have had to differentiate channels to reach the most affected and vulnerable people in the most affected areas. In doing so, along with protecting themselves, aid workers and volunteers displayed tremendous efforts to deliver aid and support to people in need in a swiftly manner.

We’ve prepared the *Turkey Humanitarian Action Overview 2020* in order to hold a lens to and systematically analyze the significant developments experienced in Turkey in the field of humanitarian aid in 2020. We realize that experiences and efforts made this year are historical milestones and that it is important to have a common medium compiling the lessons learned throughout these experiences.

Under the headings of disaster, migration, social work, volunteerism, public health and international aid, this Overview aims to present and assess the significant developments and applications Turkey has implemented within these fields in 2020.

When organizing the articles, we followed a method based on consistent and valid academic knowledge and evaluations aware of the importance of the experiences of actors in the field. In this context, this Overview brings together the evaluations of professionals who work in national and international institutions, public institutions and in non-governmental organizations. An important reason for this was to arrive at competent conceptualizations and evaluations on the subjects addressed and to capture a rich and diverse perspective. In order to ensure that such a perspective is delivered, authors contributing to this publication were all derived from different areas of expertise, with different titles, legal statuses and focus of activity. All contributing authors are individuals who work to serve people in need and work to relieve human suffering.

We have compiled the relevant statistics and data by scanning the media and archives on the subjects examined and have included this information within this publication for those who are interested to be able to form a holistic photograph.

The *Turkey Humanitarian Action Overview 2020* consists of two main sections: academic assessments and institutional evaluations. Academic assessments focus on developments that occurred in 2020 under the headings of disaster, migration, volun-

teerism, public health, social services and international aid; the Elazığ and İzmir Earthquakes, the floods in Giresun, and the avalanche disasters in Van were among the major disasters experienced in Turkey in the past year. Beyond affecting the people who were infected, the impact of the COVID-19 pandemic on other areas of the health system has also revealed situations that policy makers need to consider. While topics on immigrants and refugees living in Turkey with various statuses stood out on the issue of migration management, the irregular migrant problem experienced in Edirne on the border with Greece in March 2020 in particular was recorded as the year's significant development on migration. Being the world's leading country in humanitarian aid spending, Turkey's efforts within the scope of fighting the pandemic on a global scale and efforts to continue other aid work in different countries are developments that stand out in the issue of international aid. The developments experienced on the matter of volunteer services, which is one of the most important aspects of humanitarian aid efforts, is another reminder of the potential volunteerism has in Turkey and of the steps that need to be taken in this regard at the institutional, legal, and cultural levels. Social work studies conducted for reducing the impact the pandemic has on disadvantaged groups and the evaluations of institutions carrying out these studies stand out as another issue demonstrating the importance of rights-based social policies.

The section on institutional evaluations features the assessments of institutions and organizations that maintained activities in the field throughout the year. In assessments carried out in cooperation with public institutions, international institutions, and non-governmental institutions, the following themes stand out: protecting the safety of employees and volunteers, developing funding sources, crisis communication, volunteerism, experience sharing, advocacy, conservation activities, social impact, and humanitarian finance. In addition to the summary framework presented above, the overview also attempts to answer the following questions:

- What disasters and humanitarian crises were experienced in Turkey and the world in 2020?
- Which issues stood out in the fields of disaster, public health, migration, volunteerism, social services, and international aid in Turkey in 2020?
- How have humanitarian agencies operating in Turkey maintained their efforts in spite of the COVID-19 pandemic in 2020?
- Which lessons have humanitarian agencies operating in Turkey taken from their experiences in 2020?
- How have institutions that have various sectoral, organizational, and legal statuses intervened in humanitarian crises in 2020?

We hope that the *Turkey Humanitarian Action Overview 2020* is beneficial to all concerned, especially researchers and humanitarian workers.

Turkish Red Crescent Academy

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Humanitarian Action in Turkey: A Chronology

JANUARY

- 12** The “We’re Together by Your Side in Idlib” Aid Campaign in Cooperation with the Ministry of Interior and NGOs
- 22** Manisa, Akhisar: 5.6 Earthquake
- 24** Elazığ, Sivrice: 6.8 Earthquake

FEBRUARY

- 04** Van, Bahçesaray: Avalanche
- 05** Van, Bahçesaray: Second Avalanche
- 05** İstanbul, Sabiha Gökçen Airport Plane Accident
- 18** Manisa, Kırkağaç: 5.2 Earthquake
- 23** Van, Başkale (Iran, Hoy): 5.9 Earthquake

MARCH

- 01** On the Border of Edirne: Refugee Mobility
- 10** First COVID-19 Case in Turkey
- 19** International Arrivals Quarantined in KYK Dormitories
- 22** Establishing Vefa Social Support Groups

APRIL

- 01** First Use of Immune Plasma Method in Coronavirus Treatment

MAY

- 01** Adana, Yüreğir: Deluge and Flashfloods

JUNE

- 05** Malatya, Pütürge: 5.0 Earthquake
- 14** Bingöl, Karlıova: 5.7 Earthquake
- 18** Düzce: Flashfloods
- 21** Bursa, Kestel Deluge and Flashfloods
- 25** Van, Özalp: 5.4 Earthquake
- 26** Manisa, Akhisar: 5.5 Earthquake
- 28** Muğla, Marmaris: 5.4 Earthquake

JULY

03 Sakarya, Hendek: Fireworks Factory Explosion

06 Çanakkale, Eceabat: Forest Fire

07 Artvin, Yusufeli: Dokumacılar Village Fire

09 Sakarya, Hendek: Second Fireworks Factory Explosion

13 Artvin, Yusufeli: Deluge and Flashfloods

13 Rize, Çayeli: Deluge and Flashfloods

AUGUST

01 Manisa, Ahmetli: Forest Fire

04 Lebanon, Beirut: Port Explosion

04 Malatya, Pütürge: 5.2 Earthquake

22 Giresun, Dereli: Flashfloods

24 Adana, Kozan: Forest Fire

SEPTEMBER

06 Kastamonu, Taşköprü Forest Fire

08 Hatay, Samandağ: Forest Fire

13 Ankara, Polatlı: Sandstorm

14 Attack on the Turkish Red Crescent Humanitarian Team

18 Malatya Hekimhan: 4.5 Earthquake

20 Niğde, Bor: 5.2 Earthquake

OCTOBER

09 Hatay, İskenderun: Forest Fires

20 Turkish Red Crescent Team: Firefight (Yemen)

25 Bolu, Kuzfındık Village Fire

30 İzmir, Seferihisar: 6.6 Earthquake

DECEMBER

03 Siirt, Kurtalan: 5.0 Earthquake

05 Antalya, Gazipaşa: 5.2 Earthquake

14 Van: 4.7 Earthquake

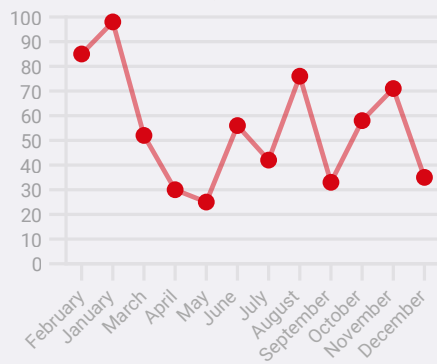
15 Rize, İkizdere Gölyayla: Village Fire

27 Elazığ, Sivrice: 5.3 Earthquake

Humanitarian Agenda According to Events

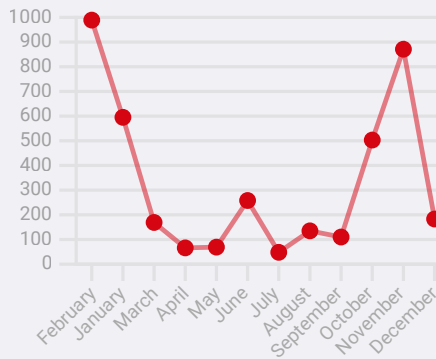
DISASTER

(OF NEWS ARTICLES)



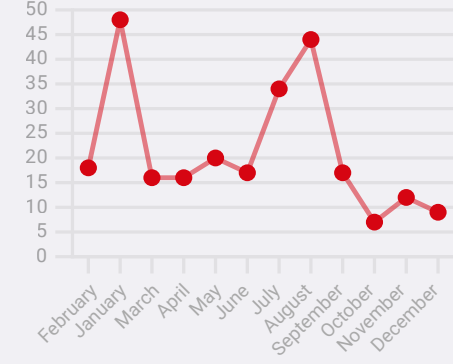
EARTHQUAKE

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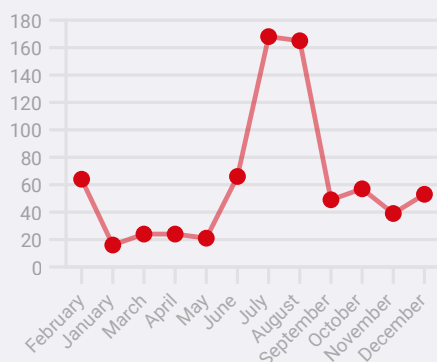
AVALANCHE

(OF NEWS ARTICLES)



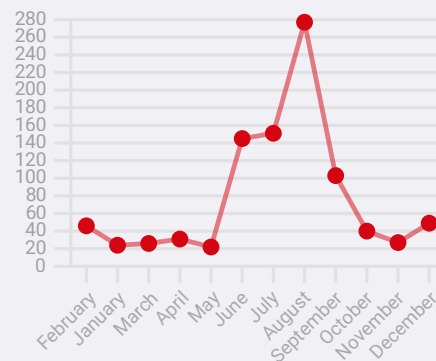
EXPLOSION

(OF NEWS ARTICLES)



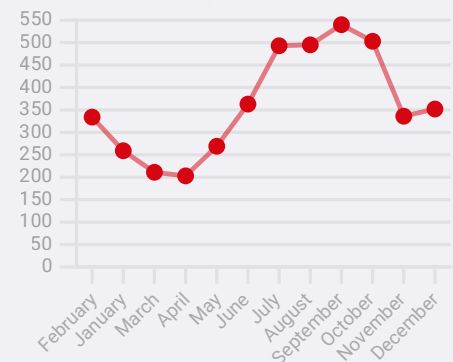
FLOODING

(OF NEWS ARTICLES)



CONFLAGRATION

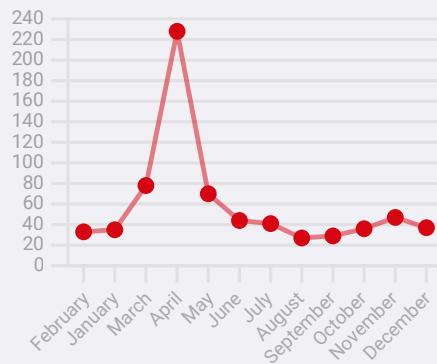
(OF NEWS ARTICLES)



These graphics, which were prepared to present how often the selected humanitarian aid topics were on the agenda, were prepared based on Anadolu Agency news system data. On the news database shared by Anadolu Agency in 2020, each keyword (disaster, earthquake, flood, explosion, donation, humanitarian aid, blood donation, aid, migration, immigrant, asylum seeker, refugee, volunteer, landslide, fire) specified in the graphics was scanned within the news title, news spot, and keywords. The graphs showing how many times in which month the related words appear are presented below.

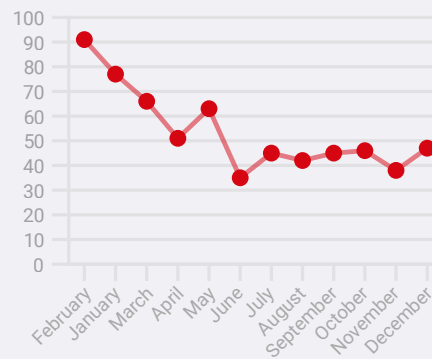
DONATIONS

(OF NEWS ARTICLES)



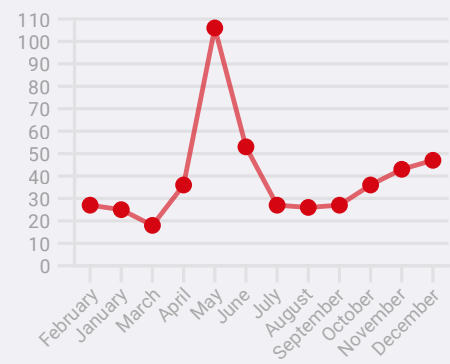
HUMANITARIAN AID

(OF NEWS ARTICLES)



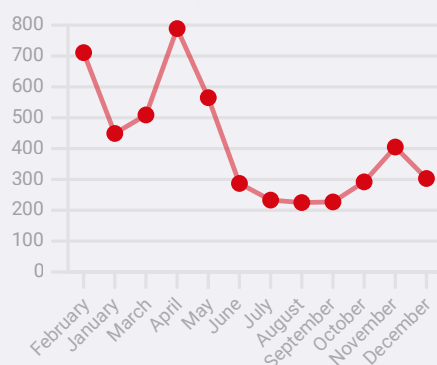
BLOOD DONATION

(OF NEWS ARTICLES)



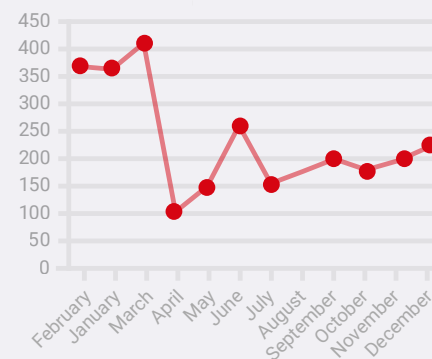
AID

(OF NEWS ARTICLES)



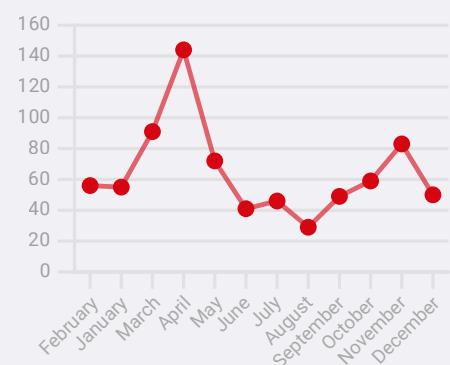
MIGRATION, MIGRANT, ASYLUM SEEKER, REFUGEE

(OF NEWS ARTICLES)



VOLUNTEER

(OF NEWS ARTICLES)



The Top Humanitarian Crises Across the World

In addition to the COVID-19 pandemic affecting every aspect of our lives on the national and global levels and being the topic at the forefront of the humanitarian agenda, a wide variety of disasters and humanitarian crises have also been experienced in various regions across the world.

According to data from the United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA), 235.4 million people entered 2021 in need of humanitarian aid. This means that one in 33 people are in urgent need of assistance in 2021 in comparison to the fact that this ratio was one in 45 people in 2019. Addressing this data clearly marks the increase in the number of people in need of aid.

The table on the right depicts the distribution of people in need in humanitarian crisis regions across the world as according to the Global Humanitarian Overview published by OCHA.¹

COUNTRY	# of People in Need (in millions)
Afghanistan	18.4 m
Burkina Faso	3.5 m
Burundi	2.8 m
Chad	4.8 m
Democratic Republic of the Congo	19.6 m
Ethiopia	21.3 m
Palestine	2.4 m
Haiti	4.4 m
Iraq	4.1 m
Cameroon	4.0 m
Columbia	6.7 m
Libya	1.3 m
Mali	7.1 m
Mozambique	1.3 m
Myanmar (Burma)	1.0 m
Niger	3.8 m
Nigeria	8.9 m
Central African Republic	2.8 m
Pakistan	10.5 m
Somalia	5.9 m
Northern Sudan	7.5 m
Sudan	13.4 m
Syria	13.0 m
Ukraine	3.4 m
Venezuela	7.0 m
Yemen	24.3 m
Zimbabwe	6.8 m

Some of the issues that came to the fore globally in the field of humanitarian aid throughout 2020 can be summarized as follows:

Forest Fires in Australia

The forest fires that had started in Australia in 2019 and continued throughout 2020 rapidly spread over a wide area. The fires, which lasted around 240 days, resulted in great losses for all living species in the region.²

Disastrous Flooding in Indonesia

Heavy torrential rains starting in early January caused rivers to flood as well as devastating flash floods that completely covered Jakarta and surrounding areas. Floods displaced more than 4 million people, causing 66 casualties, landslides, and tons of destruction.³

Hurricane Season in the Atlantic

The 2020 Atlantic hurricane season, which lasts between May and November when hurricanes and tropical storms occur in the Atlantic Ocean, was the 7th most active and costly Atlantic hurricane season on record. A total of 31 storms occurred throughout the season, 13 turning into hurricanes, six of which were Category 5. More than 400 people died during the hurricane season, with the total costs of the hurricanes exceeding \$41 billion.⁴

Flooding in Vietnam and Cambodia

In October and November 2020, Vietnam and Cambodia were shaken by 13 consecutive tropical storms that led to unprecedented flooding and landslides. As of November 2020, 235 people had died or gone missing in the areas affected by the calamity. Nearly 35,000 acres (14,097 hectares) of farmland had been flooded or damaged in the two countries, as well as at least 400,000 homes.⁵

The Humanity Crisis in Yemen

The longstanding humanitarian tragedy in Yemen has left millions of people in need of help as a result of years of unresolved conflicts. In Yemen, which has 4 regions actively engaged in war, 24.1 million people are in need of assistance, of which 14.3 million are in urgent need.⁶

Super Typhoon Goni and Typhoon Vamco

An average of 22 tropical typhoons occurs annually in the Philippines, whose regions are the most exposed to disasters in the world. Typhoons Goni and Vamco, which occurred in 2020, affected around 7.5 million people, 905,000 of which are in urgent need. At least 98 people died in the typhoons; over 250,000 homes were damaged and 350,000 people were displaced.⁷

Cyclone Amphan

Starting from the Bay of Bengal, Cyclone Amphan impacted India, Bangladesh, Sri Lanka, Thailand, and Myanmar and was recorded as the most severe cyclone since 2007. The cyclone affected at least 1 million people in Bangladesh and damaged at least 2.9 million homes in India.⁸

Beirut Explosion

On August 4, 2020, an explosion in the Port of Beirut in Beirut, the capital of Lebanon, from 2,750 tons of ammonium nitrate confiscated years ago affected more than 70% of the buildings in the city. At least 220 people died in the explosion that directly affected 300,000 people.⁹

Floods in Sudan

The floods in Sudan, a country that has become an increasing recipient of humanitarian aid due to factors including its refugee crisis, food insecurity, and conflict, further deepened the already existent humanitarian crisis. Sudan, which has 7.1 million people living with food insecurity, also hosts 1.1 million refugees. The ongoing floods in Sudan since July has caused destruction

and death as well as damage to homes, crops, and infrastructure. At least 875,000 people have been impacted by flooding since October 1 in Sudan.¹⁰ Floods also increase the risk of infectious disease in the country.

Monsoon Rains

Monsoon rains caused massive floods in various countries in Asia, which led to the collapse of dams, rivers flowing past their banks, landslides, and mudslides. Millions of people have had to migrate while over a thousand people have died in Bangladesh, China, India, Japan, Pakistan, Nepal, North Korea, and Vietnam.

Taal Volcano Eruption

Movements causing lava eruptions began to be seen on January 12, 2020 at the Taal Volcano, located in the Philippines. Due to the intense volcanic activity in the volcano located 70 km from the capital city of Manila, the Philippines Institute of Volcanology and Seismology announced that it had raised the alarm to Level 4 in the region; 82,000 people were evacuated from the region.¹¹

Humanitarian Crisis in Idlib

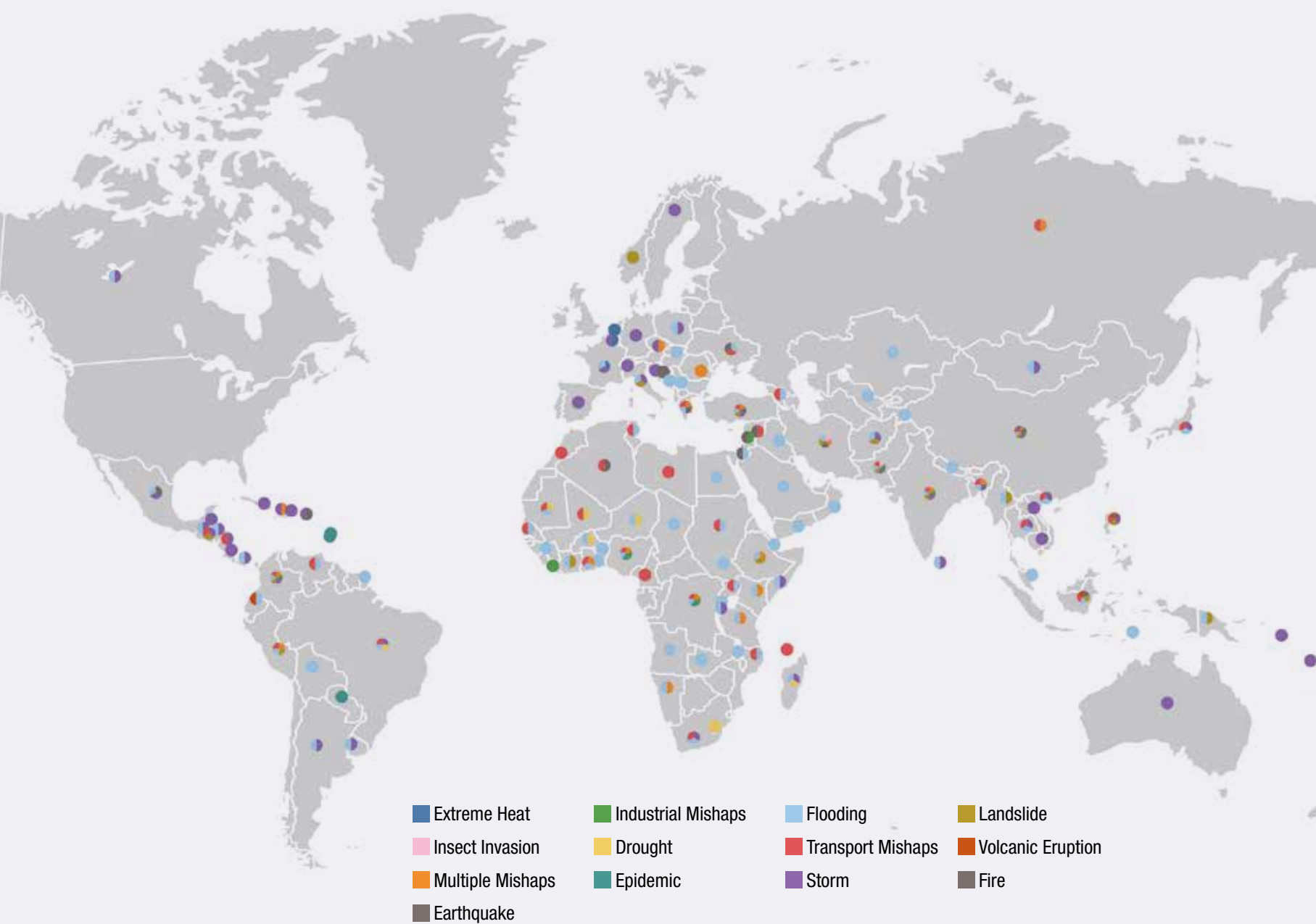
With the civil war in Syria having entered its 10th year, internally displaced people are continuing to migrate to Idlib, where the humanitarian crisis has intensified. 4 million people in the area need urgent humanitarian aid. However, the delivery of this aid has been affected by political developments.

As a result of thorough negotiations, the United Nations Security Council resolution, which allows international humanitarian aid from the border crossing in Turkey to reach those in need in Idlib and Aleppo has been extended for another year.

-
- 1 <https://gho.unocha.org/>
 - 2 <https://www.aa.com.tr/tr/dunya/avustralya-daki-yanginlar-113-canli-turu-nu-acil-yardima-muhtac-hale-getirdi/1731414>
 - 3 <https://reliefweb.int/report/indonesia/acaps-briefing-note-indonesia-floods-10-january-2020>
 - 4 <https://disasterphilanthropy.org/disaster/2020-atlantic-hurricane-season/>
 - 5 <https://reliefweb.int/report/philippines/ocha-responses-tropical-cyclones-asia-pacific-13-november-2020>
 - 6 <https://www.unocha.org/yemen>
 - 7 <https://reports.unocha.org/en/country/philippines>
 - 8 <https://reliefweb.int/disaster/tc-2020-000136-mm>
 - 9 <https://reliefweb.int/report/lebanon/beirut-explosion-situation-report-4-august-25-2020>
 - 10 <https://www.unocha.org/sudan>
 - 11 <https://www.aa.com.tr/tr/dunya/filipinlerdeki-yanardag-patlamasinin-arindan-82-bin-kisi-tahliye-edildi/1704116>

Disasters Across the World in 2020

Source: EM-DAT Database







ACADEMIC

A N A L Y S I S

Disasters in Turkey in 2020

Mikdat Kadioğlu

Prof. Dr., Istanbul Technical University
Department of Meteorological Engineering

Undoubtedly, the most significant calamity in Turkey in 2020 has been the COVID-19 pandemic. However, other disasters based in Turkey have been recorded in international disaster databases.

Eight nature-based and four technology-based disasters have been recorded in the International Emergency Database (EM-DAT) for Turkey in 2020. Five of the eight nature-based calamities were formed from earthquake-based ground movements and tsunamis from geophysical calamities. The other three consist of one meteorological and two hydrometeorological disasters. These were due to convective storms, flash floods, and avalanches.

Three of the four technological calamities in Turkey in 2020 occurred in relation to the transportation sector. One of these was recorded as a plane crash, and the other two involved migrants at sea. A poisoning incident can also be found in the records.

The deadliest and most destructive disaster of 2020 was the Samos-centered earthquake that affected İzmir's Bornova, Bayraklı, and Karşıyaka districts. The need for shelter arose for 5,000 people in this earthquake, in which 114 lives were lost and 1,034 people were injured. The earthquake

in Elazığ's Sivrice district and the avalanche in Van took second and third place in 2020 with 41 deaths.

The explosions in which 10 lives were lost and 135 people injured, were heard from many points of the city at a distance of 50 kilometers on July 3 at 11:15 in the Hendek district of Sakarya.

One person died and 177 were injured in the Boeing 737 crash taking off from the runway at Sabiha Gökçen Airport. Additionally, many migrants lost their lives in two other technological disasters that occurred in the transportation field. 11 refugees lost their lives in a sea accident of Çeşme, and 50 refugees lost their lives in an accident on Lake Van. The flooding in Bursa and Giresun were not included in the international database.

The disasters recorded in 2020 are only mentioned briefly in the data table. Earthquakes form the majority of these disasters in terms of number of occurrences and losses caused, followed by meteorological disasters and transportation accidents.

Being at threat of earthquakes, the lack of earthquake-resistant building services across Turkey has led to significant loss of life and economic losses.

While meteorological disasters like floods and avalanches cause significant casualties, economic losses in these disasters are low in relation to earthquakes. However, earthquakes and floods are more rooted in Turkey in improper urbanization and wrong site selection and disregard for engineering standards for buildings.

The many factory fires as well as the explosion in Hendek are in addition to the frequent mining accidents experienced in Turkey. After this explosion, the Ministry of Environment and Urbanization published the Communiqué on Internal Emergency Plans to be applied in Major Industrial Accidents on August 5, 2020. This communiqué aims to specify the procedures and principles for the internal emergency plan. More, requirements for top-level institution directors which are specified in the Directive on Major Industrial Accidents and Reducing Their Effects published in the Official Gazette #30702 on March 2, 2019, outlines the need for preparing and having prepared what is required of Article 13 in the same directive.

There are lessons to be learned from all these disasters. Having buildings primarily be sturdy is an indispensable condition, particularly against earthquakes. In order to prevent earthquake hazards from turning into disasters, structural risks must first be eliminated; namely, buildings must be made earthquake-resistant. After this, non-structural dangers must be prevented so that institutions and organizations can remain operational along with protecting people's lives and properties. Public institutions and organizations have great importance as critical facilities in disaster management. Critical facilities in a location that fail due to structural or non-structural reasons prevents post-disaster works from performing efficiently.

The buildings destroyed in the Elazığ and İzmir earthquakes caused great loss of life and property. Despite the long intense efforts made in the destroyed and damaged buildings by dozens of search and rescue teams, many of the people found under the rubble had either lost their lives or were slightly or heavily injured. No matter how successful the search and rescue efforts were, there is no possible way to bring the dead back to life or come back from the physical and mental damage.

