



act

Panorama 2017





taking

Panorama 2017

Luxembourg Red Cross





Contents

04

Preface by
Michel Simonis,
CEO of the Luxembourg Red Cross

06

Improving the
quality of the
life and social
integration of
vulnerable people

08

Protecting and
supporting
children and
families

09

Promoting
the personal
development of
all young people

10

Taking care
of dependent
or sick people

11

Assisting and
saving lives

12

Taking action to
reduce suffering
in the world

14

Luxembourg
Red Cross
services

17

The 7 principles
of the Luxembourg
Red Cross

18

Organisation
and governance



The mission of the Luxembourg Red Cross is to help vulnerable people to live decently and independently. By mobilising human solidarity, its teams, both exemplary and accountable, act to assist people in distress and to prevent situations of material, health and social precarity, both in Luxembourg and abroad.



The year 2017 had a large number of strategic projects: combating social exclusion, adapting our health offer, supporting young people in their progression towards independence and developing our international humanitarian expertise.

Since the arrival of the flow of refugees since the summer of 2015, we are continuing to increase our efforts for their support and social and cultural integration. In particular, the Luxembourg Red Cross has developed its action in the field of access to housing through the LSKO service. The housing question is not confined to refugees only. Whether young mothers, unemployed people or those suffering from chronic diseases are concerned, or even the homeless, access to suitable and affordable housing is essential.

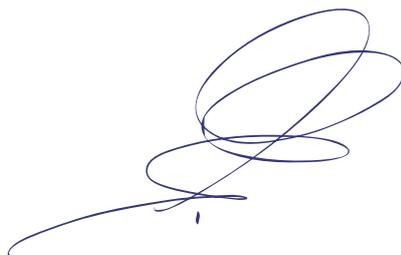
Even if access to health-care is a crucial subject for everyone, the problems are particularly acute for the most vulnerable. The Red Cross and its HIV Berodung and Abricœur services are in consultation with the Ministry of Health and those involved in the drug addiction sphere in a vast campaign of screening and information among people at risk. Still in the health-care field, since April 2018, the Colpach Convalescence Centre has become a post-cancer and physical rehabilitation facility.

As part of the reform of Dependence