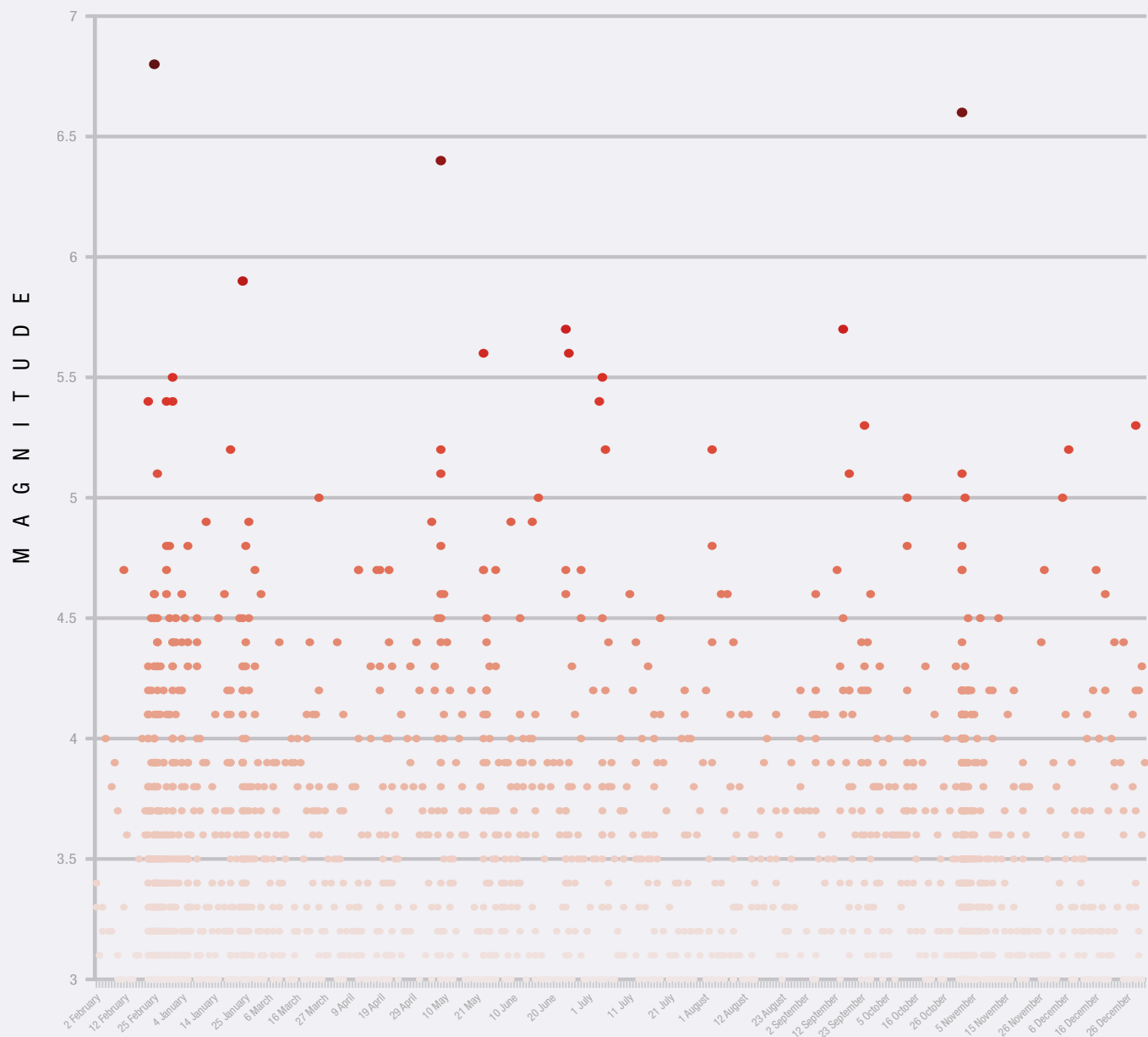
The search and rescue as well as aid efforts in Elazığ and İzmir can never be acceptable as a measure or precedent for the great earthquake that is expected in İstanbul and the Marmara Region. Our knee-jerk response to such small earthquakes is incomparable to the response we'll need to show after the İstanbul earthquake, which is expected to destroy 50,000 buildings. We need to transfer our success in search and rescue and the state's ability to mobilize prior to disaster in all places where earthquakes are expected, primarily in İstanbul.



Data on Disasters

Earthquakes occurring in Turkey in 2020

Distribution of earthquakes (Magnitude > 3) occurring in Turkey in 2020 with respect to date
Resource: deprem.afad.gov.tr



Disasters in Turkey in 2020



Earthquakes in Turkey in 2020



Disasters

in Turkey in 2020

In 2020, two Level-3 (defined as national disasters) disasters occurred. These disasters were the Elazığ (Sivrice) and İzmir (Seferihisar) earthquakes. 17 Level-2 disasters (where only specific provinces intervene) occurred.

The disasters that occurred in regard to flooding were the deluges experienced in Düzce, Giresun, and Bursa and the subsequent flooding that was experienced.

The avalanche disasters in Van and explosions that occurred in the firework factory and the factory evacuation in Sakarya contain important lessons demonstrating the significance of safety measures for disaster response workers.

Forest fires and droughts were recorded as the other prominent disasters to have occurred in 2020. 20,854 hectares of land were damaged in the 3,349 forest fires that occurred in 2020.

AFFECTS OF DISASTERS IN TURKEY IN 2020		
Disaster	Deaths	Injured
Elazığ (Sivrice) Earthquake	41	1,067
İzmir (Seferihisar) Earthquake	114	1,035
Giresun (Dereli) Flood	11	172
Van (Bahçesaray) Avalanches (2)	41	53
Bingöl (Karlıova) Earthquake	1	18
Sabiha Gökçen Airport Plane Crash	3	180
Sakarya (Hendek) Factory Explosions (2)	10	127
Van (Başkale) Earthquake	9	37



2020 in Terms of Public Health

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As a result of pneumonia cases of unknown origin being reported to the World Health Organization (WHO), a new virus from the coronavirus family was detected at the beginning of 2020. Cases of those infected with this virus were seen on many continents. WHO declared the COVID-19 outbreak on March 11, 2020.¹ As of December 31, 2020, 81,477,457 cases had been detected worldwide, with 1,798,120 people having died as a result of COVID-19.² From the beginning of the process, WHO has been advising countries on how to manage the pandemic. Non-pharmacological interventions (i.e., drugs, non-vaccine methods) have been used at the community level to bring the pandemic under control. In addition, countries have implemented various policies for contact tracing, patient treatment, and early case detection. Countries that have adopted intensive testing and quarantine policies are observed to have been able to keep the number of cases at a relatively low level.^{3,4}

Turkey has also enacted many measures in order to control the pandemic. Measures such as travel restrictions, school closures, stay-at-home orders for those under 20 and over 65 years old, and general curfews have been applied at the national level. Quarantine, isolation, surveillance, and filiation studies have been conducted at the provincial and district levels.⁵ As of December 31, 2020, up to 16,000 filiation teams were working in the field with a total of 24,504,567 tests being conducted and 2,208,652 cases being detected.⁶

COVID-19 Effects on Primary Health Care Services

Access to healthcare is a fundamental human right. However, the COVID-19 pandemic has impacted many people's access to basic healthcare and exerted pressure on countries' healthcare capacities. WHO has recommended that healthcare providers primarily focus on containing the pandemic.⁷ For this reason, many countries have placed limitations on

providing preventative and curative health services in other areas. Additionally, there has been a decrease in the delivery of basic health services as a result of curfew restrictions and fewer visits to health institutions. WHO conducted a study that reported 90% of countries to have had disruptions in basic health services.⁸ This situation has further deepened health inequalities.

Vaccination Services and COVID-19

The fight against vaccine-preventable diseases has been fought for decades. Loosening up on these struggles could cause new outbreaks of viruses more aggressive than the coronavirus. Since the start of the pandemic, organizations such as WHO and Centers for Disease Control and Prevention (CDC) have drawn attention to the disruptions that can occur in routine vaccination services due to the pandemic. Many guides have been published in order to prevent these impediments.⁹ In the report published on March 26, 2020, WHO additionally recommended that mass vaccination programs be temporarily postponed on the grounds that they may pose a risk by spreading COVID-19.⁷

Following these recommendations, WHO announced in their report published April 14, 2020, that measles vaccination campaigns had been postponed in 24 countries and polio vaccination campaigns in 37 countries. This means the immunization of more than 117 million children may have been disrupted.¹⁰ Newborns who were not able to receive their vaccinations due to the effects COVID-19 had on vaccination services are not included in this number. Children less than 12 months old are known to have a higher risk of dying from measles.¹¹

According to the WHO report published on May 22, 2020, over half of 129 countries had reported their routine vacci-

nation services being disrupted between March and April 2020. At least 80 million children under the age of one are estimated to be at risk in these countries.¹² The results from the Indonesia Demographic and Primary Health Survey also support WHO's results. The study reported the percentage of children between the ages of 12-13 months who'd been fully vaccinated as 58%.¹³ According to the latest survey conducted by WHO, 70% of the vaccination services of participating countries were reported to have been disrupted.⁸

Different causes have been observed for the disruptions in vaccination services. Some parents have not visited health centers due to lack of information, others are afraid of being infected with COVID-19, and others are unable to go outside due to restrictions. Reasons such as travel restrictions and borders being closed have led to difficulties in supplying vaccines and personal protective equipment in countries with low income levels. The fact that many healthcare professionals have been assigned to this field to combat COVID-19 has also been able to cause service disruptions in other health-related areas.¹²

Progress in controlling vaccine-preventable diseases in all countries threatens to decline due to the measures taken to control the COVID-19 pandemic.¹⁴ In light of recent information, WHO has recommended vaccination campaigns to continue wherever vaccine-preventable epidemics are active. All countries have additionally been advised to continue their routine immunization service.^{7,15} The official website of the Ministry of Health in Turkey has shared that the required planning has been made for avoiding disruptions in routine vaccination services.¹⁶ Apart from this, the triage system has been adopted within the scope of the COVID-19 pandemic measures in family health centers that mainly carry out vaccination services, with the necessary personal protection

equipment and disinfectants being provided to healthcare workers.⁵ Turkey's rate of routine vaccinations during the pandemic as of December was at 98%.¹⁷ Additionally, studies on developing COVID-19 vaccines are ongoing in our country. While 17 different domestic vaccine studies for COVID-19 are going on, the inactivated vaccine candidate in the human trial phase is about to begin Phase II of human trials. Three inactivated domestic vaccines are in Phase I of human trials.¹⁸

COVID-19's Impact on Certain Public Health Issues

According to a WHO report dated August 31, 2020, the diagnosis and treatment of non-contagious diseases during the COVID-19 pandemic are the second most frequently interrupted primary healthcare service. Countries have been determined to have a 69% decrease in the services provided for noncommunicable diseases. Primary healthcare services for pregnancy follow-ups, cancer screenings, and diseases such as diabetes, hypertension, and ischemic heart diseases are reported to have been disrupted.¹⁹ According to one study, the 15% decrease experienced over 6 months in pregnancy follow-ups in low- and mid-income countries may result in an additional 12.000 maternal deaths.²⁰ More studies are needed on the long-term effects of the delay on follow-ups for chronic diseases.¹⁹

Cancelled appointments are among the main reasons for disruptions in primary healthcare services. According to one survey conducted in the United States, 40% of participants said they had canceled appointments made for routine check-ups for chronic diseases during the pandemic. According to the report published on September 4, 2020, by the research company McKinsey & Company, the cost of deferred health services is estimated to constitute 20% of the additional

costs brought to the US healthcare system by the COVID-19 pandemic.²¹

Disrupted cancer-screening activities are another issue due to COVID-19. WHO published a report stating cancer-screening and treatment services to have been disrupted in more than half of the countries.⁸ In particular, healthcare disruptions are even more pronounced in low-income countries. However, the report discussed the long-term effects of the disruptions rather than the short-term effects. The formation of hospital capacities' operational overload is predicted, especially when screening services return to normal.²² Screening activities have been maintained during the pandemic in Turkey, with approximately 3 million cancer screening being carried out in the first 9 months.²³

The COVID-19 pandemic has also impacted emergency services. Non-COVID-19 emergency room admissions decreased inversely with increases in the number of COVID cases.^{24,25} With the situation that emerged in China being identified as a worldwide pandemic in particular, a significant decrease in emergency services was observed in non-COVID-19 admissions.²⁶ One study showed a 40% reduction in applications due to cardiovascular emergencies.²⁷ During the pandemic, elderly people with chronic diseases are identified as especially being at risk, and possible delays in their treatment are predicted. This situation increases the dimensions of the "secondary damages" caused by the epidemic.²⁸

Precaution taken at the social and individual levels during the COVID-19 pandemic in particular have affected the course of respiratory infections. Many respiratory tract infections such as influenza, rhinovirus, and SARS have been reported to be seen less than the previous year as a result of the precautions taken.^{29, 30} The positivity rate for influenza was 1%

between the 40th-52nd weeks of 2020 in Turkey. Children are the main source of certain respiratory viruses spreading in the community. The long-term closure of schools in particular has prevented the spread of these viruses in society. A decrease has been observed in the number of outpatient and inpatient treatments of pediatric asthma cases along with the decrease in the frequency of respiratory tract infections.^{31,32}

The COVID-19 pandemic has affected public health all over the world with its direct and indirect effects. Alongside most healthcare personnel being assigned to combat the pandemic, deficiencies in medications and devices have also been able to cause disruptions in services. Strengthening and supporting the health workforce in both struggling with the pandemic and maintaining health services is important in this sense.

Responses to the COVID-19 Pandemic

WHO has made many recommendations to ensure that health services are not disrupted. Supporting telehealth services is at the top of these recommendations. Proactively calling all high-risk patients who have no scheduled appointments is important in this context. This can be achieved by increasing the capacity of distance health services.³³ According to the WHO report, telehealth practices are only used in 42% of low-income countries. An increase in the use of remote healthcare services has occurred during the pandemic in high-income countries, but their use remains limited.³⁴

Some hospitals, municipalities, and private health institutions in Turkey provide telehealth services. The Ministry of Health has additionally developed telehealth applications in order to meet the healthcare needs of COVID-19 patients during the quarantine process. Turkey has 8,015 family health centers and 26,594 medical units in operation.

Employees of family health centers providing primary care perform both follow-ups to COVID-19 cases as well as routine follow-ups to pregnant women and people with chronic diseases by phone. People with needs such as examination requests or vaccinations apply to family health centers. Service delivery is maintained at family health centers by applying precautions in accordance with COVID-19 measures. The rapid adaptation to the pandemic of employees in primary care services has played a critical role in the course of this process. Also, the ability of people with health reports to take their medication without a prescription has prevented the victimization of patients.³⁵

Turkey has taken significant steps affecting the capacity of health services since the beginning of the COVID-19 process. As of December, Turkey's daily test capacity has increased to 300,000, the number of adult intensive care beds to 20,428, a 69% increase to 40.3 beds per 100,000 people compared to before the pandemic. Regardless of health insurance, COVID-19 diagnostic tests are performed, medications are distributed, and provision of treatment services is provided all free of charge.²³ The respirators required by intensive care units are also able to be produced in Turkey. Turkey has achieved serious increases in the number of respiratory devices during this period. The number of adult ventilators, which had been at 9,138 at the beginning of the pandemic, reached 14,700, a 61% increase, by the end of the year.

Psychosocial support services for both the community and healthcare professionals were quickly planned and presented in the 81 provinces. Good examples of public and civil society cooperation emerged in these processes.

Turkey has responded to requests from many countries since the beginning of the pandemic. Supplies, including personal

protective equipment, have been sent to many countries in the scope of the struggle with COVID-19. In this context, requests for assistance and cooperation have been received from 179 countries and 20 international organizations as of December 31, 2020, through instructions from the Presidential Office, Turkey's Ministry of Foreign Affairs, and the relevant countries' embassies. The request of 144 countries and seven international organizations have been met. In-kind aid has been provided to 126 countries through the Ministry of Health, Ministry of National Defense, Turkish Cooperation and Coordination Agency, Red Crescent, Ministry of Foreign Affairs, and Ministry of the Interior. Expert permit requests from 74 countries and 5 international organizations (NATO, WHO, UNICEF, Islamic Development Bank, and World Bank) have also been met. Both grants and export permits were given to 56 countries. Turkish citizens affected by COVID-19 abroad were additionally provided with the opportunity to return to Turkey, and these citizens were brought home by ambulance planes and other means.³⁶

Conclusion

2020 began with the COVID-19 pandemic being announced, one of the most significant events in human history. The pandemic has brought about many problems on economic, environmental, and social issues. While the pandemic had directly affected over 80 million people by the end of the year, the indirect effects and what it has affected will only become clear in the long term. The versatility of the decision's countries make can enable all areas of this global crisis to be managed. WHO has shown appreciation for the steps Turkey has taken in this sense. Thanks to the multi-faceted measures that have been taken, disruptions in Turkey's basic health services were lower than in many countries. Also, the rapid increase in health service capacity has shown its effects in the struggle

with the pandemic, and no significant disruption was observed even during the periods when the epidemic had reached the most intense number of patients. Remote healthcare services such as improving telehealth services as well as family health centers and district health directorates following up on patients by phone have been implemented. Turkey has additionally sent materials such as personal protective equipment in response to many countries' requests during this time. In addition to these materials, important steps have been taken to ensure the production of respiratory devices in Turkey. While continuing to implement the measures required for bringing the pandemic under control, efforts have also been ongoing for producing a domestic vaccine in 2021.

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Health Statistics

Resource: TURKSTAT 2019 Health Statistics

a) *Life Expectancy*: In Turkey, life expectancy is 78.6 years. Life expectancy for men was 75.3 years in Turkey between 2013-2015 and increased to 75.9 between 2017-2019; for women this went from 80.7 years to 81.3 years.

Life Expectancy By Sex And Age Group 2013-2015, 2017-2019				
	Age	Average	Male	Female
2017-2019	0	78.6	75.9	81.3
	15	64.6	62.0	67.3
	30	50.0	47.6	52.5
	50	30.9	28.6	33.1
2013-2015	65	18.0	16.3	19.6
	0	78	75.3	80.7
	15	64.2	61.6	66.9
	30	49.7	47.1	52.1
	50	30.6	28.3	32.8
	65	17.8	16.1	19.4

b) *Performing Personal Care*

The Percentage Of Individuals Having Difficulty In Performing Personal Care By Sex, 2016-2019, (%)						
Personal care activities	2016			2019		
	Total	Male	Female	Total	Male	Female
Feeding yourself	2.5	2.0	3.0	2.3	1.6	3.0
Getting in and out of a bed or chair	4.2	2.9	5.4	4.2	2.7	5.6
Dressing and undressing	3.3	2.8	3.9	3.7	2.4	4.9
Using the toilets	3.1	2.5	3.7	3.5	2.3	4.7
Bathing/showering	3.3	2.6	3.9	4.0	2.4	5.5

c) *Tobacco Addiction*: The percentage of individuals aged 15 and older who use tobacco daily increased from 26.5% in 2016 to 28.0% in 2019. This percentage was determined to be 41.3% for males and 14.9% for females.

The Percentage Of Individuals' Status Of Smoking Tobacco Products By Sex And Age Group, 2010-2019 (2016-2019)						
2016			Daily Usage	2019		
Total	Male	Female		Total	Male	Female
26.5	40.1	13.3	Toplam	28.0	41.3	14.9
18.1	28.2	7.8	15-24	19.6	31.0	7.9
33.2	49.6	16.6	25-34	34.4	51.3	17.6
35.2	50.6	19.6	35-44	38.6	52.9	24.1
31.6	45.3	17.7	45-54	31.8	45.1	18.4
22.8	35.0	10.9	55-64	25.1	37.8	12.8
13.5	24.2	4.4	65-74	12.5	19.9	6.1
4.8	10.7	1.0	75+	7.1	13.2	3.1

d) *Percentage of Disabilities by Sex and Age Group:* According to data from 2019, indicators related to disability at an old age are determined as follows:

Distribution (%) Of Individuals With Vision Problems By Sex And Age Group

Age Group	Total	Male	Female
Total	5.8	4.4	7.2
15-44	2.1	1.5	2.6
45-54	7.4	6.2	8.6
55-64	9.6	7.5	11.7
65-74	14.6	11.3	17.4
75+	24.1	20.8	26.3

Distribution (%) Of Individuals With Hearing Problems By Sex And Age Group

Age Group	Total	Male	Female
Total	4.4	3.8	5.0
15-44	1.4	1.0	1.7
45-54	3.9	3.6	4.2
55-64	5.2	4.8	5.5
65-74	11.9	12.4	11.5
75+	31.5	30.8	32.0

Distribution (%) Of Individuals With Hearing Problems By Sex And Age Group

Age Group	Total	Male	Female
Total	7.9	4.6	11.1
15-44	1.5	1.0	2.0
45-54	7.5	4.5	10.6
55-64	12.9	6.7	18.9
65-74	24.7	13.6	34.3
75+	50.8	39.0	58.7

The Percentage Of Individuals Having Learning And Memory Problem By Sex And Age Group, 2008-2019

Age Group	Total	Male	Female
Total	5.4	3.3	7.4
15-44	2.0	1.1	2.9
45-54	4.5	2.7	6.2
55-64	6.4	3.2	9.5
65-74	14.9	9.0	19.9
75+	34.9	31.0	37.4

The Percentage Of Individuals Having Vision Problem By Sex And Age Group,

Age Group	Total	Male	Female
Total	5.8	4.4	7.2
15-44	2.1	1.5	2.6
45-54	7.4	6.2	8.6
55-64	9.6	7.5	11.7
65-74	14.6	11.3	17.4
75+	24.1	20.8	26.3

e) *Adequate and Balanced Nutrition:* When examining calculated body-m ss indexes using height and weight values, while the percentage of obese individuals 15 and over was 19.6% in 2016, this was 21.1% in 2019. When viewed in terms of sex, 24.8% of women and 17.3% of men were obese while 30.4% of women and 39.7% of men were pre-obese in 2019.

Body Mass Index Distribution Of Individuals By Sex, 2008-2019

Year	Under-weight	Normal weight	Pre-obese	Obese
2008	4.2	48.2	32.4	15.2
2010	4.7	45.5	33.0	16.9
2012	3.9	44.2	34.8	17.2
2014	4.2	42.2	33.7	19.9
2016	4.0	42.1	34.3	19.6
2019	3.8	40.1	35.0	21.1

Turkey as a Country of Migration: Notes on 2020

Selman Salim Kesgin

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Turkey has become a destination country for migrants from almost every corner of the world due to its geopolitical basin, historical and cultural past, and the economic and political policies it has adopted. For this reason, the number of visitors coming to Turkey for education, work, and asylum has experienced continuous growth since the early 2000s. Accordingly, Turkey hosts a total of around 5 million migrants, with 900,000 residence permits for migrants, 3.6 million Syrians under temporary protection, and 400,000 applicants for international protection. According to this, 6 out of every 100 people living in Turkey is a migrant. When considering the presence of the hundreds of thousands of people with no official record as an irregular migrant in addition to this data, the migration structure in Turkey attracts more attention.

Most of the approximately 900,000 residence permit holders living in Turkey for reasons such as education, work, and lifestyle come from Iraq, Syria, Turkmenistan, and Azerbaijan, respectively. When viewed in terms of applications for International Protection, around 300,000 people who've been forced to leave crisis zones in different geographies of the world, in particular Afghanistan and

Iraq, have applied for international protection in Turkey in the last three years. Despite a slight decrease, irregular migration toward Turkey has continued in 2020.

The most important agenda item among migration policies in Turkey is the Syrian refugees under temporary protection. As of 2020, 3.6 million people who have had to leave their country following the war that started in Syria in 2011 are living in Turkey.

All these data show that Turkey, which has been a transit country for migrants who have previously emigrated or want to go to Europe, is now a destination country for people who have regular or irregular migration cases. Being a destination country requires developing policies that take migrants into consideration in health, education, security, economic, and social policy areas. Social cohesion and social policy areas concerning community life have special importance in terms of constructing a common future with migrants.

The most significant development to have left its mark on 2020 in terms of migrations, immigrants, and migration management as in all areas of society has been the COVID-19 pandemic. The pandemic, which started in December 2019

and then spread quickly all over the world, has also caused significant changes in border and immigration policies. Many countries in geographical proximity to Turkey have suspended border crossings. This situation has adversely affected migrants with travel plans in Turkey as well as all over the world.

Another prominent issue regarding the pandemic and migration is the matter of access to health services by migrants. One important development during the COVID-19 pandemic for migrant access to healthcare was the announcement that everyone regardless of health insurance coverage and legal status in Turkey will be provided with testing, diagnosis, and treatment services free of charge with regard to COVID-19 through the regulation made on April 13, 2020. In fact, asylum seekers can have free access to healthcare services independent of this regulation. One regulation was made in January 2020 on the issue of international protection applicants' access to health services, another agenda under this heading. According to this, the general health insurance of applicants without any health insurance who are unable to pay and of status holders will be covered by the Directorate General of Migration Management (DGMM) for 1 year from the date of the application registration.

The pandemic has more so affected migrants and asylum seekers economically, particularly those at relatively lower socioeconomic levels. Asylum seekers mostly work in informal labor markets, and these sectors have been negatively affected by the pandemic; this has led to migrants and asylum seekers encountering economic problems.

Alongside the aforementioned problems, one other issue that needs addressing is the risks from the negative impacts of the pandemic, especially the risk of asylum seekers' gains reversing in economic, cultural, and social cohesion fields in the past years.

Some of the steps the immigration management bureaucracy has taken in 2020 can be summarized as:

- Continuing the activities organized by the Department of Compliance and Communication online,
- Announcing that the entry ban for violating length of stay will not be applied to foreigners unable to leave Turkey due to the pandemic,
- Taking pandemic measures at Removal Centers,
- Adopting tasks and procedures for the Provincial Directorates of Migration Management in accordance with pandemic conditions.

One significant event experienced in 2020 was the month of irregular migration movements that started on the border of Edirne on February 28. Although the majority were young males, asylum seekers in the scope of high vulnerability groups such as women, children, and the elderly coming mostly from Syria, Afghanistan, Iraq, Uzbekistan, Sudan, Somalia, and Pakistan, who had to leave their country due to war, crisis, and oppression, seeking asylum in other countries in an attempt to build themselves a new future, went on their way toward European countries following the announcement that Turkey would be loosening its border inspections.

The following points have been determined in field research conducted at the border:

- The Greek government announced that they had suspended their asylum applications for a month, increased border security with the approval and support of the European Union and used firearms and gas bombs against those who wanted to cross the border; 3 refugees lost their lives as a result.

- Asylum seekers who managed to cross the border over the Meriç River were captured by Greek security forces and paramilitary groups made up of locals; they were left back at the Meriç River, tortured with their belongings being taken.
- The fact that Greek security forces did not receive the application for asylum and that their practices were in violation of and disregard for international law and human rights law means they had violated the European Convention on Human Rights' prohibition of collective expulsion of aliens and discrimination (i.e., right to life, right to effective application, right to liberty and security, and right to asylum).
- With the cooperation of non-governmental organizations and public institutions, needs of asylum seekers (in terms of health, protection, shelter and security) had been met.

Another issue that came to the fore in 2020 was the continuation of irregular migration movements. One particularly tragic example of this issue is the boat that sank carrying migrants and the deaths of 60 people on June 27.

The increase in violent events against asylum seekers is one of the prominent developments of the past year as it puts social cohesion at risk. Violence, extortion, and murder against asylum seekers have been experienced in 2020 at rates not previously encountered. Having relevant authorities monitor this situation and holding the required legal proceedings for rights violations is very important.

One important component of the immigration and integration policies in Turkey is educational policies. When looking at access to education for persons under temporary

education in particular, 63% of those of school age under temporary protection are seen to be enrolled.

The pandemic has clearly created significant barriers to education. Not having devices such as tablets and computers in the distance education process and problems accessing the internet formed an obstacle in refugee access to education.

Although asylum seekers have no barriers in accessing healthcare, they are seen to experience problems due to the language barrier, especially in terms of communication. The need for more effective language education, which has become a parameter for many subjects, ought to be emphasized once again.

When looking at international migration toward Turkey through the perspective of humanitarian aid in this context, the following issues will continue to remain as important in 2021 as they had been in the previous year:

- Issues regarding migrants and asylum seekers access to public services,
- Issues related to enabling coordination in the activities of international institutions and non-governmental organizations operating in the field,
- Issues regarding the transition to a right- and responsibility-based social policy approach in dealing with asylum seekers,
- Issues regarding the duties of local governments and powers on the matter of the social cohesion between refugees and the host society and social policies,
- Issues regarding disadvantaged refugee and migrant groups.

Data on International Migration

Turkey's international migration data for 2020. Source: <https://www.goc.gov.tr/>

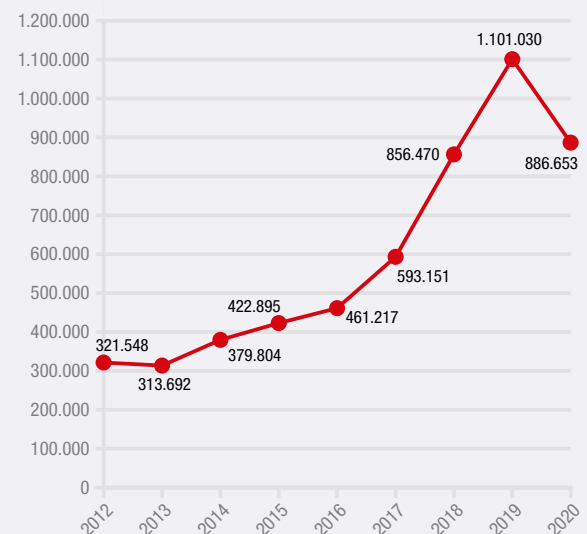
Temporary Protection Status Holders

(Number of People)



Residence Permit Holders

(Number of People)



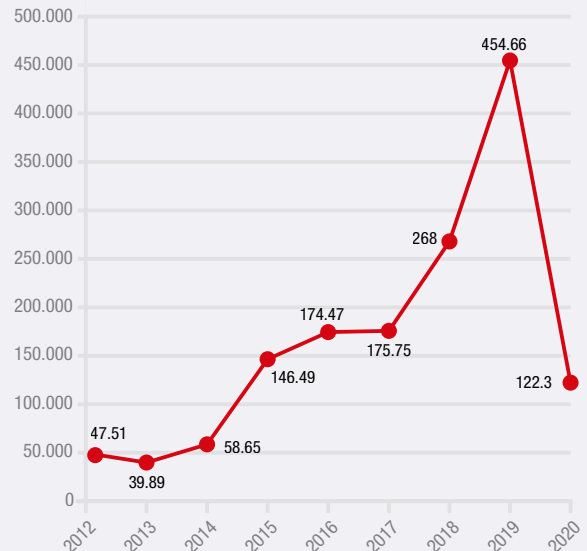
International Protection Status Applicants

(Number of People)



Irregular Migrants

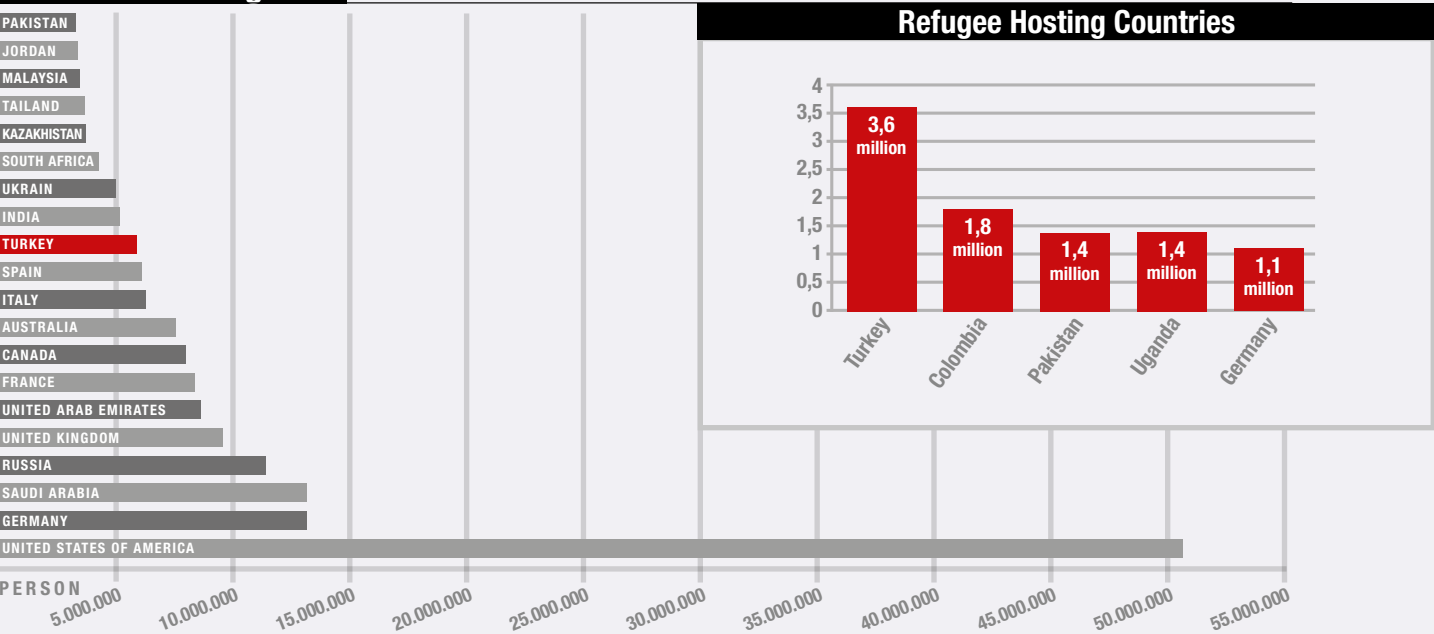
(Number of People)



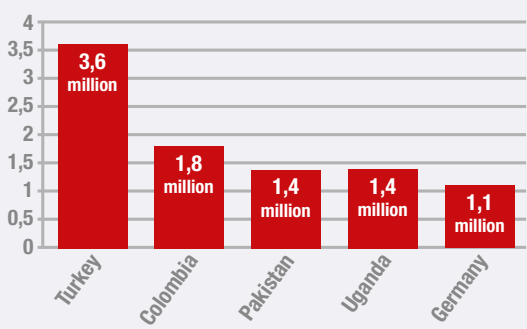
Turkey in World Migration Data

Source: UN DESA, International Migrant Stock 2019

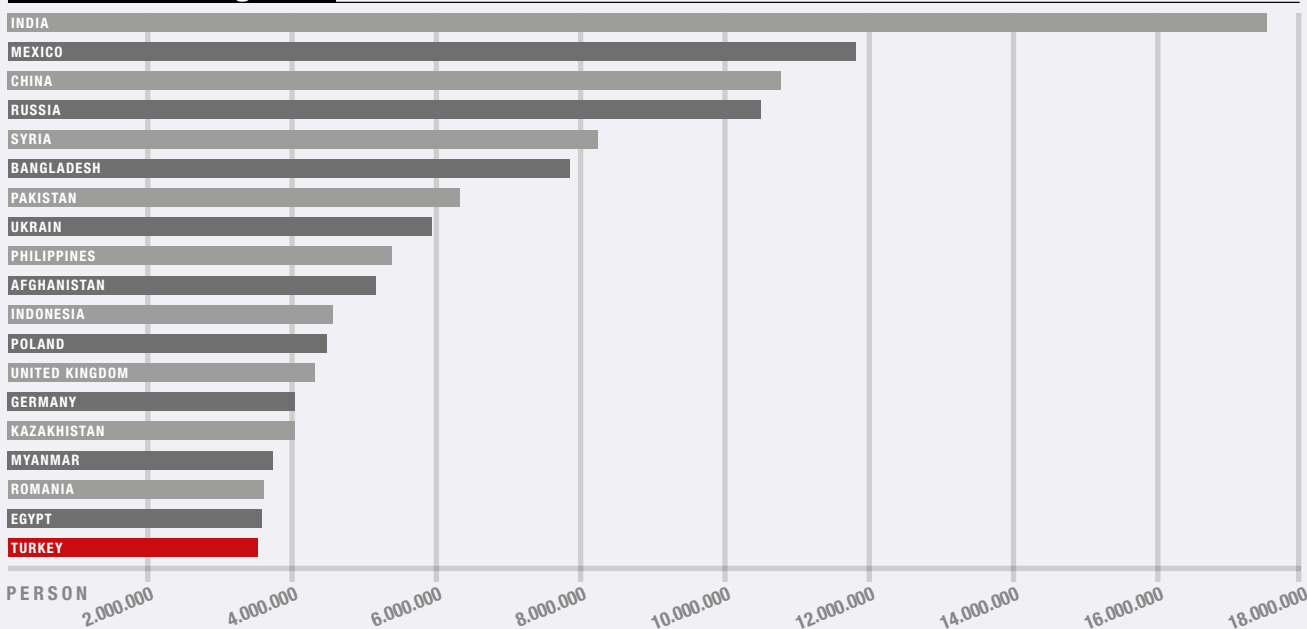
Number of Immigrants



Refugee Hosting Countries



Number of Emigrants



The Future of Volunteerism in the Age of the Coronavirus

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We humans establish sophisticated connections with each other in terms of being social beings. With billions of people having become isolated due to the coronavirus, some of us have started to create new volunteer opportunities using innovative methods: masked volunteers. Some of us supplied food to our elderly neighbors, some of us provided pilates lessons remotely, some of us performed virtual concerts as well. Despite the coronavirus, people continue to find and develop new ways for spending their efforts and time within the scope of volunteering and having interactions.

The United Nations estimates that 1 billion people annually devote time nationally or internationally to volunteering. The pandemic process has led to an increase in volunteering at the local level. A variety of new volunteer methods and headings have emerged, from meeting the needs of people isolated in their homes to taking care of the pets of healthcare workers struggling on the frontlines of the pandemic.

COVID-19 has posed significant challenges in the activities and approaches of international volunteer activities. Traveling to another country, living and working there with local communities, building mutual trust by establishing relations with them and capacity building with respect to local needs is now much more difficult to achieve. The need exists more than ever for innovative ideas to tackle these challenges. This new situation has prompted international volunteer communities to think about designing new models and developing new work methods. Online volunteerism, while not a new practice, has become the focus of volunteer activities at both the local and transnational level during this new situation.

Some common explanations are encountered when examining the reasons for volunteering during the COVID-19 pandemic. Feeling like you are doing something in times of crisis or dealing with the sad news heard daily in the media, being a volunteer¹ while thinking you may catch the virus and need help in the future, and creating a sense

of solidarity being involved with others while working for a common goal² can be counted among the things people who've previously received support from volunteers due to an illness want to pay/give back.

Aside from its relaxing function, volunteering in the current COVID-19 crisis can help people overcome feelings of lethargy and helplessness. One research addressing the reasons for volunteering in crisis and emergency situations revealed that engaging in a cause may be a key motivation and can be seen to function as an emotional catharsis when one is affected personally and that collaborating with others for the same goal will provide comfort.³

Developments Across the World

The source of the most fundamental development in 2020 regarding volunteering around the world has been the pandemic, which has affected all personal and social life. According to research conducted in the US by Fidelity Charitable, 66%⁴ of volunteers had either reduced the time they contributed to volunteering or quit volunteering together due to the pandemic. Other reports, however, stated that volunteering had increased during the pandemic.⁵ In particular, activities such as distributing supplies to the elderly and those working at the forefront during the pandemic and having their health checks done, visiting elderly neighbors, and establishing virtual friendships with those who are isolated or quarantined on their own are reported to be emphasized in this period.

The pandemic process has also caused significant changes in how volunteering is conducted. According to the same research, 65% of those who continued their volunteering during the pandemic have carried out their activities virtually or remotely. Only 19% of volunteers continued their

work virtually before the pandemic. However, 64% of the participants in the research are understood to have significantly hampered the continuation of volunteering activities they had performed due to not knowing where to apply for virtual volunteering during the pandemic. The fact that 73% of the participants stated that they would return to their pre-pandemic volunteering practices once conditions are safe can be considered a promising result. However, developing new models related to volunteering was emphasized to likely be necessary as when the pandemic conditions will end is not predictable.⁶

UN volunteers have tried to offer new solutions for the problems experienced during the pandemic when health systems and basic public service all over the world are under pressure. The program announced that it had 600,000 registered volunteers ready to operate online during this period.⁷ On 2020 International Volunteer Day, the UN discussed the contributions volunteerism can and do provide to societies during the epidemic, which had turned into a global crisis, by holding social media activities in all regions of the world for the purpose of recognizing the efforts of the millions of volunteers who've contribute to overcoming the challenges COVID-19 has posed.⁸

In 2020, the European Union announced a novel major volunteer program that would cover 2021-2027. Significant developments have taken place for youths in Europe and beyond with this program, which has a budget of over 1 billion Euros. In addition to offering higher quality activities and better conditions for volunteers, the program also announces plans for including people with limited opportunities in volunteer activities. The report also includes improved financial opportunities for those who will volunteer in the field of humanitarian aid.⁹

In addition to countries like New Zealand and Australia having reports addressing 2020, these reports present an overall picture of before the pandemic.¹⁰ The need for completing national and local reports is seen for coming up with reports that evaluate the 2020 process on a global scale.

Volunteerism in Turkey in 2020

The developments experienced in Turkey in 2020 in the volunteer field display parallels with general trends in the world. The NGO Capacity Development Training Curriculum Development Project (STK-MGP) led by the Turkey NGOs Child and Youth Platform (TGSP) is an education curriculum development project aimed at certain competencies being acquired by people working as volunteers or professionals in non-governmental organizations that have attained a scale large enough to be accepted as a third sector today. A science-based curriculum has been developed through the program that can be used by non-governmental organizations as a model. In this way, it is considered to be able to provide a healthier contribution to implementing education programs already carried out by different non-governmental organizations in a scattered irregular way disconnected from one another. NGO volunteers and employees involved in training programs to be organized in the framework of this developed curriculum are expected to proceed with a structuring and show activities appropriate to what is aimed by constantly analyzing themselves without deviating from their own institution's goals.

The goals have been identified with STK-MGP developing the curriculum for the trainings required by individuals who will work as professionals or volunteers in NGOs; of presenting to all public institutions, non-governmental

organizations, and private sector real and legal persons related to the field an education curriculum developed with the scientific methods, interdisciplinary integrity, and focus on skills that can be used in their education programs; and of contributing to the effective, efficient, and productive use of resources that are limited by nature by developing an inclusive and consistent NGO capacity-building education curriculum. The following fields have been determined for volunteers in STK-MGP that covers the broadest range of content realized to date in Turkey and offers a modular structure: "Information Technology Management, Law, Operations Management, Communication Management and Skills, Fundraising, Project Management and Proposals, Advocacy and Engagement, Social Transformation, NGO-101. Human Resource Management, and Informal Education."

The Gönüllü Hizmetler Derneği [Volunteer Services Association] has similarly established a Volunteer School within the scope of capacity building. The school has a 10-week training program that includes 1.5 hours of online education each week. The trainings provided within the scope of the program include subjects such as management in non-governmental organizations, fundraising, planning, coordination, social impact measurement, and accounting.¹¹

Also, in this context, the Akdeniz Gençlik Derneği [Mediterranean Youth Association] introduced the Digital Transformation Capacity Building Support Program to create infrastructure and provide consultancy to NGOs and civil initiatives that carry out rights-based activities and wish to digitalize.¹²

The matter of volunteer rights, which can be considered an extension of capacity-building processes, was the subject

of some reports in 2020. The meeting outcomes from the activities realized in the scope of the Universus Social Research Center were published as the Monitoring Report of Volunteer and Employee Workers' Rights in Turkey's Civil Society. The report involves the recruitment processes in NGOs, volunteer and paid employees' networking regarding in-house participation, their expectations from the civilian area, and their needs and contains solution suggestions and good examples. This effort should be considered a significant step in terms of the volunteer and paid employees' problems gaining visibility in order to empower the human rights-based approach in organizational culture.¹³ Again in accordance with the themes of working together and institutional cooperation as important elements of capacity building, the Grant Scheme for Public and Civil Society Organizations completed its studies aimed at supporting partnerships and networks to be developed by NGOs with the financial and administrative strength and project experience, strengthening collaborations between public institutions and NGOs through these partnerships and networks, and developing NGOs' capacities. Ten NGOs supported within the scope of the grant program were entitled to receive a grant of approximately 4.3 million Euros over the two-year process; these studies were carried out by the Ministry of Foreign Affairs, Directorate for EU Affairs.

Both the pandemic and the natural disasters that took place in Turkey in 2020 have set the scene for developments that remind us of the importance of volunteering. Volunteers and volunteer activities once again were noted in the Elazığ earthquake on January 24, as well as the flooding experienced in Giresun on August 22 and the İzmir earthquake on October 30.

According to data from the Turkish Red Crescent, 103,074 Red Crescent volunteers took part in humanitarian relief efforts in 2020, especially during disasters. Due to the developed peer-training model, despite the pandemic significant progress has been observed in volunteer participation in community-based volunteer movements. With the structuring of the Turkish Red Crescent women's organization model, family- and social service-oriented studies have been conducted in all provinces on the topic of women's participation in voluntary activities. Corporate volunteerism, neighborhood voluntary disaster teams, and university communities have developed national and international models with organizational models such as Red Crescent Youth, Red Crescent Woman, and No Barriers Club in provinces and districts. The volunteer centers project was initiated in Turkey for the first time and free education was provided to people of all ages in volunteer centers in 15 provinces. Support is also provided in regard to volunteer project development.

Two headings came forth in Turkey as in the rest of the world in 2020 in the field of civil society: volunteerism during the pandemic and the importance of volunteer activities sustainable development goals. The global effects of NGOs and volunteer activities and the role of civil society also come to the fore in both issues.

Those who have been unable to transform a significant part of the work NGOs conducted in Turkey during the pandemic "until the world returns to normal" due to the nature of the work (e.g., working in schools, progressing through face-to-face meetings) they do (mostly performed on digital platforms) give importance to focusing on in-house studies that they hadn't been able to find the time for until now. A significant number of NGOs in this process have be-

gun to use technology more and transformed their ways of working within this framework. When evaluated in terms of the digitalization of civil society, however, the learning process continues for access to the infrastructure many NGOs require, implementation of the privacy and security rules, and digitizing content; many shortcomings have been revealed to exist in this area. In this context, the Civil Society Support Foundation stated it will create all grant programs in 2021 in consideration of NGOs institutional needs.¹⁴ In relation to this, the Third Sector Foundation of Turkey (TÜSEV) also performed the study “COVID-19 Pandemic’s Effects on Civil Society Organizations Operating in Turkey Survey” for being able to analyze whatever effects and dimension the COVID-19 pandemic has had on the studies and sustainability of civil society organizations operating in Turkey.¹⁵

Also, in regard to the pandemic, the Quality in Social Responsibility Association began preparations for “Civil Society Organizational Procedures in Times of Crisis” under the special support of “Things Connect Us,” Yaşar University’s Share the Future Civil Initiative and EU Think Civil Program.¹⁶ Together, with advertisements published through the Youth Volunteers Platform within the Youth Centers of the Ministry of Youth and Sports and with volunteers who took charge during the pandemic, over a million masks and visors were made and distributed to healthcare professionals and various segments of society.¹⁷ Using a similar motive, the “One Neighbor Platform” organized an aid campaign to pay the bills of people who had lost their income due to the pandemic.¹⁸

Apart from research and activities conducted regarding the pandemic, it is also possible to mention prominent activities regarding volunteerism.

Emre Erdoğan et al. (İstanbul Bilgi University Volunteerism Studies Group) published a study titled ‘Türkiye’de Gönüllülük: Deneyimler, Sınırlıklar ve Yeni Açılımlar’ [Volunteerism in Turkey: Experiences, Limitations, and New Initiatives], which included the results of a study titled ‘Türkiye’de Gönüllülük Araştırması’ [Research on Volunteerism in Turkey] conducted in 2019. The open access book offers a broad framework of the volunteer profile in Turkey.¹⁹

Results of the last piece of research by TÜSEV, which was made in regular intervals throughout the past 10 years, was shared with the general public in 2020 with a report titled ‘Türkiye’de Bireysel Bağışçılık ve Hayırseverlik Raporu’ [Individual Donations and Philanthropy in Turkey]. Conducted in Turkey with the participation of 2,502 people across 67 provinces, under the headlines ‘Social Capital and Civil Society,’ ‘Individual Donations in Turkey’ and ‘Incentives for Donations,’ the report details data on assistance made directly to those in need, donations made to civil society organizations, incentives for making donations by participating in activities and the preferred methods of making donations.

Various events took place in Turkey on December 5, International Volunteer Day. The Sports and Volunteerism Symposium was organized in partnership with Haliç University School of Physical Education and Sports and the Youth and Sports Volunteers Association. The symposium was home to discussions on volunteerism from many aspects including but not limited to universities, institutions, local governments, sports organizations and federations.²¹ With financial support from the GIZ Turkey Office, various activities were carried out in cooperation with the National Volunteering Committee and the United Nations Vol-

unteers Programme in Turkey. Many presentations were made at the event under headings including “Volunteering in Disaster Management,” “Sustainability in Volunteering,” “Volunteering in Universities,” “Volunteering in the Digital World,” and “Art and Volunteering.”²²

During the 13th ‘Gönülden Ödüller’ [Awards from the Heart] ceremony organized by the Private Sector Volunteers Association, where employee volunteering and private sector companies engaged in volunteerism are rewarded, awards were distributed under headings such as ‘Most Successful Volunteering Project,’ ‘Most Creative Volunteering Project,’ and the ‘Most Successful e-Volunteering Project.’²³

Developed by the Turkish Red Crescent and made public on December 5, ‘gonulluol.org’ is a good example for presenting volunteering activities with a well-designed information technology infrastructure. The digital system, where all units of the Turkish Red Crescent will manage volunteer processes under a single system, will also function as a social communication network. The system is a social meeting point where people who want to volunteer can register, receive orientation and training for the volunteering areas they choose, participate in volunteering activities suitable for the region they live in, their interests and qualifications and a platform where individuals can share their experiences or thoughts about these activities.

duration of volunteer work has decreased. . bk. . www.stateofvolunteering.org.au. <https://www.volunteeringvictoria.org.au/state-of-volunteering-report-release/>

- 5 <https://risimedia.com/2020/12/06/nar-reports-realtor-association-donations-to-communities-doubled-volunteerism-increased-during-pandemic/> and <https://www.nar.realtor/research-and-statistics/research-reports/c-a-r-e-report-community-aid-and-real-estate>
The information that volunteering has increased reflects the situation in the specified areas and the institutions’ own practices.
- 6 <https://www.fidelitycharitable.org/insights/the-role-of-volunteering-in-philanthropy.html>. <https://www.thinkadvisor.com/2020/12/01/pandemic-taking-a-toll-on-volunteerism-report/> <https://www.fidelitycharitable.org/content/dam/fc-public/docs/resources/the-role-of-volunteering-in-philanthropy.pdf>
- 7 <https://www.unv.org/UNVs-COVID-19-pandemic-response>.
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- 11 <https://gonulluhizmetlerdernegi.org/turkiyenin-ilk-online-gonullu-okulu-acildi/>
- 12 <http://www.agder.org.tr/tr/sayfa/hak-temelli-calismalar-yuruten-stk-ve-sivil-inisiyatiflere-dijital-donum-kapasite-gelistirme-destegi>
- 13 <https://www.sivilsayfalar.org/2020/12/07/sivil-toplumda-calisan-ve-gonuller-in-sorunlari-ve-cozum-onerileri/>
- 14 <http://siviltoplumdestek.org/vakif-haberi/covid-19-salagini-ekseninde-yasan-gelismeler-dogrultusunda-2020-yili-hibe-stratejimizi-guncelledik/>
- 15 <https://covid19vestklar.tusev.org.tr/>.
- 16 <https://sskd.org.tr/krizproseduru/>.
- 17 <https://gsb.gov.tr/HaberDetaylari/3/217105/genclik-ve-spor-bakanligin-dan-gonulluluk-seferberligi.aspx>
- 18 <https://bikomsu.com/>
- 19 <https://bilgiyay.com/wp-content/uploads/2020/11/GONULLU-LUK-291120.pdf>
- 20 https://tusev.org.tr/usrfiles/images/Turkiyede_Bireysel_Bagiscilik_ve_Hayirserverlik2019.pdf
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1 <https://www.bbc.com/news/uk-england-51821470> .

2 <https://www.bbc.com/news/uk-england-51978388> .

3 Dunn, J., Chambers, S.K. & Hyde, M.K. (2016). Systematic Review of Motives for Episodic Volunteering. *Voluntas*, 27, 425–464. <https://doi.org/10.1007/s11266-015-9548>

4 <https://www.fidelitycharitable.org/content/dam/fc-public/docs/resources/the-role-of-volunteering-in-philanthropy.pdf>
In some reports prepared specifically for Australia, it is stated that the

General Outlook of Social Services in 2020

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Faculty Member; Presidential Social Policies Council Member

Having affected the whole world and caused the deaths of thousands of people, COVID-19 emerged in Wuhan, China in December 2019. COVID-19 then spread globally and caused a pandemic to be declared around the world. It has left thousands of people around the world with economic, social, cultural, and health problems. In order to prevent increasing levels of social anxiety - a likely effect from this crisis period - protective and preventative economic practices, social policies, and social service practices have been implemented in Turkey as in the rest of the world.

Many people working in the private sector have been left unemployed due to the restrictions and measures taken in the world and Turkey. This increase in the number of unemployed has also led to an increase in the number of people and families in need of social assistance and social services. Various social assistance programs have been designed for minimizing the risks caused by unemployment and for providing citizens with minimal life assistance. In the face of this economic crisis, Turkey has economically supported workers and employers by introducing a three-month 'prohibition of dismissal' and 'short-term working allowance.'

Social services is a profession based on human rights and the principles of social justice that supports social change and aims to solve problems and strengthen human relations in order to improve human well-being. The current pandemic and economic crisis being experienced has a greater impact on daily laborers and unregistered workers who are not covered under the umbrella of social security as well as people and groups in need of temporary or permanent social assistance and social services. In this context, the social services profession, which aims to increase the well-being of individuals, families, groups, and society, as well as social workers as the implementers of this profession have successfully fulfilled the social responsibility that have fallen upon them during the pandemic.

Affecting all communities, the COVID-19 pandemic has had a greater impact on applicant groups within the areas of social services. Children in need of protection and those with special needs such as autism and mental disabilities, as well as young people, women, elderly, marginalized groups, mentally ill, homeless, and refugees have experienced this pandemic process more severely than other segments of

society. Attempts were made to decrease the risks of the pandemic for applicants staying in orphanages, juvenile centers, centers for unhindered living, violence prevention centers, women's shelters, elderly care and nursing homes, and other institutions and organizations by taking the necessary protective measures beginning in March 2020 when the first cases began to appear – up until today.

Turkey has taken timely measures against this pandemic, planning and immediately implementing many effective interventions under the leadership of President Recep Tayyip Erdoğan. The Ministry of Health of the Republic of Turkey as well as the Coronavirus Scientific Advisory Board and Social Sciences Board have successfully carried out this process on a scientific basis. It was possible to overcome this process without mass chaotic panic experienced in other countries at the beginning of the pandemic due to lack of medical equipment and face masks.

The social policy practices and activities of the Ministry of Family, Labour, and Social Services (MoFLSS) since March 2020 when the first cases were seen in Turkey under the following two dimensions.

Community-Oriented Social Services and Assistance (Policies and Strategies)

In order to control the pandemic, many countries have resorted to social distancing, isolation and quarantine practices. Some countries implemented mandatory quarantine and isolation state policies. During the first response Turkey displayed to the pandemic, curfews were imposed on specific days and these practices were relaxed over time in a controlled manner. While isolation was mandatory for citizens above the age of 65 and for people who were described to be in 'high-risk groups,' restrictions on these groups have been relaxed as the government succeeding in controlling the pan-

demic. While the responsibility of citizens during this pandemic has become to prioritize the use of masks, social distancing and hygiene, with the aim of turning the tide of the economy, the state has implemented many different policies.

Community-oriented policies were conducted by the MoFLSS alongside many other ministries in Turkey. Providing income security to Turkish citizens who had to live on a certain income was essential. MoFLSS implemented significant policy implementations in this context and made efforts to minimize the economic and social problems caused by the pandemic. Among the practices that drew most attention are:

- *Cash Support:* The best example of social assistance was given with the "Together, We Are Enough, Turkey." Determined by an income test, the ministry provided 1,000 Turkish Lira (TL) to 620,000 households in need. The total amount delivered through this campaign reached around 6.2 billion TL. In line with the country's needs, resources allocated for social assistance increased continuously.
- *Increasing Retirement Pensions and Advancing Holiday Bonuses:* Minimum pension levels were raised to 1,500 TL through the Purse Law. Bonuses planned to be given during the holidays were advanced in support of this due to the Coronavirus pandemic. In addition, pensions for retirees over the age of 76 were home-delivered to bolster quarantine and isolation procedures.
- *Short-term Working Allowance:* Short-term working allowances are paid monthly on the 5th of each month to workers themselves for periods not worked to complete the weekly work spans applied at the workplace. In order to be entitled to this allowance, the applicant's social security premium must have been paid for a min-

imum of 450 days and the premium payment must have been made continuously within the last 60 days. The short-term working allowance is provided based on the employer's statement about their employees. Employees and employers were supported in this process with a total minimum wage support of 7 billion TL. A total of 2,071,032,826 TL unemployment allowances was provided to 717,911 people from the Unemployment Insurance Fund. Thus, the total amount of aid, payments, and support currently made since the pandemic began to be seen in Turkey in March has reached 20,493,602,651 TL. This support is still ongoing.

- *Encouraging Flexible and/or Working from Home Alternatives:* Employees in both public and private sectors and high-risk households have been encouraged to work remotely or flexibly with mutual agreement with their employers.

Social Services for Applicants Receiving Services from the MoFLSS

After the first case was seen in Turkey, necessary precautions were taken in all institutions and organizations affiliated with the MoFLSS. The entry and exists of children, people with disabilities, the elderly, and women to institutions were brought under control and visitors were not accepted except under emergency situations. The working shifts of personnel were revised and the communication and contact these personnel had with other segments of society was attempted to be controlled.

- *Children:* Since 2018, social and economic support has been provided to all children's homes (1,192 institutions and 6,199 children), orphanage complexes (111 institutions and 6,383 children) and child support centers (63 institutions and 1,632 children) affiliated with the

MoFLSS. In order to be able to manage the anxiety, depression, fear and stress that the pandemic can cause for children, social workers and psychologists have provided psychosocial support to both children in state institutions and children who are cared for at home.

- *Women:* Centers for Preventing and Monitoring Violence (ŞÖNİM) and 145 Women's Safehouses in 81 provinces provide services at a capacity of 3,482. In this context, services for female victims of violence have continued uninterrupted despite the COVID-19 outbreak. With the #183 Social Support Helpline, psychological, legal, and economic consultancy services continued to be offered free of charge to women in need who have been subject to violence or are at risk of being exposed together with their children.
- *People with Disabilities and the Elderly:* Individuals over 65 with chronic diseases constitute a high-risk group in the coronavirus pandemic. Therefore, the protection and control of nursing homes, where this group is concentrated, during this pandemic process is of great importance. Since March 2020, care and health services have been provided to a total of 27,500 elderly people in 426 Nursing Home and Elderly Rehabilitation Centers affiliated to the Ministry.

The new types of coronavirus measures taken in nursing homes have been upgraded one more level, and the elderly and staff working here have undergone comprehensive health screenings. Compared to other countries, the number of beds and ventilators allocated to elderly patients in Turkey during the COVID-19 pandemic is above average. In this process, the World Health Organization has highlighted the exemplary work Turkey conducted in protecting nursing homes. One of the most important reasons for

low levels of deaths in nursing homes is due to the presence of a strong integrated health service in Turkey. Psychosocial support services have been provided through provincial directorates affiliated with the MoFLSS to people over the age of 65, those with disabilities and those caring for them, relatives of martyrs and veterans, and foster families quarantining during the COVID-19 pandemic process as well as those coming from abroad and kept under quarantine (those placed in Higher Education Student Loan and Housing Board dorms), their relatives, those in need, and those personally requesting psychosocial support.

- *VEFA Social Support Groups:* The efforts of support groups made up of NGO volunteers and personnel like the Red Crescent as well as public employees such as police, gendarmerie, guards, and Disaster and Emergency Management Authority personnel, especially those working for individuals and families living alone at home and the elderly and disabled who are unable to leave their homes, has been of great importance. Social Support Groups were established within the Provincial and District Governorships associated with the Ministry of Interior. Starting with the basic needs of individuals and families, many needs focused on social services and social aid have been met by these groups. AFAD's protective and preventative social services and social assistance have also held an important place during this process. Organized in such a short time and immediately intervening in social service applicants, Turkey's Social Support Groups have taken their place in the literature with their successes during the COVID-19 pandemic process.
- *In-Home Care and In-Home Health Services:* While the financial support transferred to these health services in many developing countries was limited and care fees

were taken from patients, these two services have been maintained without interruption in Turkey by paying attention to the pandemic conditions.

- *Turkish Red Crescent and Green Crescent Services:* The Turkish Red Crescent Society has prepared trainings and informative publications and videos regarding COVID-19 and made them available to the public since the first day of the outbreak. In addition, food parcels and hygiene kits have been distributed to those in need as well as visors for healthcare workers. Having rushed to aid our citizens after the earthquakes in Elazığ and İzmir, the Red Crescent continues to play an important role in providing social assistance and social services in Turkey.

Effectively fighting against tobacco, alcohol, and drugs - in a nutshell all addictions - through the Green Crescent Consultancy Center, the Green Crescent established the COVID-19 Psychological Support Line in order to provide free service to those experiencing intense anxiety during the pandemic and those showing signs of psychological discomfort. During this period, a total of 2,286 people were provided with telephone support, and 73 people have been provided with online therapy services.

Lessons Learned and Recommendations

The pandemic has provided us with the opportunity to see the strengths and weaknesses of Turkey's health and social services systems. The problems that emerge in organizing disaster management have been identified and in this way, it has been attempted to strengthen the dimensions that remain insufficient in healthcare services in Turkey. Despite the availability of vaccines, the processes of combatting COVID-19 are predicted to continue for the next few years. The important target groups of social services in Turkey will continue to be protected and cared



for as a priority. All these applications have shown how powerful Turkey's social state structure is. More, when considering COVID-19 as a trauma, we should consider the post-traumatic stress disorders and depression, which can occur after an epidemic that will be seen in a large part of society and should plan the necessary psychosocial and rehabilitative strategies now.

The consequences that unemployment has created for individuals and families will continue to be felt for another period. Due to this, it is necessary to continue the short-term working allowance in order to bring the social benefits, which are the main components of social protection, and the economy, to a certain level.

In any case, it needs to be underlined that hygiene, face masks and social distancing will remain as our new normal

in the upcoming years and that this will have to be maintained. Taking the 'new normal' of social distancing into account, we should review care plans and services for social welfare applicants and bring new models to the agenda. For example, social service organizations (nursing homes, orphanages, and foster homes) can be planned with a more horizontal architecture and an understanding close to nature. Spatial resources belonging to local governments can be used for the rehabilitation of people with disabilities. Finally, more online projects such as group studies and social activities can be developed baring into account factors such as face masks, social distancing and hygiene rules.

Social Protection Statistics

Official Social Protection Benefits

In 2019, 542 billion 2 million TL was spent on social protection.

In 2019, official social protection expenditures increased by 20.8% to 542 billion 2 million TL. 98.4% of these expenditures were for social protection assistance (533 billion 168 million TL). The largest expenditure on social protection assistance was for the retired/elderly at 263 billion 78 million TL. This was followed by illness/healthcare expenditures at 146 billion 35 million TL.

Type of Social Protection Benefits	2018 (₺)	2019 (₺)
In Cash	121,755	146,035
In-kind	14,840	18,030
Total	219,939	263,078
In Cash	52,262	63,586
In-kind	16,986	23,177
Total	10,358	15,732
In Cash	5,887	3,529

Official Social Protection Benefits (in Turkish Lira)

	2010	2011	2012	2013	2014	2015	2016	2017	2018 ^(*)	2019
In Cash	92,065	106,828	123,790	140,876	158,868	182,413	223,192	253,150	299,079	361,478
In-kind	54,180	62,254	68,897	75,570	84,044	92,498	107,584	122,407	142,948	171,690
Total	146,245	169,082	192,687	216,446	242,912	274,912	330,776	375,557	442,027	533,168

Number of people receiving compensation under social protection (2018 & 2019)

	2018			2019		
	Total	Male	Female	Total	Male	Female
Total number of people receiving compensation	13,766	7,861	5,905	14,089	8,031	6,058
Total number of people receiving handicapped/disabled compensation	856	503	353	864	504	360
Total number of people receiving retirement/elderly compensation	9,514	7,144	2,370	9,849	7,313	2,536
Total number of people receiving widow/orphan compensation	3,758	264	3,494	3,759	267	3,492
Total number of compensation benefits	14,389	7,922	6,467	14,747	8,096	6,651

Turkey's International Humanitarian Aid in 2020: The Pandemic and Beyond

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We think we have all been subjected to the famous ancient Chinese curse “May you live in interesting times!” 2020 has been an interesting year for our planet in every sense. In fact, it has been chaotic, gloomy, and even Kafkaesque. For that reason, it would not be bad to start our theoretical framework with Realism. According to realist theory, humans who are evil by nature are ego-centric creatures who act out of pure self-interest. However, since human beings are the subject and object of humanitarian aid, realism is not at all healing. This is because human beings can provide financial and moral support to fellow victims of a negative development where they themselves are not directly impacted while housing the good within multidimensional versatility. As the name suggests, humanitarian aid puts the human being at the center of all issues and

places altruism, not egocentrism, at the foundation of being human. Since human beings are etymologically associated with consonance, they can only preserve their existence, which is the result of socialization in ontological contexts, only by entering into solidarity with society. As normal as it is for people to help and collaborate with one another, solidarity among all communities and societies of which humans are a part is a requirement of its nature.

Throughout the history of humanity, natural disasters or human, social, political and economic crises and wars have made people need each other's help. In this context, it would not be an exaggeration to claim that the history of humanity, in a way, is the history of humanitarian aid. While this type of assistance made humanely by humans



to their fellows is defined in the Turkish Language Association Dictionary as “aid made on issues of basic human needs such as health and shelter in times of natural disaster,” another definition expands it to include social and endemic disasters by associating it with “aid activities undertaken by states during traditionally natural disasters with transitory qualities such as earthquakes, floods, fires, and droughts.”¹ As the main purpose of humanitarian aid is to relieve the distress of people in need, no problem is seen in including aid for the damage caused by human disasters in the category of humanitarian aid. In this respect, aid to communities affected by wars and economic crises are also included in the category of humanitarian aid.

While humanitarian aid has increasingly become a popular concept on the global agenda, not having any economically developed countries be prominent in this context is not surprising. What is interesting is that regardless of Turkey’s share in global wealth, it has an attitude that sets an example to the world in humanitarian aid. The following highlights can be listed for the country’s recent humanitarian aid activities: Assistance efforts were carried out after the Southeast Asia earthquake at the end of 2004, the earthquake in Pakistan in 2005, the humanitarian crisis in Lebanon in 2006, the Gaza Crisis at the end of 2008, the 2010 Haiti and Chile earthquakes and floods in Pakistan, the 2011 earthquake in Japan, the 2013 Philippines typhoon, the 2014 floods in the Balkans and the attack on Gaza, the 2015 Nepal earthquake and the conflict-induced humanitarian crisis in Iraq, the 2015 and 2016 humanitarian crises in Yemen and Libya, and the 2016 floods in Macedonia.² According to the UK-based organization Development Initiatives, Turkey was the country to conduct the most humanitarian aid, spending over US\$7 billion in aid.³ Thus, Turkey has come to the position of the most generous country with its humanitarian aid corresponding to 0.85% of its national dividend. Coming to the forefront in this regard, the Turkish Red Crescent has also intervened in natural and man-made disasters in 138 countries over the last 10 years, and with its experience since the day it was established, has extended a helping hand to 147 countries across the globe.⁴ Meanwhile, as stated in its 2019 annual report, the Turkish Cooperation and Coordination Agency (TİKA) provided emergency and humanitarian assistance to people in need in Colombia, disaster victims in Somalia, earthquake victims in Albania, and people in need in Iraq and Afghanistan.⁵ As a result of the COVID-19 pandemic, which made 2020 a very challenging year and turned into a global problem, as of 30 November, 2020, the number of people who have lost their

lives worldwide has exceeded 1,431,000 and the number of cases exceeded 60 million.⁶ While people have retreated to their homes on an individual level with the pandemic that has transformed societies, states, and interstate relations locally, nationally, regionally, and globally, states have attempted to adapt to the so-called new normal by implementing international entry-exit bans. By internalizing that no other way is possible now beyond mandating the use of masks and curfews, countries have faced difficulties in terms of masks, disinfectants, health equipment, and personnel, especially in the early days of the epidemic, and have even seen economic problems arise. Thus, flexible working and distance education have not only become widespread, they have practically become the only format. During such a period, Turkey immediately extended humanitarian aid to the states in need of the aforementioned materials.

By April 2020, Turkey delivered various medical supplies including test kits, medical supplies, gloves, and masks to 54 countries.⁷ Some of these countries include China, Italy, Spain, the United Kingdom, the U.S., Serbia, Kosovo, Bosnia and Herzegovina, Montenegro, North Macedonia, Bulgaria, Iran, Iraq, Georgia, Azerbaijan, Colombia, Afghanistan, and Pakistan (BBC News Türkçe 2020). In addition to the situations where aid has been provided as stated above, people who have been victimized by human causes such as economic reasons should also be evaluated within the subject of humanitarian aid. Therefore, medical supplies distributed by Turkey to other countries in order to eliminate the negative effects- whether natural or human related- of the pandemic, and to save human life, are also evaluated within the framework of humanitarian aid.

As a result, it is not surprising to see that Turkey emerges as one of the first countries that comes to mind when ana-

lyzing data on humanitarian aid made pre and post-pandemic and during the pandemic. In this sense, through TİKA, AFAD, the Turkish Red Crescent and other institutions, Turkey has been able to extend a helping hand not only to its own region but to distant geographies. In addition, the fact that Turkey often leaves behind more prosperous countries in terms of humanitarian aid spending illustrates that the country provides this aid on a voluntary basis. In addition to these, despite being quite adversely affected by the pandemic itself, the fact that Turkey did not remain indifferent to the calls for help of other countries is concrete evidence of the country's dedication and sensitivity to humanitarian aid. However, fulfilling public diplomacy with this aid has been of great significance both for the purpose of setting an example for developed countries on increasing aid spending as well as overcoming any misconceptions about Turkey in other countries. This orientation is not only a requirement of Turkey as a soft power but also a requirement of smart power.

- 1 Evans, G. & Newnham, J. (2007). *Uluslararası İlişkiler Sözlüğü* (Tran. H. A. Utku). İstanbul: Bilimevi Basın Yayın.
- 2 Türkiye Cumhuriyeti Dışişleri Bakanlığı. Retrieved November 29, 2020 from https://www.mfa.gov.tr/turkiye_nin_inساني-yardimlari.tr.mfa
- 3 Global Humanitarian Assistance Report, <https://devinit.org/resources/global-humanitarian-assistance-report-2019/>
- 4 Türk Kızılay. Retrieved November 29, 2020 from <https://www.kizilay.org.tr/neler-yapiyoruz/uluslararası-yardimler>
- 5 TİKA, T.C. Kültür ve Turizm Bakanlığı. 2019 Faaliyet Raporu. Türk İşbirliği ve Koordinasyon Ajansı, 2019.
- 6 BBC News Türkçe. 28 Nisan 2020. Retrieve November 30, 2020 from <https://www.bbc.com/turkce/haberler-turkiye-52459231>
- 7 TRTHABER. April 25, 2020. Retrieved November 29, 2020 from <https://www.trthaber.com/haber/gundem/turkiye-54-ulkeye-test-kiti-ve-tibi-mal-zeme-gonderdi-479142.html>

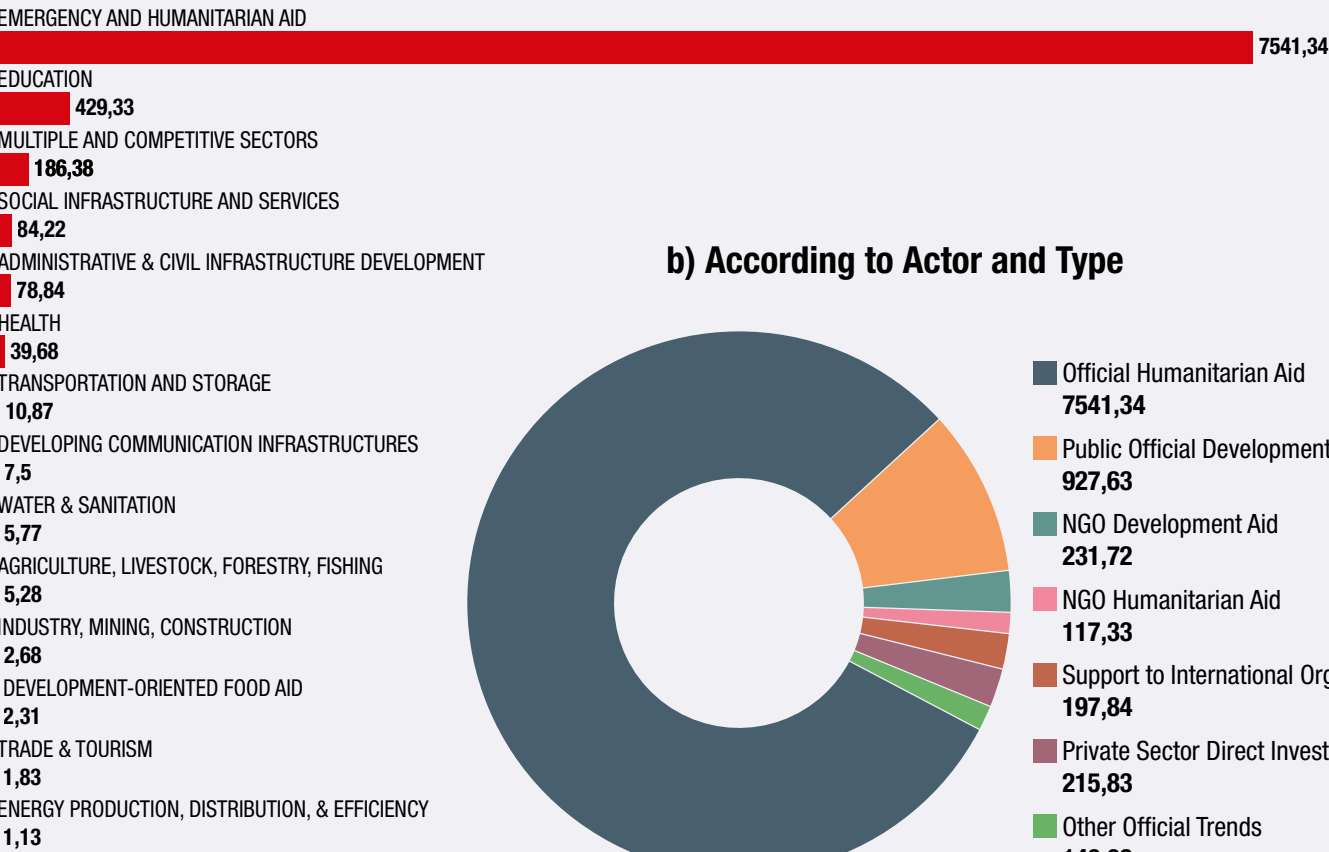
Data on Turkey's International Humanitarian Assistance

Source: TİKA 2019 Development Report

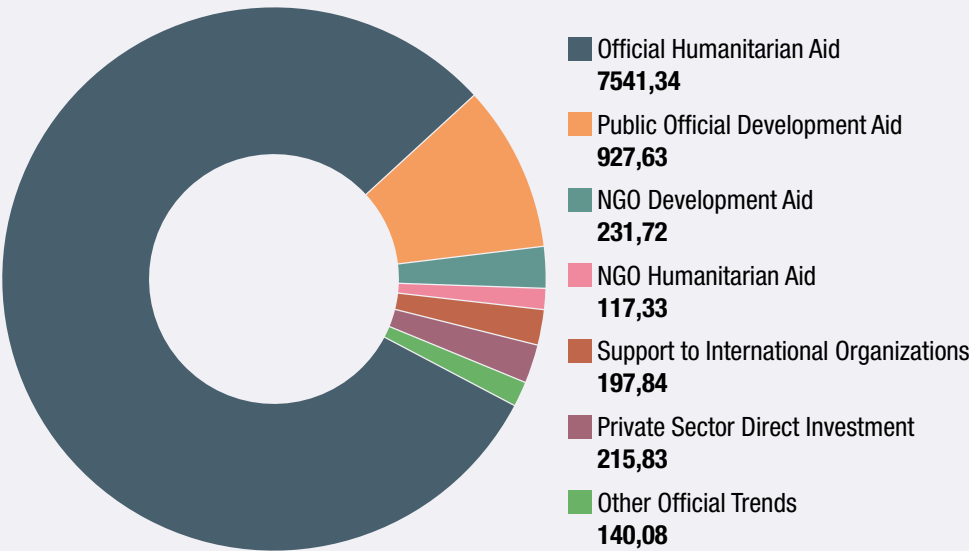
International Assistance

(2019 in millions of dollars)

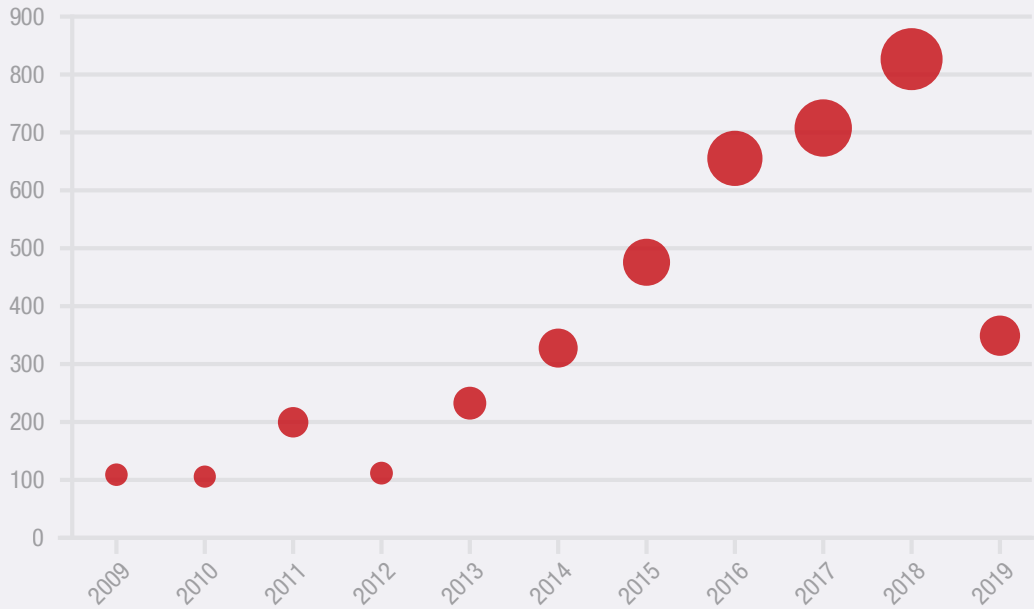
a) According to Sector



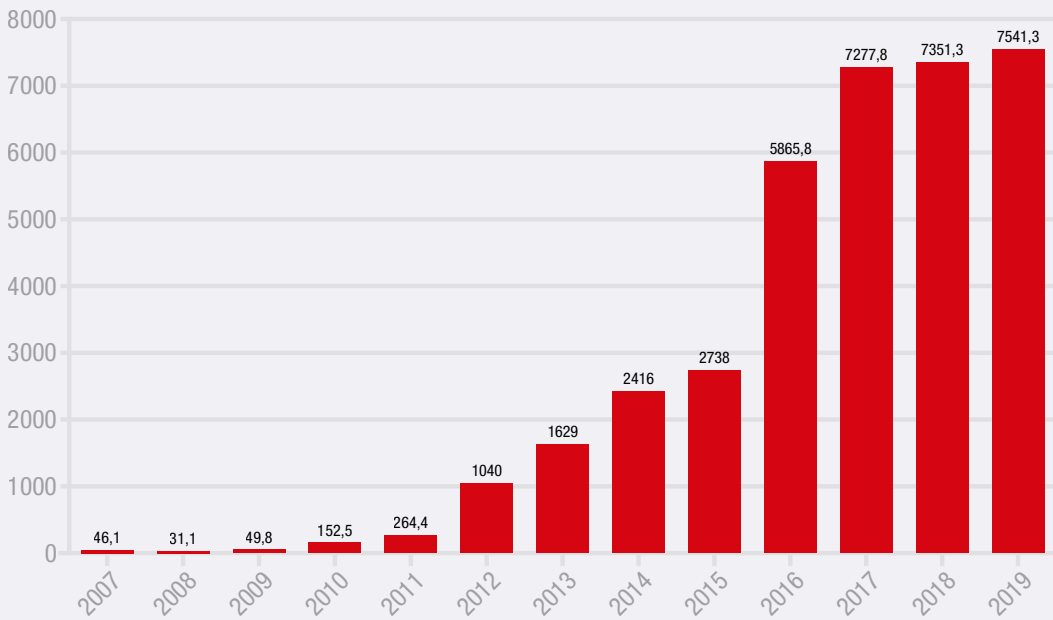
b) According to Actor and Type



Humanitarian Aid Expenditures of Non-Governmental Organizations
(2019; Millions of Dollars)



Turkey's Annual International Humanitarian Aid Spending
(2007 - 2019; Millions of Dollars)







INSTITUTIONAL

A N A L Y S I S

2020

Notes from Turkey's Disaster Management Agenda

Disaster & Emergency Advisory Board Meetings

Tasked with reducing disaster and emergency risks, offering suggestions about activities to be carried out after disasters and emergencies and setting policies and priorities, the Disaster and Emergency Advisory Board held meetings on July 13 and December 30, 2020.

Technical evaluations and intervention studies on the earthquakes experienced in 2020 and general views and suggestions occurred within the board's agenda, which convened under the chairmanship of Minister of the Interior Süleyman Soylu.

Disaster Risk Reduction Plans

Two very important studies were conducted on disaster risk reduction, the most important component for increasing individual, institutional, and social resilience against disasters: The Turkey Disaster Risk Reduction Plan (TARAP) and the Provincial Disaster Risk Reduction Plan (İRAP).

İRAP aims to create disaster-resilient cities and increase society's sensitivity to disasters. Prepared for the province of Kahramanmaraş, İRAP will also be applied in pilot provinces Samsun, Adana, Afyon, Rize, Tekirdağ, and Sivas. The Plan will be applied in all provinces by the end of 2021.

İRAP consists of five modules:

- I. General Status of the Province
- II. Hazard and Risk Assessments
- III. Analysis of Current Situation
- IV. Objectives, Targets, and Actions of Disaster Risk Reduction
- V. Monitoring and Evaluation

An Investigation Committee on Measures to be Taken Against Earthquakes Established in the Grand National Assembly of Turkey

The decision was made to conduct a parliamentary inquiry to determine the precautions that could be taken against earthquakes and the measures needed to be taken for minimizing their effects and that the commission that would conduct this research would be formed of 22 members. The commission has held 9 meetings throughout the year, the first of which was held on November 10, 2020.

Representatives of earthquake-related public institutions and civil society organizations were invited to the meetings, and earthquake preparedness studies were listened to.

Detailed information about the commission can be accessed from the website below

https://www.tbmm.gov.tr/depremarastirmakomisyonu/komisyon_dan_haberler.htm

Photograph: AA



Social Protection Shield During Pandemics and Disasters

Hasan Basri Alagöz

Ministry of Family, Labour, and Social Services, Head of Strategy Development

In contact with every household, family, and individual in Turkey, merely to say the entire population, the Ministry of Family, Labour, and Social Services (MoFLSS) has three main goals: Happy and productive individuals, harmonious families, and a prosperous society.

Carrying out social services that strengthen individuals and families in line with these goals, the MoFLSS also takes measures to regulate and supervise work life to contribute to socioeconomic development.

The MoFLSS provides a social defense that covers all segments of society: families, lineages, children, women, those with disabilities, the elderly, those in need, relatives of martyrs, veterans, workers, employers, job seekers, and retirees. Built upon protective and preventive programs for groups that require special policies, focused employment policies, and rights-based social assistance practices, social defense has a wide area of effect from individuals to families and from families to society.

The activities and services provided by the MoFLSS stand out as mainly preventive, protective, and curative in extraordinary situations such as earthquakes, floods, and epidemics.

The capacity building activities that the MoFLSS exhibits in ordinary times contribute significantly to increasing resistance levels against extraordinary situations. The variety of tools for safeguarding employment, general health insurance, social assistance networks spread across the country, and maintenance services play a dominant role in active struggles with epidemics and disasters.

Activities Within the Scope of Combating the COVID-19 Pandemic

The COVID-19 pandemic has affected social life and work life around the world in 2020. The MoFLSS held comprehensive consultations with civil society organizations, unions, and the business world to reduce the negative impacts of the pandemic and to protect citizens and implemented remedial measures under the name “Social Protection Shield.” The Social Protection Shield consists of four dimensions work life, social security, social assistance, and social services.

The basic targets in line with minimizing the effects of the pandemic on work life are to look after employment opportunities, worker, and employers together; effective practices such as short-term work allowances, cash wage

assistance, and normalization assistance were rapidly implemented. Employers and employees have been supported by postponing businesses' insurance premium payments in sectors affected by the pandemic.

The strong, sustainable social security system has increased Turkey's resilience during the struggle with the epidemic through the additional precautions that have been taken. The Health Implementation Communiqué (SUT) has made continuous updates to ensure that participation shares and other additional fees are not collected from citizens in the diagnosis and treatment process and that the drugs and immune plasma therapy used in treating COVID-19 patients are added to the reimbursement list.

Professionals who provide healthcare services to in-patients diagnosed with COVID-19 are reimbursed for the high-cost care services to prevent transmission. Thus, an additional 660 TL per day per patient has begun being paid to hospitals caring for patients in this context.

People coming from abroad have the opportunity to be issued a sick leave/incapacity report by a single physician for up to 14 days and are provided incapacity benefit payments for the reported days. E-mailed applications made by citizens requesting health assistance certificates while abroad are approved; these citizens are given the opportunity to receive health assistance abroad by preparing health assistance documents.

One of the encountered socioeconomic difficulties during the COVID-19 pandemic has been the effective and rapid delivery of social assistance to citizens.

Through the Social Support Program implemented during the pandemic, support of 1,000 TL has been delivered to citizens in need in over 6,000,000 households.

Photograph: Turkish Red Crescent



Using the Integrated Social Assistance Information System, information technologies have been used extensively in this process in the field of social assistance. All the steps in the social assistance process can be carried out electronically monitored, measured, and reported thanks to this system that integrates 7 modules and 25 institutions. By making rapid decisions with the data infrastructure provided by this powerful information system, social assistance has been provided immediately to individuals during the pandemic.

Using this data infrastructure, more than 2 billion TL in grants have been distributed within the scope of the National Solidarity Campaign "We are Self-Sufficient, Turkey" as 1,000 TL per household to households in need.

MoFLSS staff have adopted a self-sacrificing work discipline to ensure uninterrupted social services in this period. The institution personnel have carried out their duties without leaving the institution by switching to a fixed shift

system with 7, 10 and 14 day periods. The staff altruistic approach, especially those in organizations, has made a significant contribution to protecting the health of the elderly.

Thanks to the strict measures taken, care centers and nursing homes for the disabled and elderly in Turkey have been assessed as examples of good implementations by the World Health Organization.

Under the Social Protection Shield, the amount of support provided in 2020 as short-term work allowances, cash wage support, unemployment benefits, normalization assistance, social support programs, and grants distributed from “Together We Are Enough, My Turkey” exceeded 45 billion TL.

Activities for Combatting Disasters

Within the 28 different service groups in the Turkey National Disaster Response Plan (TAMP), the MoFLSS has been determined as the main solution partner for the In-Kind Donation, Warehouse Management and Distribution Group and the Psychosocial Support Services Group.

Funded by the MoFLSS, the 1,003 Social Assistance Solidarity Foundations (SASF) play an important role in meeting the urgent needs of disaster victims following disasters.

The MoFLSS transferred 76 million TL worth of resources in 2020 through the SYDVs to citizens who have been impacted by disasters in the provinces of Adana, Adıyaman, Bingöl, Bursa, Bitlis, Diyarbakır, Elazığ, Erzurum, Giresun, Hatay, İstanbul, İzmir, Konya, Malatya, Manisa, Mersin, Muş, Trabzon, Rize, Sakarya, and Van.

MoFLSS teams have been providing psychosocial support services since 2013 for citizens in disasters and emer-

gencies to return to their normal lives as soon as possible and to reduce psychological impacts that have occurred due to their experience.

Psychosocial support workers act as an important part of the aid team in disasters and the post-disaster recovery, development, and mitigation periods.

The MoFLSS has realized its own capacities in the processes of preventing the psychological dissonances that may arise with post-disaster psychosocial support services, re-establishing and improving relations at the family and community levels, and returning those affected by disaster to their normal lives and has performed studies for empowering their capacities.

Psychosocial support services are also quite important for gaining and reinforcing skills for coping with, recovering from, and picking back up from disaster situations that may arise in the future in society.

All these interventions aim to develop the capacities of those benefitting from services and ensuring the sustainability of services as well as rebuilding and preserving social ties. The MoFLSS, Provincial Directorates, and 353 social service centers operating throughout the country have a large role in realizing all of these services.

The MoFLSS continues to work with superior efforts in line with the vision of “happy and productive individuals, harmonious families, and a prosperous society” and the principle of “Let the people live so the state lives!” to achieve its 2023 goals under the leadership of President Recep Tayyip Erdoğan.

Human-Centered Migration Policies

Savaş Ünlü

Dr., Director General of Migration Management

Having become a target country in recent years for immigration- which essentially began with the history of humanity- Turkey has faced significant migration flows due to its geography and strategic location and has gained significant experience in this area. The Directorate General of Migration Management (DGMM), being a structural manifestation of this historical experience and accumulation, was established on April 11, 2013, with the Law on Foreigner and International Protection (#6458) and became operational in government centers in 2014 and in all provinces in 2015. The Directorate General of Migration Management is the institution responsible for the entry, stay and exit of foreigners in Turkey. In this context, the main areas of responsibility for the DGMM are the management of regular migration, contending with irregular migration, establishing an effective international protection mechanism, combating human trafficking through activities of mutual harmony and communication, and protecting victims.

Hosting 3.6 million Syrians following the events experienced in Idlib and facing increased pressure each year from irregular migration in coming to 2020 after 2019 when Turkey focused on adaptation activities and struggled with irregular migration, Turkey declared it would not force foreigners who want to leave the country to stay, stating that as of February 27, 2020, it had been abandoned by the in-

ternational public, the European Union in particular, on resolving the Syrian crisis and the issue of asylum seekers and refugees. After this statement, an intense influx of migration occurred from various provinces to the border regions of Edirne, in particular Pazarkule, through the free will of foreigners. This humanitarian movement has been one of the Directorate General's main agenda items in 2020.

In this process, the teams of the Directorate General have extended a helping hand in cooperation with non-governmental organizations and public institutional organizations 24/7 to foreigners who have been aggrieved due to interventions unbecoming of human dignity toward foreigners arriving hopeful at the borders of the European Union, which has emphasized human rights at every opportunity. Various measures have been taken in this context, especially on health and safety, for groups concentrated in border regions from the date when the influx of migration started, and provisions for humanitarian aid such as food, clothing, hygiene kits, and blankets have been distributed in collaboration with non-governmental organizations. Measures have also been taken against all kinds of infectious disease risks by sanitizing the environment in the region in which 350 healthcare personnel have been employed for the purpose of meeting the necessary health services.

“Taking the necessary health measures for both staff and foreigners” was also added to the agenda of the Directorate General, which has had intense contact with foreigners alongside the first COVID-19 case being seen in Turkey on March 11, 2020, after the events in Edirne. In this context, cleaning, disinfection, hygiene material supplies, and information activities have been carried out within the scope of combatting COVID-19 in the service areas of the Directorate General, particularly in the Temporary Accommodation Centers (GBMs) where Syrians are hosted under temporary protection and repatriation centers where irregular migrants are held in administrative detention.

Irregular migration flows have continued despite measures such as closing the borders and reducing international mobility due to the pandemic. For this reason, struggling with irregular immigration and push-back cases occurring with Greece’s inhumane behavior in the Aegean have continued to maintain their priority on the 2020 agenda of the Directorate General.

Meanwhile, necessary administrative measures have also been taken toward foreigners without prejudice to their rights and obligations within the scope of temporary protection and international protection excluding those with special needs, chronic illnesses, or in need of treatment for the purpose of preventing the inconveniences that may arise in terms of public health since the beginning of the pandemic.

Of the foreigners under temporary protection, currently 58,905 people in need are being accommodated in the 7 Temporary Accommodation Centers (GBMs) located in the provinces of Adana, Kilis, Kahramanmaraş, Hatay, and Osmaniye; family members and possible contacts of positive cases seen in these centers are quarantined in isolation

areas formed in the GBMs. Alongside this, GBMs are regularly disinfected, information brochures have been distributed to the residents, on-duty personnel are obligated to use masks and gloves, thermometer checks are made at the entrances, risk groups (especially foreigners who are above the age of 65) are not allowed to leave the premises, tasks are distributed among the personnel to meet the needs of this group, and other necessary measures are taken in coordination with provincial health directorates.

Collaborations with international organizations have again been increased in the pandemic, with one-time assistance in the amount of 1,000 TL being provided to 11,648 households receiving cash assistance in GBMs on April 24, 2020, in order to effectively deliver international funds to those in need and foam beds, linens, and blankets in UNHCR warehouses being sent to temporary accommodation centers; in addition, cash assistance in the amount of 1,000 TL per household has been provided to 80,630 households (378,319 persons) of foreigners within the scope of international protection and temporary protection apart from those in GBMs. The International Organization for Migration (IOM) has continued to sustain collaboration efforts for being able to provide cash assistance of 1,000 TL per household to a total of 15,000 more households.

In line with Turkey’s historical background, at the point reached after 2020 as a year that challenged all sectors, all the jobs and transactions of foreigners in the field of migration within the framework of national and international legislation will continue to be conducted in line with human-oriented national policies.

Sustainable Development Using the Turkish-Type Development Assistance Model

Serkan Kayalar

TİKA President

The Turkish Cooperation and Coordination Agency (TİKA) was established in 1992 to contribute to the economic and social development of the Central Asian Turkic Republics, which had gained their independence after the dissolution of the USSR. As a result of Turkey's more active monitoring of foreign policy alongside its economic and political stability that increased in the 2000s, TİKA's operational geography has also expanded to the Balkans, Caucasus, Middle East, Africa, South and East Asia, and Latin America. TİKA currently conducts development cooperation projects with 62 offices in over 170 countries and has contributed to Turkey's activities in the international field.

As a result of the humanitarian and entrepreneurial diplomacy actively conducted, Turkey has become a significant global actor in the field of humanitarian aid. In this context, Turkey having hosted the United Nations World Humanitarian Summit, sheltering more than 4 million refugees, and being first in the world in humanitarian aid for 4 years most concretely reflects Turkey's humanitarian stance.

Turkey has reported the official development assistance (ODA) to the OECD since 2005 under the coordination of TİKA. Emergency and humanitarian aid are some of the most important components of ODA. Alongside development projects aimed at long-term and permanent capacity building, TİKA also realizes humanitarian aid projects in regions with people in need due to reasons such as life safety, hunger, thirst, famine, shelter, and epidemics as a result of natural disasters, war, drought, and social conflicts.

Many humanitarian crises occurred in the world in 2020. TİKA has carried out effective interventions in cooperation with our related institutions, particularly in distant geographies, in the face of disasters such as the earthquake in Mexico; the floods in Cambodia, South Sudan, Mongolia, Tanzania, and Uzbekistan; and the Beirut explosion.

Through its offices, TİKA maintains its support for the Rohingya people living in difficult conditions in the cam-



ps in Myanmar and Bangladesh, for the Palestinian people under heavy embargo, and for the refugee camps in various African countries. The All-Girls Vocational School, built by UNRWA in Vahdet Camp in Jordan, was recently renovated. Due to facilitating the delivery of aid to the Rohingya refugee camps in Bangladesh's city of Cox's Bazaar, the construction of the steel bridge connecting the camps is also among the significant projects realized last year.

The COVID-19 pandemic deeply impacted many countries in 2020, creating new crises, especially in fragile and underdeveloped countries. During this period, TİKA has continued to share Turkey's capacity by focusing on projects and activities to combat the pandemic. TİKA has carried out nearly 200 projects and activities in 70 countries in this context. Nearly 1.5 million people have directly benefited from these projects. The main frameworks in the activities that are carried out are emergency humanitarian response, strengthening health infrastructures, and incre-

asing human capacity. Hygiene, food, medical equipment, and medical device support projects have been carried out in many geographies within the scope of emergency humanitarian assistance. Increasing local capacities have been prioritized in producing masks and disinfectants within the scope of supporting health infrastructures, and workshop installations and equipment grants have been implemented. Additionally, previously completed hospitals, clinics, and health centers; construction and equipment projects, and donated ambulances and equipment have served within the scope of struggling with the pandemic. The hospitals TİKA has built and equipped previously in Palestine, Georgia, Somalia, Pakistan, Niger, and Kyrgyzstan have provided important services during the pandemic. Medical equipment production trainings and trainings on combating the pandemic continue to be organized online in cooperation with our Ministry of Health within the scope of increasing human capacity. An effective model of cooperation has been carried out with our relevant institutions, the Red Crescent, the Disaster and Emergency Management Presidency, Directorate General of Migration Management, and NGOs. Turkey has continued to not close itself off, exhibiting international cooperative actions that will be an example to the world.

As one of the implementors of the Turkish-Type Development Cooperation Model, based on our esteemed President Recep Tayyip Erdoğan's motto "We will reach out all over the world, and wherever someone is suffering, we'll go there as Turkey and help a little or a lot," TİKA will continue to reflect Turkey's humanitarian stance in its projects and contribute to the development of international cooperation in line with the 2030 Sustainable Development Goals approved by the UN.

Medical Rescue Efforts in 2020

Eray Çınar

Dr., Ministry of Health,
General Director of Emergency Health Services

The importance of disaster preparedness is better understood through the lessons that emerged from the Marmara earthquake in Turkey, which is exposed to many human- and nature-related disasters; serious disasters have been initiated on disaster preparedness and response, especially since 2003. Emergency health services, being an important component of disaster response, are aimed to be strengthened in this context; the National Medical Rescue Team (UMKE) was established and consists of the volunteer health personnel who will respond to disasters throughout the country within the Ministry of Health.

UMKE is a medical rescue team composed of volunteer health personnel who've received the necessary basic and advanced trainings and are equipped appropriately for providing medical rescue and emergency health services within the time it takes to transport disaster victims and survivors in need of emergency health services in disasters and emergencies that occur in Turkey and abroad starting from the scene of the event to an ambulance or healthcare facility.

UMKE also takes part in events like CBRN events, fires and explosions, major traffic accidents, social events, terrorist incidents, mass migrations and large population

movements, national and international sports competitions, and dangerous pandemic diseases.

Gaining great momentum with the implementation of the Health Transformation Program carried out by the Ministry of Health, UMKE's efforts have made UMKE one of the leading medical rescue teams in the world. Today, UMKE ranks first in the world of medical rescue in terms of both the number of volunteer health personnel and the quality of medical teams specialized in various branches.

The National Medical Rescue Teams consist of voluntary personnel who constantly renew themselves, monitor technical developments, are full of self-confidence, have great physical condition, are leaders, have enhanced teamwork and team spirit awareness, are fully committed to the ethical values that devoted healthcare professionals must comply with, and are experts in their fields.

UMKE is always ready to intervene in any event or situation requiring immediate medical attention, especially disasters, with its 11,993 personnel who have already received the required training in 21 regions and 81 provinces. In particular, due to 2020 being an intense year in which a wide variety of disasters were experienced alongside the

pandemic in Turkey and the world, UMKE has intervened and held humanitarian aid missions in many disasters and emergencies in the country and abroad.

Due to the increase in COVID-19 cases in Iran our border country, UMKE set up shelters and emergency response tents at our eastern border gates; measures have been taken that allowed the disease to enter Turkey even later than Europe. UMKE personnel have also been assigned throughout the country to the health services offered to citizens in isolation in the Ministry of Youth and Sports dormitories affiliated with the Higher Education Student Loan and Housing Board as well as to the monitoring processes there.

Thanks to the variety of tools in its inventory, UMKE is able to convey to the central organization of the department all kinds of information on the communication problems that may be experienced in disaster areas.

Apart from these assignments, UMKE has also taken an active role in the following humanitarian aid activities in 2020:

- January 20, 2020: The explosion in Migadishu, Somalia where the wounded were evacuated by air
- January 22, 2020: The 5.8 magnitude earthquake that occurred in Manisa's Akhisar District
- January 24, 2020: The 6.8 magnitude earthquake that occurred in Elazığ's Sivrice
- February 4, 2020: A minibus and construction equipment got buried under an avalanche in the Karabet pass in Van's Bahçesaray
- February 26, 2020: The 5.1 magnitude earthquake that occurred in Malatya's Pütürge District
- February 29, 2020: Refugee mobility at the Edirne border crossing
- June 14, 2020: The 5.7 magnitude earthquake that occurred in Bingöl's Karlıova
- June 25, 2020: The 5.4 magnitude earthquake that occurred in Van's Özalp District
- July 3, 2020: The fireworks factory explosion in Sakarya's Hendek District
- August 4, 2020: The explosion in Lebanon's capital, Beirut
- August 22, 2020: Landslides and flooding in Giresun Province
- October 30, 2020: The 6.6 magnitude earthquake that occurred in İzmir's Seferihisar District.

2020: A Year of Challenges Transformed into Opportunities

Ruben Cano

Head of IFRC Turkey Delegation

2020 has been an unprecedented year, with COVID-19 challenging our traditional methods of support as humanitarians.

The COVID-19 pandemic has affected all aspects of our private and professional lives, including the International Federation of the Red Cross and Red Crescent Societies' (IFRC) humanitarian actions in Turkey. How are we to support the lives of people most affected when, as a humanitarian sector, we are facing lockdowns and restrictions to keep everyone safe?

Precisely at the moment that the IFRC took over the EU-funded Emergency Social Safety Net (ESSN) with the Turkish Red Crescent in March, the first full force of COVID's impacts were being felt in Turkey and across Europe.

As a result, we have had to adapt and even reinvent in order to ensure those who need it most receive our support. COVID-19 has forced the IFRC and TRC to become even more agile and flexible in order to find ways to continue supporting the most vulnerable while ensuring people remain safe.

I am impressed by the speed and depth of our adaptation to the remote ways of working in Turkey and more broadly across the globe. The IFRC has managed to continue delivering on global key mandates such as coordination in emergencies and capacity building during 2020 despite severe travel restrictions. This is thanks to the rapidly scaled-up and systematic use of messaging, teleconferencing, cloud information sharing, and other technologies that have been around for many years but we had not used well enough previously.

We've worked with the Turkish Red Crescent to roll out the first-ever remote focus group discussions,¹ providing an essential opportunity to hear and understand recipients' opinions and maintaining a strong bond with them despite pandemic-related restrictions. Another cutting-edge innovation has been to set up a dedicated rumor-tracking-and-management system² that captures, analyzes, and responds to rumors related to the ESSN.

The Turkish Red Crescent Call Center³ has also been key in facilitating ESSN's seamless implementation. After adapting to ensure all the necessary precautions for avo-

iding the spread of COVID-19 at the onset of the pandemic, the Call Center has continued answering calls and providing vital information in five different languages to refugees receiving support through ESSN.

The Turkish Red Crescent community centers in collaboration with the IFRC were able to rapidly respond to COVID-19; Turkish and refugee volunteers produced more than 2 million masks that were distributed across the country. Other trainings and courses were adapted and moved online so families could still access critical information, psychosocial support, services, and trainings. Community centers have also been critical in helping tackle the stigma and misinformation surrounding COVID-19, using social media and other digital platforms as a strong part of the strategy.

However, COVID did not just change the way we work, it also exacerbated the humanitarian needs among the people we serve. The IFRC and Turkish Red Crescent reacted quickly in conducting a rapid Assessment of the Socio-Economic Impact of COVID-19⁴ on the lives of refugees benefitting from the ESSN in Turkey. The assessment showed that 70% of those surveyed had lost their livelihoods since the COVID-19 pandemic hit Turkey. Combined with almost 80% reporting an increase in expenses, this has forced already vulnerable refugees to borrow more money to meet their basic needs. In order to contribute to lessening the additional socio-economic impact the COVID-19 pandemic has had, more than 1.7 million refugees living in Turkey have received an additional 1,000 TL cash assistance via the ESSN programme on top of their regular cash entitlements that were a shock-response measure also representing the largest single cash transfer⁵ in the history of Red Cross and the Red Crescent at a total of EUR 46.4 million.



The Seven Fundamental Principles

We have demonstrated that cash programming allows us to respond rapidly to scale while still protecting the people we serve, our staff, and our volunteers in communities around the world. Transferring funds through TRC's Kızılaykart Platform and Debit Card⁶ has allowed us to rapidly respond, adapt to current needs and provide additional assistance when needed at a massive scale. IFRC is a global leader in the delivery of cash assistance, and we are committed to continue investing in this modality – as clearly expressed in IFRC's 2021 Global Plan,⁷ in which the organization commits to delivering 50% of its humanitarian assistance through the use of cash and vouchers by 2025. More than ever, we need to work with affected populations and acknowledge that they are best placed to follow their own path toward a new normal. Cash gives people freedom, choice, and the possibility to prioritize their own needs and to contribute to their communities.

A new year comes with new hopes, as the upcoming vaccination campaign is expected to put an end to the huge threat that COVID has posed to our global health in 2020. Yet it will also come with persistent challenges, including the socio-economic impact from the pandemic (which is expected to seriously affect the lives of millions, refugees and Turkish citizens alike), an anticipated shrinking of humanitarian aid as donor countries face increasing domestic needs, uneven access to COVID-19 vaccinations for the least developed countries and the most vulnerable groups (including refugees), and climate change which is an existential threat that mankind needs to address decisively and collectively.

As we move forward, IFRC will continue working with the Turkish Red Crescent and all our 192-member National Societies to meet these new challenges while keeping

stride with those we know well already. We will endeavor to provide leadership, coordination, and mobilization of critical resources for National Societies to meet the world's unprecedented needs.

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- 1 <https://media.ifrc.org/ifrc/2020/11/30/covid-19-opportunity-challenge-traditional-way-working-communities/>
 - 2 https://media.ifrc.org/ifrc/wp-content/uploads/sites/5/2020/12/ESSN_Rumour_Report_-October_2020.pdf
 - 3 <https://media.ifrc.org/ifrc/2020/07/06/essn-call-centre-provides-refugees-turkey-vital-information-support-amid-covid-19/>
 - 4 <https://media.ifrc.org/ifrc/wp-content/uploads/2020/05/Impact-of-COVID-19-on-Refugee-Populations-Benefitting-from-ESSN-Programme.pdf>
 - 5 <https://media.ifrc.org/ifrc/2020/08/04/ifrc-provides-largest-single-cash-transfer-respond-socio-economic-needs-amid-covid-19/>
 - 6 <http://kizilaykart-suy.org/TR/index.html>
 - 7 <https://media.ifrc.org/ifrc/wp-content/uploads/sites/5/2020/12/IFRC-2021-Global-Plan-FINAL-1.pdf>

Strategic Support Through International Cooperation and Solidarity

Alvaro Rodriguez (On Behalf of UN Turkey Team)

UN Resident Coordinator

Assessment and Context

Since 2014, Turkey has hosted the largest population of persons under temporary and international protection in the world. In 2020, the number of Syrians under temporary protection passed 3.6 million, while Turkey also hosts approximately 320,000 international protection applicants and status holders from other countries.

The Regional Refugee and Resilience Plan (3RP) Turkey Chapter for 2020-2021, provides a comprehensive strategic response to support the government's efforts to address the needs of persons under temporary and international protection, host communities, and relevant institutions in line with Turkey's legal and policy framework.

Under the umbrella structure of the 3RP, with its sector plans for protection, education, basic needs, health, livelihoods and food security and agriculture, UN agencies and NGO partners work in support of the Government of Turkey's response to the Syrian crisis. This support is

directed largely towards public systems and services that have been stretched as a result of the increase in demand in areas with high concentrations of Syrians under temporary protection.

The burden for countries hosting large refugee populations was compounded in 2020 by the COVID 19 pandemic. In Turkey, many public services had to be paused or reduced in order to focus resources on responding to the pandemic, or to adopt remote and reduced working modalities. Despite Turkey's inclusive policies, the pandemic resulted in greater difficulties for persons under temporary and international protection and the risk of not having access to essential services during this critical period.

The economic and social impacts of COVID-19 on persons under temporary and international protection have been equally concerning. The temporary closure of many businesses has caused unemployment and loss of income through decreasing wages, affecting all parts of society,

with many companies losing a substantial portion of their revenues. Many Syrians under temporary protection, international protection applicants and status holders were working informally or without job security prior to the outbreak of COVID-19, making them particularly vulnerable to be let go by employers during any economic slowdown.

The loss of livelihoods and income for persons under temporary and international protection due to the pandemic was compounded by a lack of savings, causing households to struggle to meet the costs of basic needs such as food, rent, hygiene and other daily expenses. With higher risks of poverty due to the pandemic, children living in poor households also face increased risks of malnutrition, with potential lifetime consequences. Women's unpaid care work also needs to be acknowledged as those responsibilities increase during a health crisis, putting women and girls at heightened risk of becoming infected.

Impact assessments carried out by 3RP partners complemented the Government assessment of needs related to COVID-19, coordinated by the Vice-Presidency of the Republic of Turkey, highlighting the severe impact of the pandemic on vulnerable groups including refugees and migrants. The assessments showed that a majority of households have been severely impacted by the socio-economic shocks caused by COVID-19, reinforcing the importance of prioritizing vulnerable groups in recovery plans.

Despite the increased burden of responding to COVID-19, Turkey public institutions supported by the UN agencies and partners have continued as much as possible to provide refugees with access to services into national systems, such as health, education, and social services for instance.

Action Undertaken

In response to the challenges presented by the COVID-19 pandemic, 3RP partners in Turkey developed an additional appeal document launched on 7 May 2020 to outline complementary activities and interventions to alleviate the impact of the pandemic on vulnerable populations in the short to medium term, focusing especially on the needs of persons under temporary and international protection as well as host communities in Turkey.



IN RESPONSE TO THE SYRIA CRISIS

3RP partners have engaged in adapting the delivery of services and assistance to support continuity, where feasible; identifying priority needs of women and men, girls and boys, communities and institutions impacted by the pandemic; and developing new activities to respond to additional needs caused by the pandemic.

Priority interventions included information dissemination; support for the continuation of education through remote learning; phone and on-line support services to at-risk groups; and emergency cash assistance to help the most vulnerable households with basic needs following the sudden and unexpected loss of livelihoods.

Photograph: AA, Muhammed Said



Considering the increased protection risks due to COVID-19, the need for timely and accessible information on support services has become even more critical. Gender, age and child-sensitive data collection and targeted programmes are needed to ensure that assistance reaches the most vulnerable individuals and households.

Social protection plays a vital role in supporting disadvantaged groups while helping to promote social cohesion, as well as contributing to human and economic development. As a result, UN agencies and partners work closely with the Ministry of Family, Labour and Social Services (MoFLSS) to provide multiple cash-based assistance modalities as well as the Conditional Cash Transfer for Education (CCTE) programme while adapted learning and home school support have been vital in mitigating the

impacts of the pandemic. Supporting employability (e.g. vocational and language training), job retention and small and medium enterprises have been key components of UN programming in 2020, working in close collaboration with the private sector and national and local institutions. Support and access to digitalised market was also supported to let enterprises mitigate the negative impacts of COVID-19. For the 3RP plan for 2021/22, sector responses have taken into account the impacts of the pandemic and reflected them in the appeal.

Accountability and Coordination in Humanitarian Action

İtir Erhart

Assoc. Prof., Açık Açık Association Board Member

As of 2020, the Açık Açık Association consists 120 civil society organizations, established established with the purpose of bringing together donors with transparent and accountable associations and foundations that recognize donor rights. Due to being an umbrella organization, it is knowledgeable about the activities, works, and areas of competence of the NGOs on its platform and regularly communicates with its employees. This context, we can summarize the work we have done and the experiences we have achieved in the field of humanitarian aid in 2020 as follows:

- Immediately following the Elazığ Earthquake on January 24, 2020, more than 20 non-governmental organizations with expertise and experience in various fields from needs analyses and food banks to search and rescue and volunteer coordination came together at the national level as the NGO Disaster Platform. As its first task, the NGOs' founders, managers, and professionals, who know each other and have information about each other's areas of expertise, worked together to minimize the negative impacts and damage from the earthquake by sharing tasks. As the Açık Açık Association, we have been involved with the platform since

day one and have shared our knowledge, competences, and experiences

- Due to the COVID-19 pandemic, almost all the NGOs within our organization suspended their fieldwork in March 2020. While some have carried their efforts over to the online environment, institutions such as the Basic Needs Association and Support to Life Foundation, especially those working in the field of humanitarian aid, have begun working to meet the needs caused by the pandemic, as well as residual needs. As the Açık Açık Association, we have called out to NGOs within our organization and gathered information about the humanitarian aid activities and projects carried out during this period. We share all these works on the Açık Açık Blog (<http://acikblog.org/>). In particular, we provide communication support to NGOs that provide basic food and hygienic items as well as medical equipment support
- Açık Açık Association's Founding Member Assoc. Prof. İtir Erhart, together with Mehmet Sarıca, one of the founders of Needs Map, prepared and presented a



Photograph: AA

podcast series called “Good4Cast” during the pandemic. Broadcasting live on Instagram weekly, Erhart and Sarica support NGO managers in meeting with supporters and those in need by talking with the managers about their work during the pandemic. These broadcasts have later been uploaded as podcasts to various platforms

- As a member of the NGO Disaster Platform officially established as of October 1, 2020, the Açık Açık Association provided field support following the İzmir Earthquake
- At the event organized by the National Volunteering Committee on December 5, 2020, Açık Açık Association’s founding member İtir Erhart directed the panel “Volunteerism in Disaster Management,” in which Mehmet Akif Can (AFAD), Nurdal Durmuş (Turkish Red Crescent), Serhan Süzer (Disaster Coordination Platform), Ali Sinan Avşar (Community Volunteers Foundation), and Dünya Polat (Turkish Psychological Association) participated.

2020 has been a year when civil society organizations, especially associations and foundations working in the field of humanitarian aid, have worked with great devotion, attempted new methods, and developed new projects. When we look at all the works we are involved in as the Açık Açık Association, we see that we have performed them by cooperating with the NGOs, public institutions, and local administrations housed within our organization. It shows how important working together and combining our expertise is in 2020, especially when the issue is disaster and crisis management, for being able to start field work as quickly as possible while maintaining search and rescue efforts, while also being able to share by mapping out and determining regional needs as a civil society, as well as for being able to deliver the support coming in to those in need.

We believe that transparently sharing needs and support will not only positively impact in-kind and cash donations, but will also increase confidence in the field of civil society. For this reason, we will continue our collaborative efforts with other non-governmental organizations within the framework of the same transparency and accountability criteria in the upcoming years.

Sustainability and Resilience in Humanitarian Aid

Rubeena Esmail

Country Director, GIZ Turkey

With funding provided by the German Government since 2015, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) has carried out activities in Turkey for Syrian refugees; in this context, GIZ supports refugees and populations in need in the host society mainly in Southeast Turkey.

The close collaborations GIZ conducts with relevant ministries, local NGOs, and local governments while implementing projects has enabled provided the opportunity of being able to respond quickly to society's needs in the process of COVID-19's spread in Turkey. All GIZ-run projects whose main fields of activity had been employment and skill acquisition, protection, awareness raising, education, and language courses transformed all programs over a period of around six weeks into measures mitigating the economic and social effects of the pandemic.

Food and other aid supplies have been distributed and cash assistance provided to those in need with the goal of protecting the refugees and local people who are most at risk. Our NGO partners involved in our programs that aim to develop employment has provided short-term

work allowances to over 2,000 people and scholarships to trainees involved in skills training, as well as financial support to 400 small businesses still in the registration process.

Alongside this, municipalities have also employed our women in the production of more than 555,000 masks and 220,000 face visors, distributed 58,000 hygiene kits, reinforced four municipal soup kitchens for them to serve 5,000 people a day, and provided mask manufacturing machines for 3 vocational and technical schools to regularly meet the needs of health and public employees in relevant regions. Our practice partners have switched to online courses in order to maintain psychosocial support services and language courses offered at community centers. At the same time as all these efforts, GIZ has updated under new conditions its capacity development programs for the practice partners in order to facilitate their adaptation to the new forms of services that have changed due to the COVID-19 pandemic. GIZ Turkey's activities in this period have not been limited to efforts where it adapts to respond to the emergency needs required by the COVID-19 pandemic; new evaluations have been performed



regarding the long-term needs of the refugees and host society in Turkey by reviewing the programs being carried out.

Renewed focus has occurred on specific issues such as sustainability and resilience, which the local communities and refugees will need for coping with the economic and social impacts from COVID-19 in the coming years. As GIZ, we are certain to find suitable solutions in the framework of the reality that has changed under the COVID-19 pandemic in close cooperation with our well-established and reliable partners such as the Office of the Vice Presidency; the Ministry of Education; the Ministry of Family, Labor, and Social Services; the Ministry of Youth and Sports; the General Directorate of Migration Management; the municipalities of Gaziantep, Adana, Kilis, Hatay, and İstanbul, as well as national and local NGOs.

Social Research, Advocacy and Human Development

Vural Çakır

INGEV President

At INGEV (Human Development Foundation), we support human development by conducting goal-oriented research and implementation programs as well as advocacy. We aim to properly design implementation projects through social research.

We produce guidance reports on important issues in the pandemic environment through research such as digital governance opportunities in local governments, social media image, social perceptions on gender, pandemic-era needs analyses of small- and medium-sized enterprises (SMEs), and non-governmental organization image. Access to informational-oriented online chats, which we call “INGEV Chats,” have exceeded 1 million people.

In 2020, we have focused on implementation projects aimed at income sources in particular. We place emphasis on entrepreneurship and employment development. Our efforts have intensified, especially for having asylum seekers achieve sustainable livelihoods.

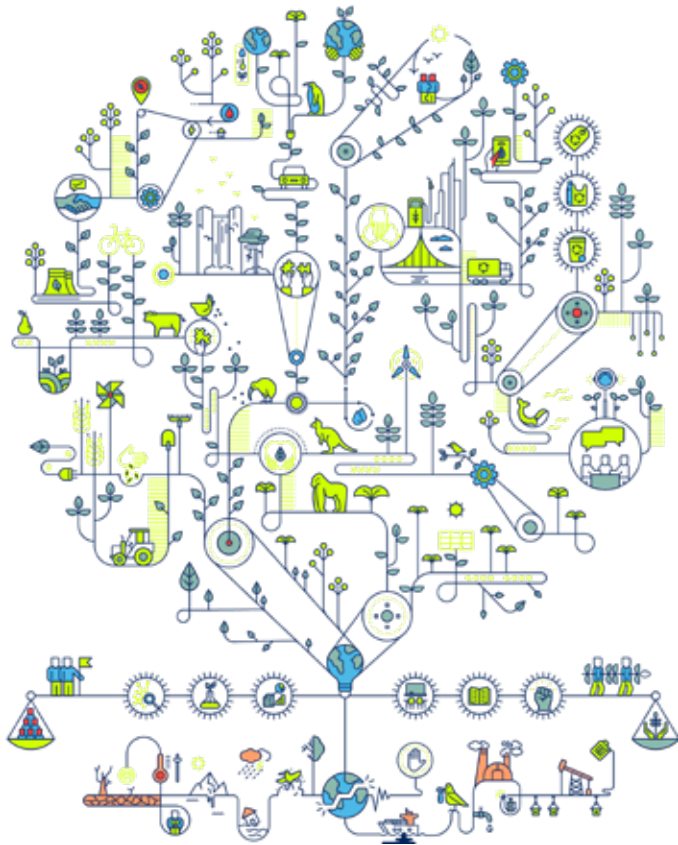
Being a refugee, being forced to leave one’s homeland, is the hardest “job” in the world. Normal society has individuals whom we define as “disadvantaged,” and we try to support

them in particular. We count these as the poverty-stricken, those with disabilities, women in need with no income the elderly, and various ethnic minorities. In addition to all these, being a refugee has exponential difficulties and disadvantages such as building a new life with no income in a country whose language and culture is not known.

Turkey is the world’s most altruistic and philanthropic country in terms of the refugee populations it hosts, but this sacrifice requires addressing a much larger issue than has been mentioned. Although foreign aid and funds have made significant contributions, we know that these are insufficient compared to the size of the economic resources required by this issue. The unemployment and economic troubles in the country also have the potential to create tensions that need to be taken seriously, especially toward Syrians. The best way is to be able to have Syrians present who have sustainable sources of income and who do this in a way that can contribute to Turkey’s economy as much as possible.

INGEV’s practices, especially for encouraging entrepreneurship, aim to provide services that reduce possible social tensions in addition to contributing to the national economy by creating sustainable livelihoods.

The number of initiatives in which we provide support to official establishments has exceeded 400 by the end of 2020. We have provided more than 1,500 consultancy services for legal, financial, and business development purposes. The call support center we established has answered more than 5,000 questions. Through the digital fair we organized in the environment of the pandemic, we have aimed at increasing entrepreneurs' export potential, especially in Arabic-speaking geographies. With the opening of the Şanlıurfa Business Development Center in December, we have started contributing to the development of business life in Şanlıurfa.



Design: UNDP, Human Development Report

We have provided grant support to SMEs, mostly for women, in order to reduce the negative effects of the pandemic period. We have also mediated grants to 150 SMEs to facilitate their Internet access and use. Our special area of effort is those with disabilities. We have collaborated with 117 people with disabilities to get them jobs.

We have learned many lessons from all these processes. Three of the most important are shared below.

The subject of our first lesson is enhancing fund efficiency. Funds from abroad in particular reach the final beneficiary by passing through many intermediate stages. Foreign donors prefer to fund an organization based on their own countries first, then the same organization opens its own office in Turkey; the process, which then flows in a way that maintains its course using subcontractors, increases administrative expenses. Here is an opportunity for process efficiency.

The topic of our second lesson relates to the goal metrics of support programs and the appropriate management of content quality. Content quality may remain weak while the bureaucratic requirements of fund systems and time constraints focus on goal metrics. The risk exists that activities such as grants, trainings, mentoring, and consultancies are ones that do not actually create the ultimate “beneficiary value” even if they achieve their goals on paper.

Our most important lesson, which indirectly makes the source for these other lessons, is our vital need for strong non-partisan civil society organizations that are able to work with a highly technical professional structure. Turkey has great need for these types of non-governmental organizations that are as reputable regionally and globally as they are within the country’s interior.

We must be able to support them and increase their numbers.

Migration Management Support Through All Aspects

Lado Gvilava

IOM Turkey, Chief of Mission

The International Organization for Migration (IOM) for nearly 30-years has supported development of the Government of Turkey's capacity to manage migration by addressing all aspects of migration in Turkey. IOM continues the efforts Turkey is conducting on meeting the needs of immigrants, humanitarian aid, workforce integration, migration and border management, and promoting social cohesion between immigrants and host communities by re-organizing them due to the COVID-19 outbreak in 2020.

Even though 2020 has caused disruptions in many fields of activities due to the epidemic, IOM has continued to support immigrant and refugee groups by developing new solutions in areas such as social stability, shelter rehabilitation and sanitation, job placement services, business development trainings, entrepreneurship education, corporate development funds, community-based agriculture, and monetary aid. The Psychosocial Mobile Teams of the Protection and Resilience Unit provide online and face-to-face support through the appropriate measures taken in municipal immigration and community centers in areas such as emergency management, struggling with human trafficking, legal information, and awareness.

IOM Turkey has implemented projects such as grant supports, corporate development and entrepreneurship trainings, and community-based agriculture this year in the scope of the Community Stabilization and Revitalization Programs. For example, a solar-powered fruit and vegetable drying facility was opened in Şanlıurfa to encourage local agricultural activities and to provide employment for Turkish and migrant women; efforts are underway to open nine more facilities in six provinces. 25 projects supporting local governments have been implemented in 10 provinces for the purposes of building up the resilience and self-confidence of populations, improving access to basic services, and strengthening social cohesion. In cooperation with local governments, cash assistance has also been delivered to approximately 16,000 Syrian households under temporary protection who've had difficulties meeting their basic needs due to COVID-19 and who have been unable to benefit from the available cash assistance. In order to support local authorities in their struggle against the epidemic, IOM Turkey has provided for needs such as hygiene kits, disinfectants, masks, and disinfection tools in 13 provinces and delivered them to communities in need.

The Protection and Resilience Unit has performed rapid needs analyses in nearly 1,000 households to understand the new needs caused by the epidemic. With travel being restricted due to the pandemic, teams have implemented many projects using online platforms. Emergency management teams have reached people at risk losing shelter and work due to the pandemic.

IOM has continued to provide search and rescue boats and humanitarian aid in 2020 to the Turkish Coast Guard Command in Turkey, which continues to be both a destination and transit point for immigrants. In addition to these efforts, IOM Turkey's mobile teams provide blankets, food aid, and psychosocial support as well as interpretation and counseling services to the mobile teams in Turkey and migrants rescued at sea. Within IOM's Mediterranean Response program, food and non-food humanitarian aid has been provided to nearly 10,000 refugees and migrants rescued by the Coast Guard this year. The teams did encounter certain problems delivering aid due to the COVID-19 pandemic, reaching only those in need through the required precautions and regulations. In addition to current aid, IOM has supported efforts this year to prevent the spread of the pandemic by distributing masks, gloves, disinfectants, and protective clothing to beneficiaries and Coast Guard teams.

Starting field work in Edirne in January 2020, IOM has provided services such as distributing aid materials, interpretations, and consultation to migrants rescued on land and at sea in line with their urgent needs. The teams work in cooperation with the District Gendarmerie, Coast Guard Command, local administrations, and District Police Directorates. IOM has helped more than 10,000 immigrants and refugees in Edirne and distributed more than 60,000 pieces of material. In addition, IOM has guided migrants

and refugees with special needs such as legal counseling, medical treatment, family reunification, assisted voluntary return and reintegration, and unaccompanied children to UN agencies, NGOs, and the relevant government agencies. IOM collaborates with the Turkish Red Crescent in family reunification case referrals in the region. The teams in Edirne experienced difficulties in 2020 in managing cases due to momentary and emergency applications; however, they overcame the difficulties by developing effective communications with other institutions and units.

IOM Turkey's Labour Migration and Human Development Program provides training and job opportunities to immigrant and host communities in collaboration with the General Directorate of International Labor Force. In this context, the SME Empowerment and Support Project has provided grants and consultancy support to 88 SMEs. In the scope of the same program, providing business consultancy services to SMEs in 2021 is aimed for through the module that will be developed in regard to economic risks associated with the pandemic under the guidance of the COVID-19 Response Plan. The Orientation Program for Syrians under Temporary Protection and Job Seekers in the Host Community is among the activities carried out with the aim of facilitating the adaptation process in the labor market. The program has supported the placement of 102 Turkish and Syrian peoples in the textile and packaging industries in İstanbul, Kahramanmaraş, and Şanlıurfa.

Preventive, Interventive and Therapeutic Protection for Children

Figen Özbek

Turkish Foundation for Children in Need of Protection,
Chairman of the Board and Board of Trustees

Since its establishment to the present, the Turkish Foundation for Children in Need of Protection has maintained our country's activities regarding children in need of protection in public and community relations in accordance with its official memorandum.

Having gained practical experience by providing long-term services to more than 400 children for the more than 40 years it has been in operation in the field of children in need of protection, our foundation conducts its efforts with new projects that ensure prevention for children's protective needs that haven't formed, intervention in cases where protective needs have formed, and monitoring and rehabilitation in cases where protection needs have departed, all in accordance with the social policies of the time.

240 children in need of protection and the families of some of these children have directly benefited from our foundation's various service programs in 2020. We strive to ensure that children whose basic needs and access to education are at risk are able to be protected based on their rights, are raised with love and trust, and are integrated into society as healthy, strong, self-confident, responsible individuals who create value.

In June and July when we accepted student applications, our foundation received an average of 500 student applications a week from 41 different provinces across Turkey, evaluated 320 students who met the stipulations, and enrolled 87 new students for receiving services from student dormitories in October 2020.

170 children between the ages of 9-18 received free services in 2020 in the two Children in Need of Protection Villages in İstanbul's Arnavutköy-Bolluca and İzmir's Urla districts. These children are supported from middle school to university without any academic success prerequisites. Programs are carried out with intensive academic contributions and artistic, cultural, and sports activities.

With the rise of the global pandemic in the spring of 2020, basic necessities such as food, clothing, educational materials, tablets, computers, and televisions were sent to the families of the children we serve.

We mobilized our facilities in the Elazığ and İzmir earthquakes for AFAD's local-level operational plans by opening additional quotas in our dormitories.

Through the Semi-Independent Living Program, needs-specific programs have continued on issues such as education scholarships and housing support to our children who are just beginning to take on responsibility within society, dowry support for those getting married, military allowances for those going to the military, and legal support. 14 young people benefitted from the Yarı Bağımsız Yaşam Programı [Semi-Independent Living Program] in 2020.

We signed a service protocol in 2020 with the Ministry of Justice with the aim of improving the educational and living environment of children between the ages of 12-18 staying in Prisons and Detention Houses. The protocol covers activities such as in-kind and in-cash supports for children, access to education and social integration. As a foundation, we've initiated our efforts to provide services to mothers who stay in prisons with their dependent children aged 0-6 within the scope of our protocol. 40 students staying in Prisons and Detention Houses in 2020 received cash support from our foundation.

Studies have been carried out under the grant project we have called "Return to the Family," which we received from our Homestay Support Program and the European Union Ministry, on the problem areas experienced in the process of children who have been institutionalized returning to their family. Through the International Symposium we held in December 2020, we completed our project under the grant by meeting with good representatives from Europe as well as members and employees of public institutions, universities, and non-governmental organizations operating in the field. 30 children have been supported alongside their families in 2020 within the scope of the program and project.

Our foundation provides scholarships and foster-family support to children who need access to pre-school education in day care home facilities; we are committed to protecting the children of veterans and those who died in duty by offering them freer pre-school education. 27 students benefitted from our unit in 2020.

The summit on "Access to Justice and the Pandemic Process in the Context of Children's Rights", held in 2020 by the Platform for Protecting Children and Their Rights, which was established through the initiatives of our foundation, enabled discussions on Turkey by world experts in the field of legislation and application as well as research reports to be shared with the public.

Transforming our activities, projects, and research focused on children in need of protection into public collaborations and public policies over time contributes to improving and developing our country's social policies. The Children's Village model, which we were the first to implement in our country for this purpose, has inspired the spread of the Children's Houses Site service model, where children who've been taken under protection are prepared for life in small care units.

Strengthening public and non-governmental collaborations is necessary for speeding social improvement for the public good in social policy areas such as access to education and inequality of opportunity in education, child brides, child laborers, child dropouts, domestic violence, exploitation, unaccompanied children, missing children, and treating children with substance addictions.

Our hope is that our foundation's collaborations with the public for the benefit of society will continue to serve as a model for non-governmental organizations in our country.

Sustainable Charitable Services at the National and International Levels

İhsan Aık

Turkiye Diyanet Foundation,
2nd President of the Board of Trustees

Developing projects in every area that touches humans from education abroad and at home to the support activities of social and charitable services, the Türkiye Diyanet Foundation [Turkey's Religious Foundation] alongside other non-governmental organizations in Turkey in the field of humanitarian aid have lead the Turkish nation's helping hand to the oppressed and the victimized.

Aside from natural disasters like the earthquakes and floods experienced in the country in 2020 in Elazığ, Bingöl, İzmir, and Giresun, the Türkiye Diyanet Foundation has been an ointment on the wounds of the oppressed and the victimized through projects abroad like well water, Ramadan and Eid al-Adha and food aid, and good homes in which they deliver humanitarian aid to those in need across the country during Ramadan and Eid al-Adha during the COVID-19 pandemic.

Turkiye Diyanet Foundation, which landed in the Elazığ region following the earthquake that caused destruction centered in Sivrice and Malatya's Doğanyol and Pütürge districts, provided hot food to a total of 45,000 people throughout the process, container homes to 102 earthquake victims, and 31 trucks of in-kind aid materials to those in need of service. Approximately 50,000 people have been reached as a result of the work done.

Our branches in Karlıova and Adaklı have reached a total of 4,800 people by distributing 800 food parcels to families. After the flood experienced in Giresun, 600 food parcels and 2,000 glasses of water were distributed to the people of the region, with a total of 3,000 people benefiting from this aid. From the first moment of the İzmir Earthquake, a total of 30,000 people have been distributed hot meals. Additionally, around 10,000 people were reached with in kind aid works such as food parcels, hygiene packages, shoes, and heaters.

Within the scope of the A Drop of Life Project, our foundation has given hope to millions of people with no access to clean drinking water by opening water wells with depths of 50 to 500 meters and foundation fountains that can also be used by animals where agricultural irrigation can be done.

Having opened 143 wells and fountains in 20 countries in 2020, Türkiye Diyanet Foundation has provided for the benefit of around 6 million people by having opened 440 water wells and foundation fountains in 32 countries experiencing difficulty in accessing clean drinking water since 2015.

In 2020, Türkiye Diyanet Foundation has conducted 40.5 million TL in aid both domestically and abroad within the

scope of the Ramadan program “You’re Expected to Not Forget Your Siblings.” Humanitarian aid was delivered to a total of 1,804,982 people in 81 provinces domestically as well as 254,275 people in 183 regions in 39 countries abroad within the framework of the Ramadan program. As part of the “Share Your Sacrifice, Get Close to Your Siblings” project in 2020, 430 sacrificial shares were slaughtered in provinces and districts domestically and a total of 557,311 shares in 308 regions in 74 countries; through the oblation, Aqiqah, and thankfulness sacrifices, the total reached 573,024 shares. Qurban aid was delivered to approximately 25 million people in total.

Apart from the Ramadan and Qurban aid in Palestine, food and cash-rent support of US\$32,500 was given to families of those who had lost their lives in Israel’s attacks on Gaza; 35 disadvantaged families and 40 orphaned families benefitted. Due to the flooding in Yemen, aid was delivered to a total of 4,537 families, with 4,537 food parcels, 400 water tanks, 560 kitchen appliances, 800 beds, and 3 blankets for each family. US\$300,000 of humanitarian aid was carried out across the country. A total of 200 female refugees received training on sewing and embroidery through our activities in vocational training facilities (soap and sewing workshops) in refugee camps located in the city of Cox’s Bazaar in Bangladesh and Rakhine State; approximately 80,000 liters of different types of liquid soap (hand soap, laundry detergent, dishwashing detergent) were produced and benefit was provided to 400,000 people. Allocations have been periodically carried out to refugees. 240 students have begun receiving education by being given formal educational support at the primary and secondary education levels at the School of Kindness. 120,000 people in need have been provided benefit by six water wells being renovated in refugee camps in recent years. Also, 4,500 umbrellas and 1,000 blankets have been distributed to the people in the region.

After the flooding that occurred in Indonesia at the beginning of 2020, 340 food packages were delivered and 64,000 liters of clean drinking water.

After the explosion in the Port of Beirut in Lebanon, \$18,000 in emergency food aid was provided; repair and restoration of 5 houses and a mosque affected by the explosion as well as food and 1,100 hygiene packets were distributed to 1,100 people. Food and materials for shelter were delivered to 5,000 people after the flood disaster in Sudan.

Türkiye Diyanet Foundation provided hot food, 41,942,000 loaves of bread, 6,236 garments in support to 4,695,000 people in Idlib and the Fırat Kalkanı, Zeytin Dalı, and Barış Pınarı Regions, as well as education opportunities for 2,880 students, cash payment support for 2,431 religious officials, educational support for 15,900 Qur’an course students, and 374,844 liters of fuel support for use in the regional Qur’anic courses. 395 trucks of additional aid were sent to the region through our 1,003 branches in the country. School stationary aid is provided periodically to students in the region.

1,753 of the 5,000 benevolence houses planned for construction within the scope of the Bir İyilik Sıcak Bir Yuva [One Kindness is a Warm Home] project in the Idlib and the Fırat Kalkanı Region were delivered to families upon completion. Families have been provided with warm homes with 30 m² residences. Disadvantaged families were provided with accommodations and educational support with the complex, which is made up of 108 self-sufficient apartments in terms of water and energy and has a mosque, school, and cultural center. Türkiye Diyanet Foundation covers the expenses of the Hz. Aişe, Zemzem and İman Camps where 807 women and orphans are found. Refugees living in the camps are examined weekly by volunteer doctors, with drug support being provided to 200 people.

Support is provided to 600 children annually who are victims of war at Tomurcuklar Rehabilitation Center for hearing and physical therapy and rehabilitation services as well as school stationary supplies.

Türkiye Diyanet Foundation provides support in the field of education for 25 educational projects in 14 countries abroad and scholarship and educational support to 8,193 students within the scope of domestic scholarship programs.

As Türkiye Diyanet Foundation, our routine work aimed particularly at those in need in crisis regions and domestically have continued within the scope of our activities in 2020, with aid activities coming to the fore during the pandemic through the earthquakes and natural disasters that occurred domestically. Our domestic Ramadan efforts have been aimed at people who've become victims due to the pandemic. Humanitarian aid activities for Syria and African countries have gained importance abroad. The importance of stakeholder institutions has emerged

as a result of access restrictions to countries and regions due to the pandemic. In 2020, we prioritized our aid activities domestically for disaster victims of the Elazığ, İzmir, and Bingöl's Karlıova earthquakes and Giresun flood disaster, while abroad we've accelerated our activities in Africa while slowing down our efforts in the Balkans and Turkic Republics with the effect of the pandemic. Our work in Syria, Lebanon, and Bangladesh has continued with full intensity.

Lastly, the 2020 COVID-19 pandemic has strengthened our belief that supporting sustainable and permanent activities is more efficient than aid activities aimed at meeting daily needs. The feedback received from the fieldwork and our stakeholders has also strengthened this determination of ours. Therefore, our plans for the coming years will also include prioritizing permanent and sustainable activities. We will also produce joint products for expanding communications and areas of work with our stakeholders.



Communication and Coordination in Migration Management

Katharina Lumpp

UNHCR Turkey Representative

For the last six years, Turkey has been hosting to the world's largest asylum-seeker and refugee population of nearly 4 million, 3.6 million of whom are Syrians under temporary protection. Only 1.6% of this population (around 59,000 people) live in Temporary Accommodation Centers; the vast majority live in and around cities or in the rural areas of Turkey's 81 provinces.

Turkey's refugee response is based on the Law on Foreigners and International Protection and Temporary Protection Regulations, the comprehensive legal framework that forms the basis for registration, documentation, and access to services including health, education, and social services. In implementing the legal framework, Turkey follows a policy of involving refugees in the services provided through public systems at the national, provincial, and local levels. Together with other stakeholders, the United Nations High Commissioner for Refugees (UNCHR) Turkey has supported Turkey's refugee response by helping increase the refugee response capacity of the host community and ins-

titutions addressing the needs of both the refugees and the host community. Like the rest of the world in 2020, Turkey has faced the COVID-19 pandemic, an unusual humanitarian challenge affecting both health emergencies and everyone else, albeit unequally. In this particular context, allowing everyone including refugees and asylum seekers to have access to the relevant information and necessary medical care and to be included in the response is essential.

One of the priorities of UNHCR Turkey, which works in close collaboration with the Directorate General of Migration Management (DGMM), the Ministry of Health, other government agencies and partners, in particular the World Health Organization, has been to increase information and communications in the relevant languages with asylum seekers and refugees in Turkey in order to support Turkey's emergency response to the effects of COVID-19. The focus of these efforts is to contribute to refugees' access to information on the measures Turkey implements as well as having them be fully informed about the pandemic and

methods of prevention. The nationwide UNHCR Hotline has switched to working remotely and continues to provide information on COVID-19 and other services by maintaining its functionality. In addition to social media outreach, a Communication Tree has been developed that includes refugees and partners who play a role in messages related to the pandemic being more powerfully disseminated.

The UNHCR Hotline has been operating uninterruptedly as a fully remote working method since March 23, 2020 and through services, procedures, referrals, and existing support mechanisms has allowed individuals under temporary and international protection to access the relevant information and consultancy in different languages, alongside the government's COVID-19 messages. An elevated increase in the rate of financial aid requests due to the effects of COVID-19 are observed in the calls made to the hotline.

Similarly, UNHCR's online communication platforms have become important tools in conveying information on how to access assistance using the measures, available services, public announcements and recommendations in addition to information about COVID-19, sharing the information in Arabic, Persian, English, and Turkish. COVID-19 awareness posts and videos are shared almost daily in coordination with the United Nations and the Republic of Turkey.

A special tab has been added to the Help website (<https://help.unhcr.org/turkey/tr/>) with important announcements, questions and answers, resources, and useful links about COVID-19 in four languages (English, Turkish, Arabic, and French).

UNHCR has created and implemented the WhatsApp Communication Tree, a tool that facilitates fast, zero-cost

information sharing between UNHCR and refugees/asylum seekers through contacts and work partners.

UNHCR regularly shares up-to-date information about services, curfew announcements, and other measures on the UNHCR Turkey Information Board Facebook page. Page views increased significantly during the COVID-19 pandemic, demonstrating the importance of informing refugee communities in their native language. For example, over a period of 4 months during the pandemic, access to the page increased 800%, the number of followers increased 450%, and likes for posts increased 385% compared to the pre-pandemic period.

Accessing information and sharing visual information using traditional methods have also maintained their importance alongside communicating with communities through social media channels and remaining accessible through the hotline. Therefore, UNHCR has produced COVID-19 posters, brochures, and booklets published in cooperation with the Ministry of Health and DGMM; printed materials have been distributed to Turkey's 81 provinces. Printed materials showing precautions and instructions for refugees on how to access the buildings of the Provincial Directorates of Migration Management across the country have also been produced in cooperation with DGMM.

Addressing the Needs of Vulnerable Children in Turkey

Regina De Dominicis

UNICEF Turkey Representative

Turkey continues to host the largest refugee population in the world. In 2020, the number of refugees and migrants in Turkey was around 4 million, almost half of whom are children. The Government of Turkey has shouldered the bulk of the financial costs related to the refugee response in Turkey. As the displacement situation remains protracted, Turkey has called for increased and sustained international responsibility in sharing how to address the needs of refugees and migrants as well as host communities.

In 2020, the Government of Turkey rapidly mobilized a national response to the COVID-19 pandemic, which has had profound and far-reaching socio-economic consequences on already vulnerable groups, especially women and children. The consequences of the pandemic have been felt across all communities and sectors, affecting women and children disproportionately. Refugees and migrants as well as other vulnerable groups in Turkey have been affected by significant loss of livelihood and income, causing many households to struggle to meet the costs of their basic needs.

People with specific needs, particularly women and children, continue to require targeted support through sustained

investment in systems providing protection response, social assistance, and psycho-social support. The reduction in service capacities and outreach due to COVID-19 has made it harder for service providers to identify and protect vulnerable individuals. Investing further in robust referral mechanisms and in services for responding to the specific needs of women and children has maintained its strategic importance in the coming period. The COVID-19 pandemic also has had a marked effect on school enrollment, attendance, and retention, making it harder for children in Turkey to continue their education and affecting the learning of 19 million children from preprimary to upper-secondary ages (48% girls, 52% boys), as well as 7.9 million university learners (52% male and 48% female) including Syrian refugee children enrolled in the public education system and youth in Turkish universities. More than 428,000 school-aged refugee children are still not enrolled and have no access to education opportunities. Unlike in previous years, 2020-2021 data suggests a drop in children's enrollment rate at the preprimary and primary education levels.

Unenrolled children also include working children, those with disabilities, and those experiencing other protection

risks. They are one of the most vulnerable groups in Turkey, facing multiple child-protection risks including psychosocial distress, child labor, child marriage, and other forms of exploitation and abuse. The socio-economic impact from the COVID-19 pandemic, the discontinuation of face-to-face learning, the lack of peer interactions, and a reported increase in domestic violence levels are likely to result in reversed learning gains and loss of learning for vulnerable children, including refugees.

Given the scale and the protracted nature of the refugee crisis in Turkey, and the profound uncertainty around a political settlement and durable peace inside Syria, significant numbers of Syrian children and families are expected to remain in Turkey for years to come and require specific attention. As a result, humanitarian action for children will remain an important cross-section approach for all of UNICEF's intervention sectors. UNICEF and its partners will seek to accelerate realizing the rights for the most vulnerable children in Turkey by supporting the Government to maintain the significant progress it has already achieved and to close the remaining equity gaps by ensuring that vulnerable children and families benefit from improved child protection and social protection services. UNICEF and its partners will also aim to ensure that young children, especially the most vulnerable, benefit from learning, nurturing, care, and development at home and in their communities and that adolescents and young people are learning, acquiring relevant skills, and participating meaningfully in an environment that is safe and responsive to their needs.

UNICEF and its partners will also seek to further promote social cohesion by building on previous work to increase social capital and positive relationships among communi-

ties, caregivers, and young people. Strengthening national systems' capacity to provide services in a more equitable and inclusive manner will also contribute to advancing a social compact for children involving public authorities at the central and local levels, relevant national institutions, civil society, the private sector, and children and young people in order to improve the monitoring of child rights.

2020 on Earth

Ayşenur Yalınkılıç

Doctors Worldwide Turkey Director of Corporate Communications

For the first time since the historic World War II, humanity has come face to face with a crisis that has had such a sudden impact on the whole world in 2020. The climate crisis has also harshly called attention to itself while wars, conflicts, disasters, famine, and poverty continue. We've watched the rapid melting of glaciers on one side of the world and unstoppable fires on the other. A new pandemic has deeply affected all of us together with all of these. Hundreds of thousands of people have lost their lives. While many remain unemployed, school closures have impacted almost all children around the world. However, economically weak countries have suffered the most from this crisis. The number of those dying from starvation has almost doubled. Extreme poverty rates have risen again for the first time in 22 years. Medical resources being concentrated on pandemic measures has led to an increase in mortality rates caused by diseases such as AIDS, tuberculosis, and malaria.

All these crises have made 2020 one of the years of greatest need of humanitarian aid. The pandemic has also affected humanitarian work: International travel has been restricted for humanitarian workers, and resources remain insufficient due to increased needs. Nevertheless, the studies that have been able to be carried out despite all these

difficulties did prevent the scenario from becoming even more frightening.

Together with many institutions, Turkey has become an important actor for aid efforts in the world this year and has not hesitated to extend its hand to countries in need.

As Doctors Worldwide Turkey, we have been working in war, disaster and conflict zones for many years. One of the most important things to be aware of that working in these environments has taught us is that the humanitarian aid activities carried out by transporting human resources and products between countries is able to be quickly affected by any crisis and may become unfeasible. Access to these areas can become restricted when a crisis intensifies and help is needed the most. This awareness has pushed us to strengthen local resources and has become an integral part of our humanitarian efforts. We have established clinics in many parts of the world, put local healthcare professionals to work, and developed strong collaborations. Throughout this period when conveying our healthcare teams and aid materials from Turkey has been impossible due to the pandemic, hundreds of our local staff and diligently maintained our services, trying to respond to growing health necessities in areas of need. We've added our efforts on COVID-19 to our routine services and

been involved as supporters of the COVID-19 measures of local Ministries of Health in some regions.

What all these efforts have made possible has been more and more support for our people through sensitivity that has not decreased despite the difficult people but on the contrary has increased. We received messages from our citizens in quarantine saying that they would reach out to the needy as soon as they leave the hospital while delivering our support kits to the pandemic services of hospitals in Turkey. Our people have neither forgotten their nei-

ghbors nor allowed distance to come between them and those in need in Yemen, Gaza, Somalia, and Kyrgyzstan. We are grateful...

The data we've obtained so far have already given many signs that the year ahead will not be easy. All of us will have to take responsibility in order to not watch the rates of hunger-, poverty-, and infectious disease-based deaths and absenteeism from school increase again. We believe that goodness will continue to be our touch as we overcome all these difficulties.

Photograph: AA, Abdullah Coşkun



The Multi-Faceted Struggle Against Addiction

Mücahit Öztürk

Prof. Dr., President of the Green Crescent

Addiction continues to be a major social problem around the world. According to research, the number of addicted people has been gradually increasing over the years and loss of life due to addiction continues to increase.

With our 100 years of experience and know-how as the Green Crescent, we are struggling versatily with the problem of addiction that threatens humanity and our future and producing permanent solutions to this problem.

Green Crescent President represents the Green Crescent on the High Council of Fight Against Addiction, which convenes under the chairmanship of Vice President Fuat Oktay and is represented at the ministerial level by the 12 relevant ministries. The Green Crescent is involved in the Committee Against Addiction, the Technical Board, and Provincial Boards Struggling with Addiction within the scope of action plans struggling with addiction and contributes actively in stakeholder institution study groups, national workshops, and regional assessment meetings.

Launched in 2015 to provide free outpatient support services for addicts and their relatives, Green Crescent Consultancy Centers provide general services in 66 centers in 53 provinces including Cyprus as of 2020.

The Addiction Prevention Training Program of Turkey (TBM) is an educational model program aimed at raising awareness in the general public with regard to tobacco, alcohol, substance, and technology addiction, in children and youths in particular, and by preventing these types of addiction by informing this target group about healthy principles of living. 10 million students and 3 million adults have been reached every year through 32,872 counselors in this program that the Ministry of National Education implemented.

As part of the School Addiction Intervention Program (OBM), we've implemented school-based short intervention programs on tobacco, alcohol, and substance use among adolescents. In the pilot training, counselors are taught how to determine students' condition, how teachers can recognize substance use, how youths can be persuaded to get treatment, informing and supporting the family about the situation, determining family relations, and how students can avoid risky situations with family support. Positive studies continue to be carried out with many students in the project, which was enacted by the Ministry of National Education.

Financial support programs have been arranged with the aim of increasing the capacity to combat addiction in Turkey and the World and to support local projects. Six support programs have been implemented within the scope of national financial support programs. 713 applications have been received from non-governmental organizations and universities within the scope of the program. Fund support totaling 2,030,643 TL has been provided by implementing 51 projects in the field.

In the first period of the COVID-19 pandemic, a free psychological support line was established to support citizens in need of psychological support in the name of social solidarity. Telephone support has been provided to a total of 2,286 people and online therapy services to 73 people through the project. 22 people who called the line with suicidal tendencies were supported for being able to cope with their situation.



Snippets from the World Disasters Report

The World Disasters Report 2020 prepared by the International Federation of Red Cross and Red Crescent (IFRC) has been published. Published every two years, the theme of this year's report was climate change.

According to the report, COVID-19 has been unprecedented for humanity in recognizing and responding to a global crisis, finding existing resources while appearing like there were none, and demonstrating the capacity to take quick steps. Climate change is a much more serious problem for humanity than the new type of coronavirus and literally threatens our long-term survival. We must address this threat by taking action to reverse climate change. At the same time, we must work to limit the deaths and damage that climate-related disasters have already increased. We must all act effectively as governments, donors, humanitarian and development sectors, and the climate and environmental community.

The report offers some suggestions on climate change and global warming. These recommendations are aimed at various segments.

For governments

- Design investments, including COVID-19 financial stimulus packages, to support a green, resilient and inclusive society, investing in climate change mitigation and adaptation.

- Ensure that major infrastructure, such as schools, hospitals, child and senior care facilities, seawalls, power plants and water and sanitation facilities, is designed (and where possible retrofitted) to withstand projected climate and weather extremes and rising sea levels, making use of environmental impact assessments as a regulatory tool.
- Review disaster risk management laws, policies and plans to ensure they are climate smart, understood and implemented. These should also consider key innovations such as forecast-based action and financing, linked to shock-resistant social protection systems.
- Invest and design integrated and people-centred early warning and early action systems that assure timely delivery of actionable warnings at community level, as well as an adequate protective response.
- Ensure decentralized access to funding for adaptation and disaster risk management activities, particularly at the local level.

For humanitarian (and other relevant civil society) organizations

- Embrace and strengthen climate adaptation, in particular in urban settings, as well as in contexts where development practitioners may be less present, such as complex crises.

- Scale up use of forecast information in planning and learn from successes in forecast-based triggers for early action Executive summary
- Continue to strengthen rapid response and scale up capacity for disasters that cannot be avoided.
- Take responsibility to transparently report and improve on global and local climate and environmental footprints, strengthen the environmental sustainability of humanitarian activities and impact, and make stronger links to the environment throughout humanitarian work.

For multilateral and bilateral donors

- Design COVID-19 support packages to enable a green, resilient and inclusive recovery, investing in climate change mitigation and adaptation.
- Increase ambition to match the adaptation needs of the most vulnerable developing countries.
- Ensure allocation of climate and disaster risk reduction finance prioritizes countries that are at the very highest risk and lowest capacity.
- Change procedures so that multilateral climate finance can be accessed at local level for community-led resilience building as well as for strengthening long-term institutional and response capacities.
- Scale up support for anticipatory approaches so that many more people can receive assistance ahead of predictable shocks.



- Support humanitarian organizations to achieve a greener approach (which should include adequate budgeting for strengthening systems and allow for sustainable procurement) and coordinate among themselves to avoid contradictions in their demands on funding recipients. For climate change institutions and experts
- Embrace and promote more effective management of disaster risk caused by climate change as a critical element of adaptation and thus an important goal of global and domestic climate action, alongside mitigation.
- Connect analytical tools (as well as policy and financing instruments) for long-term adaptation with short-term forecast-based action and post-disaster response.
- Redouble efforts, in cooperation with humanitarian and development partners, to ensure that communities receive timely and understandable scientific information about climate-driven risks.
- Build on the experience of the humanitarian and disaster risk reduction communities in managing shocks, which includes the need for multi-stakeholder approaches, and a strong focus on implementation at local level.

For everyone

- Ensure that the most vulnerable people are addressed as a matter of priority in climate change adaptation and disaster risk management.
- Listen more closely to the voice of communities, to understand local knowledge, coping mechanisms, practices and needs related to climate risk, and to design culturally appropriate programmes.

- Support and empower the leadership of local civil society and communities in climate change adaptation and disaster risk management efforts.
- Work together across silos to address climate-driven disaster risks.

Full Report: <https://media.ifrc.org/ifrc/world-disaster-report-2020/>

More Than Just a Plane: Koca Yusuf

Registered in the Turkish Air Force inventory, the A400M cargo aircraft was one of the important components of humanitarian logistics in 2020. Able to perform transportation services even under difficult landing conditions, Koca Yusuf has become one of the tools that enable quick, effective, and strategic logistics approaches in humanitarian aid efforts.

Koca Yusuf took part in the following humanitarian operations in 2020:

- Medical supplies were delivered to countries in America, Europe, and Africa.
- Turkish citizens were evacuated from China in the first days of the COVID-19 pandemic
- An air bridge consisting of 5 A-400M aircraft was established in the Elazığ earthquake to support humanitarian aid efforts, in particular transporting search and rescue teams and equipment.
- Rescue teams and the injured were transported in support of the avalanche disaster response efforts in Van.
- After the explosion in the Port of Beirut, it provided aid support to meet the emergency needs of the Lebanese people.

Photograph: Turkish Red Crescent, Fatih İşçi



Towards More Civil and Comprehensive Humanitarian Aid

Ahmet Emin Dağ

Dr., Humanitarian Relief Foundation IHH Board Member

When assessing 2020 in terms of humanitarian relief, the COVID-19 pandemic has undoubtedly been the dominant development. IHH established a COVID-19 commission after the pandemic reached Turkey and launched the “Now is Time for Solidarity” campaign to help those suffering from economic difficulties, distributing food packages to more than 100,000 families. 40,000 food packages were given during the month of Ramadan to health workers in a total of 31 hospitals (16 in İstanbul) and law enforcement officers working the streets. Nearly a thousand families were provided with shopping cards and cash support to 5,000 people; 14,000 hygiene packages were also distributed. A system was put in place to prevent overlap in the online application made to IHH and the lists created by governorships when curfews were implemented during the pandemic; a successful example of collaboration between public institutions and NGOs has been demonstrated in times of crisis by establishing joint volunteer distribution teams.

When looked at in terms of collaborations between public institutions and NGOs, the İzmir earthquake in October is another example of successful implementation regarding collaborations among humanitarian actors. Stepping

into action from the first moments of the earthquake, IHH formed search and rescue teams from 33 provinces and sent them to the disaster area under AFAD’s coordination. In addition to the IHH search and rescue teams involved in rescuing many people from under the rubble, IHH distribution teams also distributed more than 16,000 food packages and more than 26,000 hygiene packages.

Non-governmental organizations’ being well-organized and quick to act alongside all institutions of state have been effective in the success of healing the wounds caused by the earthquake. Difficulties are sometimes observed due to the responsible persons in all service groups apart from some public service groups within the disaster management system being local authorities. Because the experience of disaster in one province cannot be carried over to another, the need for professionals in every province increases. Because people working at lower levels in each province can interpret events differently, having the same professionals with increased disaster experience coordinate disaster control in different provinces is instead important.

Our disaster experiences last year showed Turkey’s National Disaster Response Plan (TAMP) is unknown by most non-governmental organizations. Despite all these expe-

2020

2021

riences, every institution wants to work independently in the field, maintaining their old habits in disasters.

All institutions, organizations, and associations should be informed before disasters in order to eliminate this deficiency. Informing the NGOs that will be assigned to search and rescue and humanitarian aid activities about how to act during a disaster is very important. Another matter in relation to TAMP is the need to establish a management group for all operations. This should be a team that will work together with the provincial service coordination group by organizing all solution partners' disaster responses. In addition, NGOs and volunteer-management service groups should absolutely work actively in disaster areas.

We've also learned various lessons on logistics processes that are important components in disaster response. Determining and putting into operation the place or places where in-kind benefits will be stored and segregated in adjacent provinces in a way where aid will be formed locally before reaching the disaster site without creating workload is important. In major disasters, structuring to be established in provinces next to the district experiencing disaster have vital import in preventing relief supplies from forming uncontrolled stockpiles in disaster areas and unnecessary second-hand goods from turning into trash heaps.

In addition to the disasters within Turkey, the Syrian civil war occurring at our border was one of the prominent humanitarian relief issues to appear on last year's agenda. The humanitarian tragedy in Syria, now in its 10th year, continues to produce new humanitarian crises every day. In 2020, significant progress was made on the Briquette Housing Project, one of the most important humanitarian projects that will stop the mass migration of Syrian refugees to Turkey. Thousands of Syrian families have been able to resume a life at minimum humane standards by building houses on the opposite side of the border with this project; in this context, more than

15,000 homes have been built, and thousands of families have been settled in permanent residences.

The past year has been one of new experiences gained from the many successful operations in humanitarian diplomacy. Continuing its peacekeeping mission in the region following the peace treaty between the Philippines government and the Moro Muslims, IHH has also increased its developmental aid in the region as a continuation of its peacebuilding efforts. In this context, many Moro students were brought to Turkey and directed to vocational education in different branches while beginning the construction of new hospitals and schools. In regard to humanitarian diplomacy, negotiations conducted on rescuing civilian prisoners in countries such as Libya, Lebanon, and Syria especially in hot crisis areas and on removing barriers to humanitarian relief in countries such as Yemen and Afghanistan as well as diplomatic efforts on ending the humanitarian crisis in Palestine have attracted attention. Efforts carried out to monitor the legal rights of many victimized civilians show the level of importance that has been reached by the capacity of Turkish civil society.

In addition to all these works, orphans have always been IHH's constant priority. Providing periodic aid at different points in the year to 800,000 orphans in 120 countries, IHH plays a pioneering role in efforts in this field with its 38 orphanages, 1 children's center, and dozens of schools in 13 countries.

All these activities carried out within the past year have been important in terms of showing how NGOs are able to create such broad opportunities in solving humanitarian crises. NGOs are a reality where strong countries can solve their problems more easily. In this respect, policies for strengthening non-governmental organizations as opposed to the understanding of doing everything through public institutions by hand will be much more useful in upcoming periods.

Humanitarian Action in 2020 and Difficulties Experienced

Mohamed Ouahi

Qatar Charity Turkey Director

The Qatar Charity's (QC) Turkey office continues to provide its humanitarian assistance to the vulnerable IDPs, refugees, and host communities in North Syria and Turkey. Throughout 2020, QC has contributed significantly to addressing the needs of internationally displaced persons (IDPs) in Northwest Syria based on the 2020 Humanitarian Response Plan (HRP) and the Regional Refugee and Resilience Plan (3RP). The QC Turkey office and its partners implemented a total of 1,091 relief and development projects in 2020 with total value of US\$67.8 million that reached 3.6 million beneficiaries in North Syria and Turkey.

On February 28, 2020, QC launched the "HaGal Sham" fund-raising campaign to address the needs of the largest displacement in North Syria that took place in late 2019. The campaign was under the supervision of the Regulatory Authority for Charitable Activities (RACA) and in cooperation with many media organizations in Qatar. The campaign managed to raise more than US\$40 million. The QC Turkey office managed to utilize the raised funds, reaching out to 809,000 beneficiaries with relief projects that involved 31,500 food baskets, 5,175,000 bread pac-

kets, 43,500 new arrival kits and cooking sets, 600 tents, 100 school caravans, 5,500 hygiene kits, and 4,300 water containers being distributed, as well as 15,000 water trucks being sent to 22 camps, and 300,000 liters of fuel being delivered to 18 water stations. This was in addition to the medical consumables and surgical materials that were distributed to 70 health facilities. Moreover, QC and part of the campaign will continue implementing 16 projects during 2020 and 2021 in the sectors of shelter, food security, cleanliness, and health and education with a total budget of US\$16.5 million targeting 2,125,840 beneficiaries in North Syria and Turkey. Moreover, the QC Turkey office as part of its social welfare department activities in 2020 managed to reach out to 5,690 sponsored families (orphans and poor families, both Syrian and Turkish) and provided financial assistance worth US\$4.7 million; additionally implementing seasonal projects during the holy month of Ramadan and Eids al Fitr, and al Adha in Turkey with a total value of US\$539,000.

Once the COVID-19 pandemic started, QC Turkey was among the first organizations to respond to the crisis. QC's response included procuring and distributing Per-

sonal Protective Equipment (PPE) to more than 15,000 health workers in North Syria and Turkey. In addition, QC has co-founded and established 14 community-based COVID-19 Isolation Centers in coordination with the UN-OCHA health clusters in North Syria. The isolation centers were established and equipped for providing isolation and treatment services for COVID-19 patients with a total budget of US\$2 million. The established centers received 2,840 cases during 2020.

The global COVID-19 pandemic has brought assorted challenges for actors in the humanitarian sector, including QC. Though the pandemic has not halted QC's work, it has had a direct effect on QC's project designs and implementations as well as its humanitarian workers. As precautionary measures for protecting its staff (its spearhead in the humanitarian response) and ensuring the continuity of its efforts, QC established a COVID-19 taskforce and prepared and approved a contingency plan. QC has adopted work-from-home, shift-system, and work-on-rotation modalities to minimize risks for contracting the disease.

Measures related to controlling COVID-19 at distribution centers and service delivery points have impacted the timely delivery of services and increased operational costs. To cope with this situation, QC has revised the operational budget and increased the number of staff for implementing projects by contracting volunteers and increasing the number of sites for distributing and delivering services. Moreover, additional line-item budgets for COVID-19 have been added upon project proposals to include PPE, disinfectants, and awareness of COVID-19.

Key lessons that have been learned as result of the pandemic include:

- Focusing on reducing economic hardships by ensuring food security for the vulnerable
- Prioritizing support for health infrastructure needs due to the pandemic
- Contingency planning to adapt to the current situation with the expected funding cuts and changing donor priorities
- Revisiting policies and guidelines so as to contribute positively to the measures that have been taken worldwide to slow the spread of the virus.

Attacks on Humanitarian Relief Workers

As a result of the cross fire that opened up on Turkish Red Crescent vehicles from two unmarked vehicles while cruising between Çobanbey and El Bab, an employee of the Turkish Red Crescent's El Bab Compassion Store was killed and two personnel were injured

Ali Can Budak, employee in the Yemen delegation of the Turkish Red Crescent Association, was attacked and shot in the head by unidentified gunmen in Aden, Yemen. He is still in treatment.

Two people were also killed in an armed attack on a vehicle from the Vefa Social Support Group while returning from a neighborhood under quarantine in Van's Zalp district

Photograph: Turkish Red Crescent, Fatih İşçi



2020: A Year Spent in Disaster Regions

İbrahim Özer

Turkish Red Crescent Deputy Director General

Humanity throughout history has suffered from different types of disasters and been subjected to great devastation. Due to certain disasters like earthquakes, floods, avalanches not being able to be detected in advance or the necessary precautions not being taken, the traces they leave are equally large.

2020 is engraved in our minds as an unforgettable year for our country and the Turkish Red Crescent. Alongside the traces left by disasters, the COVID-19 pandemic has deeply affected social life in Turkey since March. Generally regarded as a disaster year, this period has helped us learn some vital lessons and focus on community-based risk-reduction efforts.

The first major disaster of 2020 was the 6.8 magnitude Elazığ-Malatya earthquake on January 24 in which 41 citizens lost their lives. The Red Crescent got involved alongside our citizens affected by the disaster in many areas such as accommodations, psychological support, and in-kind aid, especially the nourishment task given to itself in the Turkey Disaster Response Plan (TAMP).

While the damage from the earthquake still hasn't healed, Red Crescent disaster teams have given immediate

response to a total of 137 disasters and emergencies, in particular the avalanche disaster in Van; then the earthquakes in Izmir, Van, and Bingöl; the Giresun-Dereli flood; and the Sakarya fireworks factory explosion.

Turkish Red Crescent disaster teams have successfully offered more than 6 million hot meals to citizens quarantined in the Higher Education Student Loan and Housing Board KYK dormitories due to the COVID-19 pandemic.

Two workshops were organized by the Turkish Red Crescent Disaster Management unit immediately after the Elazığ/Malatya earthquake, examining in depth many fields of activities from disaster-preparedness to response stages and discussing all aspects of the Red Crescent's disaster response methods. Additionally, the current disaster organization, past mobility, and field experiences were discussed, and a comprehensive exchange of information and experience occurred with the participation of relevant personnel.

After determining concrete suggestions on the issues each unit had dealt with, a disaster organization structure suitable for maneuverability and a modern disaster-manage-

ment model were determined to be immediately needed. Through this model, the Red Crescent aimed to implement technological development that contain innovative long-term solutions.

Each concrete proposal began to be quickly constructed. The organizational structure was worked on first. A detailed analysis was made on the structures and response methods of the eight institutions that are rather advanced in regard to disasters in the world. An organizational structure has been

established that both supports internal dynamics and is suitable for the outside world. The methods of movement were revised accordingly for the teams to be deployed to disaster areas. Thus, teams are quickly transferred to disaster areas from the moment they occur and primary needs are quickly determined. In all the disasters that occurred in 2020, the Red Crescent has taken its place among the first to enter this field by implementing this. The first phase of the Kızılay Afet Müdahale Planı (KAMP) [Red Crescent Disaster Response Plan], which allows all Red Crescent



structures to take part in the disaster response work by changing their shell in the event of a disaster while performing their own activities in ordinary periods, was completed this year. The plan is to achieve the goal of completing operation areas as the second phase of KAMP, which determines how all units will form in the Incident Command System in case of possible disaster and what tasks they will undertake. The foundations were laid for the Kızılay Afet Yönetim Sistemi (KAYS) [Red Crescent Disaster Management System], in which many elements will come together (not just human resources but also equipment, vehicles, supply tracking, and logistics), geographic information systems will be used, and artificial intelligence applications will be included. After analyzing many parameters such as the impact area, size, and level of a disaster that will occur, the optimum intervention algorithm will be extracted by implementing this modern application, and the personnel and all other elements to be assigned will automatically receive the call to act.

Some studies have also been carried out with respect to the Türkiye Afet Müdahale Planı (TAMP) [Turkey Disaster Response Plan] in the field of nutrition, in which the Red Crescent is the main solution partner. A formation was established under the name Nutrition Platform for the purpose of allowing coordination with the other actors providing nutrition services. In addition to ensuring a more effective collaboration by collaborating with non-governmental organizations that will provide nutrition services in the event of disaster, a framework has been created in which certain standards will be implemented before disasters.

The pilot implementation of the Nutrition Strategic Plan was carried out in Manisa for revealing the potential, inc-

reasing awareness before disasters, and realizing the capacities of each province in the moment of disaster. The intention is to implement this plan in all of Turkey in the process of completing and maintaining the strategic studies of 9 provinces in the first quarter of 2021.

Initial studies have been begun to establish disaster response teams in each response center in order to be able to reach the field very quickly, deliver solid data from the field to the center, to represent the Turkish Red Crescent at the crisis table, and to prepare the field coordination groundwork until the main teams are transferred to the field. In order to carry out this capacity at the branch level, training for neighborhood disaster teams began being given in coordinating branch disaster teams and branches.

In order for the Turkish Red Crescent to be able to provide the necessary support in search and rescue alongside its nutrition services, two teams were formed in 2020 and provided with light search-and-rescue training. All response personnel in disaster management are targeted to receive these training in 2021.

We know quite well that disasters never wait their turn, and many risks are contained within them. Despite a busy year with disasters and the COVID-19 pandemic, the Turkish Red Crescent aims to make every level of society a part of the solution with this awareness by developing intensive studies on models that continuously improve themselves and is working to prepare all the necessary sub-frameworks for this.

A Socially Effective Red Crescent

Mustafa Tutkun

Turkish Red Crescent Deputy General Manager

Spread all over the world, the COVID-19 pandemic has had many consequences adversely affecting social and economic life in addition to its impacts on the field of health. As a result, the healing process will take much longer than expected when actors who struggle with the pandemic make plans by ignoring these effects.

Throughout the history of the world, many actors have begun initiatives and carried out activities with different motivations for healing the wounds of society. When looking at the last 30 years in particular, UN organizations and international non-governmental organizations have attempted to bring to the global agenda their search for permanent solutions to humanitarian crises using different approaches. The most important of these initiatives started as the Millennium Development Goals, then were updated as Sustainable Development Goals, and are the goals aimed at improving social living standards. Being promising in terms of solving humanitarian problems and supported by all signing countries, these initiatives require humanitarian organizations to update their way of doing business.

All relief organizations large and small, having previously adopted “giving fish” as an easy path, need to adopt an approach that focuses on “teaching how to fish” and contributes to permanent solutions to problems. This is precisely where producing projects centered on social

impact has entered the agenda of relief organizations. The activities made on producing effects that will eliminate or reduce social problems need to prioritize social impact as its result. Social impact scales and reports can be made using the new approaches developed these days; this issue is expected to also remain on the private sector agenda by encouraging social impact investment.

Taking all these into consideration, the Turkish Red Crescent is preparing to implement a relief policy and business model that prioritizes social impact through different studies initiated within its structure. Starting in 2021, the aim is to evaluate all projects that will be implemented and to monitor and measure the results from the perspective of social impact. The plan is to convert the Red Crescent Social Impact Model that was developed for this into a model that can be improved with experience by creating the conceptual infrastructure.

The Turkish Red Crescent may be at the beginning of the journey it embarked on to create a social impact in people's lives, namely to help people live in better conditions for the rest of their lives, but it is on its way with the belief that the world will become a more livable place through the approaches of all sectors focused on social impact. Otherwise, new pandemics, humanitarian crises, and environmental problems will not disappear from the agenda.

Social Support Groups

Vefa Social Support Groups were established within the scope of COVID-19 measures in coordination with governorships and district governorships for meeting the needs of those with chronic diseases and those aged 65 or older who are restricted from going outside.

Having begun its activities on March 22, Vefa Support Groups were established to meet the needs of citizens aged 65 and those with chronic diseases. The requests of those stating their needs through the phone numbers 112 Emergency Call, 155 Police Emergency, and 156 Gendarmerie Emergency are met through the joint efforts made by NGO personnel and volunteers as well as public officials like police, gendarmerie, guards, AFAD personnel, teachers, and religious officials.

Vefa Social Support Group activities are coordinated through the application of the 112 Loyalty Communication Center. In addition to social support activities, the call center is also used in the process of obtaining permission for intercity travel that is required in certain situations.

Approximately 9.472,364 requests came to the social support groups consisting of 114,907 volunteers over a 10-month period.

Turkish Employment Agency (İŞKUR) payments of elderly, disabled pensions for people 65 and over and retirement payments as well as Economic Stability Package payments were made at peoples' residences by Vefa teams.

Photograph: AA, Serhat Zafer



Communication and Public Relations in 2020

Ekrem Şahin

Turkish Red Crescent Deputy General Manager

The Turkish Red Crescent has constructed its 2030 goals on strategic community-based projects. Therefore, the most important stakeholders for the Red Crescent are all our people, all our citizens. Another year where efforts to touch each citizen with this understanding were attempted by always keeping alive has been completed at Red Crescent.

Despite 2020 being a year to remember in the Turkish Red Crescent with the pandemic, disasters, and general difficulties, at the same time it was also a year of great success. The entire Red Crescent attempted to involve each of our citizens in the struggle for well-being carried out on a volunteer basis while delivering our services to the people. In this context, more than 125,000 volunteers actively took part in Red Crescent activities throughout the year. If these heartfelt contributions in Red Crescent efforts from our benevolent volunteers were to be calculated in work hours as cash, the amount would be over 20 million TL.

In order to get more volunteers involved in Red Crescent activities and to respond to incoming volunteer requests, 16 youth and volunteer centers were established and put into operation in 2020. Meanwhile, the organizing of Turkish

Red Crescent's women branches was reviewed and restructured in order to strengthen the compassionate hands of our women who've always been with the Red Crescent for 153 years. Through all these efforts, the Red Crescent aims to enter the veins of society and increase social resilience on a voluntary basis. In this sense, the most important news of the year has been the launch of the next generation volunteer platform gonulluol.org. Becoming a Red Crescent volunteer is possible thanks to this platform, and one can be assigned to voluntary tasks with just one click. In the period ahead, the goal of the Red Crescent will be to gain the strength and ability to mobilize 2 million volunteers for those in need. For this reason, 2021 will go down in the history of the Turkish Red Crescent and Turkey as the Year of Red Crescent Volunteerism.

The Red Crescent has regularly increased its income from donations. As in previous years, this tradition was not disrupted in 2020. In this context, the total amount of donations accepted by the Red Crescent from both individual donors and Red Crescent-friendly institutions and organizations exceeded 1 billion TL for the first time in its history

in 2020. Immediately after the disasters experienced throughout the year, the spirit of social solidarity and cooperation was felt in all cells of the Turkish Red Crescent; millions of citizens were reached through the 12 relief campaigns conducted throughout the year to heal the wounds caused by disasters and to alleviate human suffering.

Since the first days of the year, we've left behind, the Turkish Red Crescent has carried out awareness studies about the pandemic and the dangers of COVID-19; informative websites have also been established. Taking advantage of the broader use of digital tools in the atmosphere created through the pandemic, 60 million viewers were reached through 53 live streams from the Turkish Red Crescent's digital channels.

The more than 18,000 visitors who access the Red Crescent website daily carried the number of visitors the Red Crescent named from the Internet by the end of the year to 7 million.

The number of calls coming in to the Red Crescent call center during the year increased by 51% compared to the previous year, reaching 1,228,355 people. A significant majority of the callers accessed the call center in order to donate to the Red Crescent or to request help from the Red Crescent. All these figures give important clues to understanding how strong the communication link was between Turkey and the nation's institution of the Red Crescent in 2020.

The Turkish Red Crescent's activities both in the country and abroad were featured positively in newspapers 95% of the time and on television 93% of the time. This visibility also helped increase interest in the Red Crescent. More importance was given to communications from the Red Crescent's international activities for enlarging this increased favor both domestically and abroad.

As the leading institution of civil initiatives in Turkey with its deep-rooted structure and historical background, the

Turkish Red Crescent has made important breakthroughs in fields such as national and international humanitarian aid, public health, disaster management, and migration services. Working to convey the message of goodness to the people it reaches most accurately and powerfully, the Red Crescent continues to work with all its might to ferment this message of goodness coming from the power of humanity.



Photograph: Turkish Red Crescent

2020: The Year of Global Humanitarian Crises

Alper Küçük

Turkish Red Crescent Deputy General Manager

2020 has been a year in which we've intensely felt the impacts of globalization and importance of global solidarity. Evaluating any crisis on a local scale is practically impossible currently. The year we've left behind us has shown that we need to calculate how a problem that started in a specific region, a humanitarian crisis, will be able to affect a wide geography or perhaps even the whole world through the butterfly effect.

The coronavirus outbreak that occurred in Wuhan, China spread all over the world in a very short time. Despite countries' attempts to take precautions against this disease without a cure, nearly 90 million people came down with the virus, with more than 2 million people having died. The measures countries have tried to take against this illness have brought other problems with it. Problems occurred in the supply of surgical masks and hygiene materials, which are the most effective method against the spread of the disease. We've experienced days when owning money isn't enough. Economic life has come to a standstill due to curfews, and accessing even the most basic of human needs has become difficult for many people.

Turkey has also been heavily impacted by this global health problem. As a result of the coordinated and outstanding efforts of all relevant institutions of our state, in particular the Ministry of Health, Turkey has faced this crisis better than many other countries. Thanks to investments made in the health system, the bed capacities and respiratory devices used in the treatment process were able to easily respond to the need. No major problems were experienced in the supply of masks and sanitary supplies. Turkey, meeting its own needs, also did not hesitate to lend a helping hand to other countries in need. Moreover, some of the countries to which we provided aid were countries with very high levels of economic development.

The Turkish Red Crescent has also fulfilled the humanitarian duties that fell upon it in this process with great determination and devotion. Working shoulder to shoulder with the relevant state institutions and organizations, the masks, sanitary supplies, and medical devices needed by both Turkey and other countries were supplied and delivered to those in need. In this challenging time when many countries and traditional humanitarian relief and development organizations have had to withdraw due to

the pandemic, the Turkish Red Crescent has struggled to meet humanitarian needs and save lives not only in its own geography but on many different fronts. Once again the star of the Turkish-style model of relief shined in the international arena. The Red Crescent has reshaped each of its own activity areas according to the pandemic conditions and needs without leaving people on their own, and continuing to not leave people.

Certainly, the coronavirus pandemic was not the only global problem the world dealt with in 2020. Many huma-

nitarian crises from the past and that unfortunately have continued to grow have maintained their presence. Even if we list only the main ones, the size of the humanitarian responsibility and struggle we're engaged in will be understood.

According to the United Nations High Commissioner for Refugees (UNHCR) Global Report 2019, there are 79.5 million refugees, asylum seekers, and stateless displaced people in the world. According to the 2019 UNESCO Global Education Monitoring (GEM) Report, 2 billion



people around the world do not have access to safe drinking water. According to WHO's 2019 Monitoring Report, 5.2 million children die every year before reaching the age of 5. According to the same report, 1 million people die from AIDS, 1.4 million from tuberculosis, and 400,000 from malaria every year. Many of these deaths are due to lack of access to basic human needs such as food and health care.

According to the 2020 World Disaster Report published by the International Federation of Red Cross and Red Crescent Societies, more than 100 major disasters occurred in the first six months of the year, with more than 50 million people being affected by these disasters. The effects on our world from natural disasters as well as the threat of climate change have become more frightening with each passing day. Climate-related disasters over the past decade having claimed the lives of more than 410,000 people and affecting 1.7 billion people worldwide reveals disasters' magnitude. Disasters such as the pandemic and global warming also trigger other disasters and humanitarian crises.

This emergent picture increases the Turkish Red Crescent's existing need for efforts on other people not just in our country but in the world with each passing day. The Turkish Red Crescent has been active in 57 countries on 3 continents despite the difficult foundations the pandemic conditions' have formed within 2020. The number of country delegations with the most intense humanitarian crises was increased to 16. In-kind and in-cash humanitarian aid was sent directly to 45 countries. A hand was extended to total of 8.2 million people in need with an international humanitarian aid budget of 189 million TL. Significant steps have been taken to have İstanbul Airport

become an aid logistics base for the regional geography by providing space for constructing the IFRC Humanitarian Aid Logistics Center. With our world's largest cash-based and community-based programs conducted with a focus on migrants and the benefit of local people and our child programs developed specifically for children, we've both made millions of needy faces smile and set an example through the humanitarian aid models we put forth.

Beyond being a strong member of the humanitarian aid sector, the Turkish Red Crescent has become an organization that directs humanitarian aid strategies in the world with its operational capabilities, trained and experienced human resources, logistics power, and international reputation.

The point the world has reached has made it possible to say that humanitarian needs are constantly increasing as a result of threats such as wars, armed conflicts, natural disasters, pandemics, and global climate change; however, humanitarian funds do not increase at the same rate with the economic contraction. In line with this determination, humanitarian law and advocacy activities gain importance in terms of local structuring and preventing humanitarian crises before they occur in order to further develop international cooperation and coordination and more effective use of limited resources as well as to minimize the costs of logistics processes. Supporting the economic well-being of those in need by using livelihood developmental activities also occurs among our strategic activities as a long-term solution for protecting human dignity and social welfare.

We need to work together for a better world by planning, learning, and implementing together better.

Safe Blood Supplies and Immune Plasma During the Pandemic

Nurettin Hafızoğlu

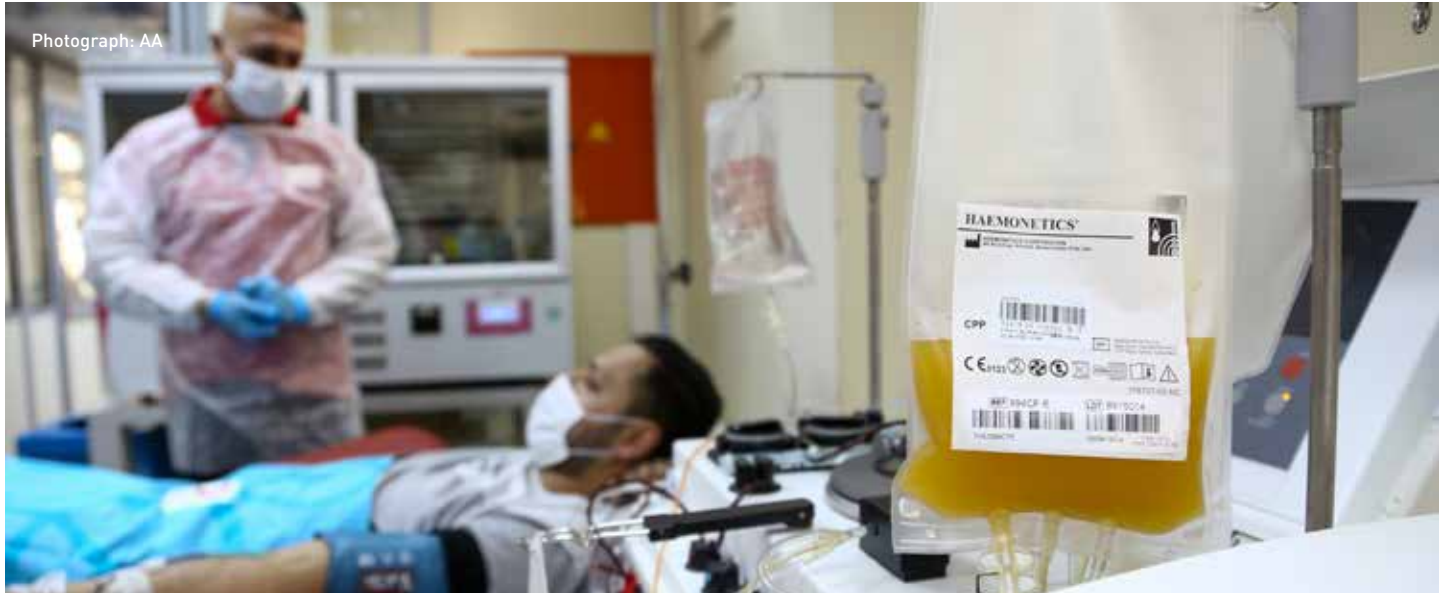
Turkish Red Crescent Director General (Blood Services)

Starting at the end of 2019 and affecting the whole world in 2020, the COVID-19 pandemic has had significant impacts on the field of blood services, just as in many areas. On one hand, the Turkish Red Crescent Blood Services team has taken personal protective measures; on the other hand, the team has structured its work and business processes on creating awareness for voluntary, unpaid, regular blood donations; obtaining blood and blood components under appropriate conditions; performing the necessary tests; storing them; and delivering them to transfusion centers in accordance with the reality of the epidemic. Continuous efforts to provide sustainable and safe blood throughout the country have been maintained through communication campaigns and collaborative efforts conducted despite the curfews, social distancing practices, transmission risks affecting blood donation rates, and decreased supplies in some periods.

One important impact from the COVID-19 pandemic in terms of blood services has also been seen in the prominence of immune plasma therapy. Immune plasma therapy, which means using the blood plasma collected from patients diagnosed with COVID-19 who've recovered on

critically ill patients, began being applied in countries all over the world as an easy-to-access and logistically viable option in the struggle with the pandemic. When immune plasma therapy applications came to the agenda in Turkey, applied practices related to laboratory tests brought the Turkish Red Crescent to the fore in the supply of immune plasma thanks to the existing infrastructure in donor relations and donor outreach, the equipment and personnel infrastructure able to deliver services nationwide in collecting immune plasma, and the blood bank activities that have been carried out.

The Turkish Red Crescent has taken up the task of supplying immune plasma alongside its routine roles in blood banking due to the pandemic process. In this context, international practices and immune plasma guidelines from other countries were examined in March 2020; as a result of the studies carried out with the Ministry of Health in April, the decision was made to rapidly restructure this area in Turkey within the scope of emergency situations and to make immune plasma available for use. The Immune Plasma Guide was also published by the Ministry of Health in April. The Turkish Red Crescent also provided expert



Photograph: AA

support in creating this relevant guide. Together with the guide's publication, Standard Operating Procedures were created for immune plasma production in April; a portion of the apheresis machine circuit was organized for this task, necessary personnel training was given, and software was adapted to this process. A regulation was made for the Turkish Red Crescent to be able to provide ISBT 128 barcode numbers to the permitted hospitals apart from the Red Crescent on being able to monitor all the immune plasma collected in Turkey; hospitals were allowed to request immune plasma using the online system. In addition to these regulations on managing the plasma process, a communication campaign was initiated for motivating our recovering citizens to donate immune plasma.

Appointment processes were carried out through the call center and online appointment system for our citizens who wanted to donate. Appointments are made this way when there are curfew restrictions in order to ensure the continuity of plasma donations. The first immune plasma

donation was received at the beginning of April, and the standard COVID-19 antibody test began to be performed on the immune plasma collected in May. As of the beginning of 2021, 51,157 units of immune plasma had been collected by the Turkish Red Crescent and 5,391 units by the authorized hospitals; the Red Crescent and hospitals respectively obtained 114,944 and 11,321 units of immune plasma from the collected immune plasma over 10 months. More than 500,000 citizens were contacted via the call center for collecting immune plasma, with the immune plasma being distributed to 588 hospitals.

The Turkish Red Crescent Blood Services team has continued to fulfill its duties in the fight against COVID-19 and to fulfill its service to our country by adapting to the new norm with new work areas such as immune plasma supply while conducting studies on a safe and continuous blood supply with the principle of "Blood is not an urgent need, it is a constant one."

Human Resources Management in Disaster Preparedness and Response

Süleyman İslamoğlu

Turkish Red Crescent Deputy Director General

The world went through a process of comprehensive change and transformation in 2020, the effects of which have been felt in every field. While talking about wars, disasters, poverty, refugee problems, human rights violations, and crises caused by climate change, COVID-19 made itself known at the start of 2020 and caused radical changes in many areas by quickly transforming into a worldwide pandemic.

While the “New Normal” created living conditions alongside the COVID-19 pandemic, this situation reshaped work life, especially human resources; concepts such as flexible work, remote work, digital workforce, and mobility (workforce area of movement no limited to space) quickly entered our lives. The importance of digital infrastructure that will provide work sustainability and increase efficiency in parallel with these changes and innovations in work models has increased on one hand, while on the other, investments in employees’ health and safety have become a priority.

As the epidemic reaches dangerous dimensions, various regulations, in particular the understanding of social distance and curfew restrictions, have been implemented to

prevent the epidemic in many countries and protect public health. While institutions have attempted to continue their work, they also struggle to comply with the restrictions; in this process mobility and working from home have become an urgent solution to the business community. This situation has made technology’s inclusion in business processes an inevitable necessity and accelerated the efforts of institutions to redesign their digitalization practices and business processes.

Making new regulations applicable to employees as a result of the changes arising in work models has become obligatory beyond being a necessity in many areas such as reshaping business processes, strengthening digital infrastructure and ensuring data security, sustainable work environments that support occupational health and safety, designing communication and information flow reshaping leadership, strengthening the business and corporate culture and employee adoption, empowering institutional sense of belonging, an maintaining the balance between work and life.

The main goals of the Turkish Red Crescent have been to create awareness of people, time, place, and property in

Photograph: Turkish Red Crescent



disasters requiring an overall struggle and excessive reinforcing of their place in our lives with the new paradigm in 2020, as well as to ensure business continuity in all situations and conditions through all work models. Aside from the disasters that have emerged during the ongoing pandemic, programs conducted on safe blood supplies, social assistance, and disadvantaged groups that ensure the continuity of humanitarian aid and need to continue uninterrupted have adapted to this situation in a short

time through the Red Crescent's technological infrastructure and workforce despite needing to work intensively from the field and the office; by implementing the prepared alternative risk plans, no cuts have been experienced in humanitarian aid.

While the Red Crescent has continued to respond to the pandemic, it has also served in coordination and collaboration through the work teams and volunteers in many areas, especially providing services for the earthquakes in

Elazığ, Malatya, Van, and İzmir, the flooding in Giresun, and nutrition to our citizens taken into quarantine in KYK Dormitories, especially the duties within the scope of the Vefa Support Groups.

The investments Red Crescent has made in its technological infrastructure in previous years and the structuring of human resources to meet the instantly changing needs have been a facilitating factor for the Red Crescent in this process. In this context;

- All Red Crescent business processes are prepared in a way that protects work teams and the Red Crescent volunteers by preparing the Emergency Preparedness and Business Continuity Plan, which contain various action plans against pandemic situations in January 2020, which were the first days the pandemic's trend was observed to be spreading throughout the world
- Necessary measures were taken with the first cases seen in Turkey through work-in-shift and remote working models, especially Red Crescent employees in risk classes by accelerating measures for protecting human resources
- Arrangements were made within the scope of COVID-19 measures in work offices, dining halls, personnel services, and all indoor spaces
- Red Crescent employees were given regular trainings on how to protect from the COVID-19 outbreak
- Red Crescent professionals and volunteers who came down with the virus due to the service they performed in the epidemic were provided support in their treatment and recovery processes
- Business processes have been redesigned to be carried out on online platforms
- All kinds of travel and activities for Turkish Red Crescent employees are carried out within the scope of COVID-19 measures
- Teams have been set up for measuring people's temperature at workplace entrances and exits, querying HEPP codes, taking temperatures during the day, and reviewing work environments in offices. These teams play an important role in regularly observing daily work environments, informing staff, and raising awareness.

The feedback received from the field while implementing these measures were discussed with great care; intervention quality for possible future scenarios have been developed to increase interventions at more effective levels. These improvements are not only considered as a process but also examined in terms of system, job requirements, and training and awareness areas; we act with the determination and effort of being constantly ready for tomorrow's unknowns.

What's been experienced in 2020 reveals the need for various activities to interact with each other and constantly renew within the expanding scope of the field of humanitarian aid. In addition to the change being experienced, the need is seen in institutions for new competencies, skills, and work models. Meanwhile, employee motivation, corporate culture, and corporate belonging are among the issues that need to be studied academically in institutions while implementing these new work models.

Humanitarian Finance and Asset Management in 2020

Tayfun Özkan

Turkish Red Crescent Deputy Director General

The basic duties of the Turkish Red Crescent Finance and Asset Management Office are to protect assets, increase the amount and sources of income, track income and expenses within a budgetary framework, manage basic financial risks (e.g., currency, interest, and liquidity) and market (receivables) risk, and create and report financial records for all transactions. The focus in all these efforts is financial sustainability.

Due to the disasters, humanitarian tragedies, and COVID-19 pandemic both globally and in Turkey, 2020 has forced many sectors in both the public and private sectors to question their financial sustainability economically. The civil society and humanitarian aid sector, called the “third sector” of which the Turkish Red Crescent is also a part, is probably the most adversely affected segment as a result of both the increasing expenses due to more spending on aid activities as well as the decrease in donations and ordinary income. International publications have expressed the concern that the COVID-19 pandemic and the unexpected economic shocks it caused could turn back decades of efforts spent on reducing poverty as if they’d never happened and underlined the impossibility of governments and the humanitarian sector providing this struggle again on their own.

According to a calculation made by the World Bank before 2020, 2.5 trillion USD would be needed by 2030 to achieve the Sustainable Development Goals (SDGs) approved at the United Nations Summit in September 2015; due to the disasters experienced in 2020, in particular the COVID-19 pandemic, and their ongoing negative economic effects such as increased global debt, unemployment, loss of income, and income inequality, this figure has easily increased greatly. Therefore, private sector resources must also be mobilized for this purpose. When talking about resources, material resources are not the only thing being referred to. For example, human resources must also support the third sector by way of volunteerism. People working hard for commercial gain in the private sector after all also need manpower of this quality just as civil society organizations do, because no personal development activities can give the peace of mind that giving help to those in need does.

Meanwhile, the private sector has to consider making a positive contribution in all its business doings as well as socially and environmentally. This can be started with the financial sector in particular as we’ve witnessed the serious progress that has been made globally with the concept of

“green finance,” which focuses on eliminating environmentally negative effects. Financing for renewable energy sources has increased, both environmental cleanliness and agricultural efficiency have been improved thanks to projects on transforming waste into energy and fertilizers. This time, a financial concept can similarly be developed to eliminate social problems and increase and put humanitarian aid into action. The Turkish Red Crescent proposes calling this red finance based on the color of the Red Cross and Red Crescent organized movements. Red finance can be a broad concept for innovative financial models aimed at collaborating with NGOs in financing international projects positioned for developing and applying solutions to problems such as poverty, migration, and natural disasters. Financial instruments such as kizil bonds, kizil chartering certificates, and kizil mutual funds can be launched for financing these types of development projects.

The Turkish Red Crescent has established Kızılay Investment Holding Inc in order to increase collaborative opportunities with the private sector and to provide higher efficiency in income-generating activities. In this context, economic enterprises within the Turkish Red Crescent Society have been disassociated and transformed into joint stock companies under the Kızılay Investment Holding Inc. The mineral water, tent business, and hospitals have been respectively organized as Kızılay Beverage, Kızılay Tent and Textile, and Kızılay Health. Similar paths have additionally been taken in areas where the Turkish Red Crescent is a major buyer. Kızılay Care was established for elderly, and the nursing homes being operated were transferred to this company. A service has been structured at international standards for caring for our elderly, which became an important social issue in Turkey due to the aging population and changing culture. Efforts are

still ongoing for establishing a financial/insurance system to support this. Turkish Red Crescent Logistics has also been established in the field of logistics services, and in this context, a business with international standards has been established for both modernizing and operating disaster and blood stores throughout the country, as well as efficiently distributing these materials. As seen and experienced from disasters and the experiences in Syria, prefabricated buildings in addition to tent cities are obviously needed for migration movements during war periods. Kızılay System Building was established for producing these. Collaborations and facility installation works continue to produce blood bags and by-products needed for blood collection, nearly 100% of which are imported. Kızılay Real Estate and Venture Capital Portfolio Management was established to be able to set up various funds in order to be able to support the potential of the private sector through capital contributions. Likewise, a research center has been opened to provide service in all these areas. These entities, which make social impact investments on behalf of the Turkish Red Crescent, and exhibit permanent and sustainable activities in their sectors in accordance with the Red Crescent’s mission; they earn income and transfer all their earnings to the Red Crescent.

Meanwhile, one important source of real estate for the Turkish Red Crescent is the properties that mostly come by way of donation and inheritance. Due to the very high interest our nation has had in the Turkish Red Crescent, nearly 10,000 properties of various features such as fields, land, old buildings, historical artifacts, shops, inns, and residences have been donated to the Red Crescent for more than 150 years. Real estate needs to be increased through their effective management within various classifications. Kızılay Real Estate and Private Equity Asset Management



Sustainable Development Goals

Inc. has been established for this purpose. In other words, developing Turkish Red Crescent's real estate assets and properties is attempted by sharing Red Crescent properties and rental income with our people and investors by establishing real estate investment funds using various strategies.

The public as well as private sectors will be able to contribute to the financing of humanitarian aid projects with these initiatives -not as a donation, but as a part of the business- in order to increase social resilience. Thus, financial sustainability will be achieved not by asking for donations over and over but by adding the humanitarian dimension to people's normal business practices. Believing in the principle of "The short but consistent worship is better than the long but one-time worship," known and adopted

as the concept of Sadaqah Jariyah (Ceaseless Charity) our nation will clearly embrace this approach.

Yes, 2020 may have been a very difficult year whose negative effects we might experience for years. But we are not alone. Humanity is one body that struggles on every front with the experienced disasters and pandemic as well as their effects. The Turkish Red Crescent strives to be at the side of those in need both in our country as well as in every corner of the earth in need and to be the benevolent hand of our nation. The Red Crescent tries to enhance its financial sustainability through global, innovative solutions but also believes that the parameters of its benefactors' prayers and the blessings of charity are also part of the equation.

International Indexes

a) Inform Risk Index

The INFORM Risk Index was first developed in 2012 for comparatively analyzing countries' capacity to be exposed to, affected by, and cope with humanitarian crises.

Prepared in collaboration with the Inter-Agency Standing Committee Reference Group on Risk, Early Warning and Preparedness and the European Commission, the index aims to measure and rank the risk of humanitarian crises in 194 countries.

The index, which includes relevant institutions of the United Nations, the collaboration committee of the International Red Cross and Red Crescent Movement, and many actors in the field of humanitarian aid involved in preparation pro-

cesses, recently published the INFORM Global Risk Management Index 2021, which contains data on 2020.

The INFORM index scores are defined as 0-1.9 as very low risk, 2-3.4 as low risk, 3.5-4.9 as medium risk, 5-6.4 as high risk, and 6.5-10 as very high risk. According to the 2020 data, the INFORM index calculated Turkey's score as 5.0, leaving it in the high-risk category just like the previous year. Turkey's capacity score for exposure to danger is 9, for vulnerability is 4.9, and for coping is 3.2.

Turkey ranks 47th among the 194 countries with respect to the INFORM index score.

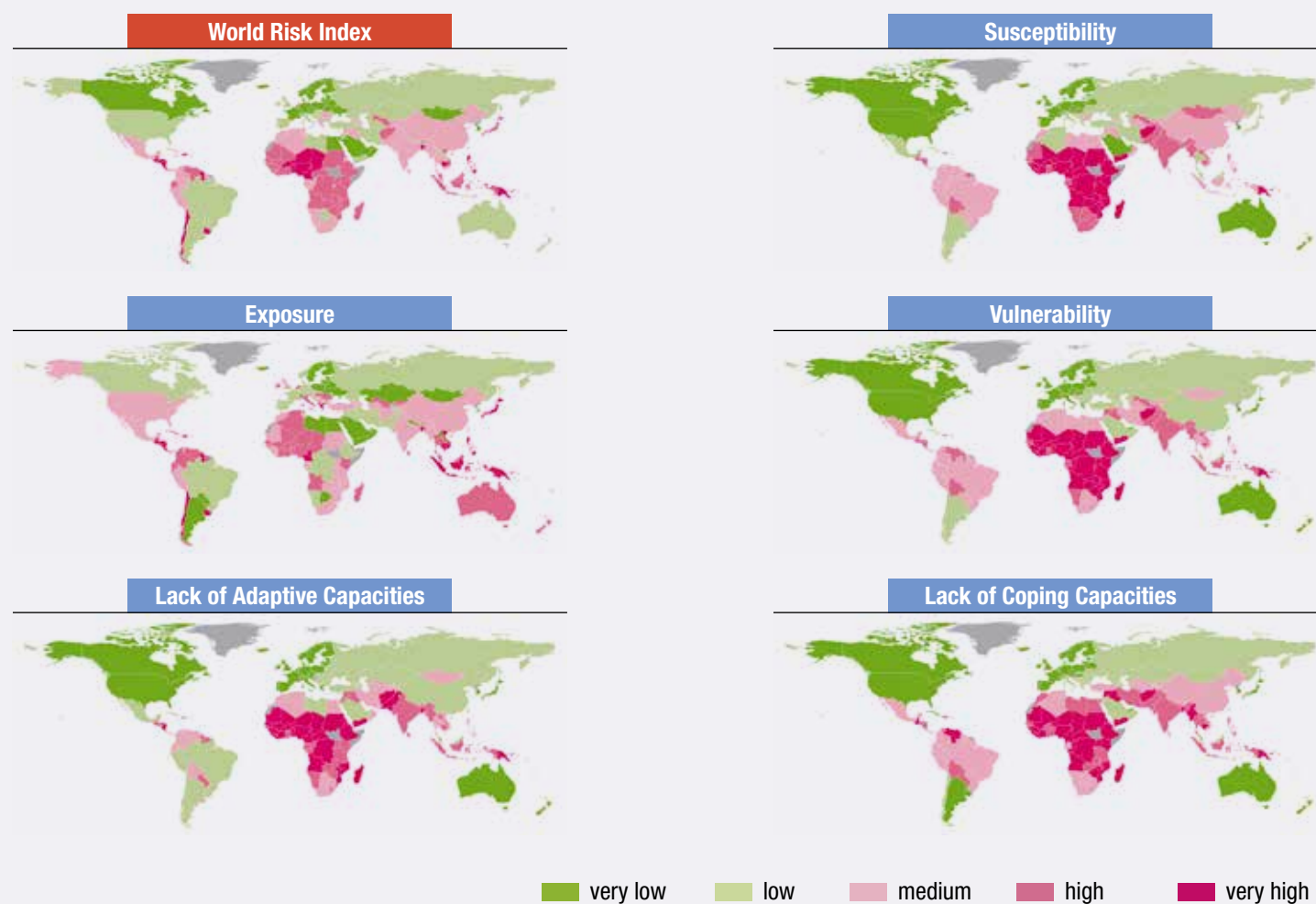
The countries with INFORM index scores from highest to lowest are as follows:

INFORM RISK INDEX 5																	
Hazard & Exposure 7.9								Vulnerability 4.9					Lack Of Coping Capacity 3.2				
Natural 6.2						Human 9		Socio-Economic Vulnerability 2.1			Vulnerable Groups 6.8		Institutional 3.9		Infrastructure 2.4		
Earthquake	Flood & Tsunami		Tropical Cyclone	Drought	Epidemic	Projected Conflict Risk	Current Highly Violent Conflict Intensity	Development & Deprivation	Inequality	Economic Dependency	Uprooted people	Health Conditions	DRR	Governance	Communication	Physical infrastructure	Access to health care
9.7	5.7	7.0	0.0	2.8	6.2	9.9	9.0	1.9	4.2	0.5	9.4	0.1	2.1	5.6	2.3	1.8	3.2

b) World Risk Index

The World Risk Index is an index that presents the risk status of countries over 27 indicators, taking into account the parameters of exposure, vulnerability, sensitivity, inability to cope, and inadequate adaptation. It is calculated by the Ruhr University Institute for International Law, Peace and Armed Conflict and published in cooperation with the Development Helps Alliance (Bündnis Entwicklung Hilft). With 181 countries on the index, Turkey is the 116th riskiest country with an index of 5.03

Country	Rank	Index Score	Exposure	Vulnerability	Susceptibility	Lack of Coping Capacities	Lack of Adaptive Capacities
Türkiye	116	5.03	12.29	40.96	18.17	72.92	31.80





We are grateful!

To all our health employees responding to the
COVID-19 pandemic



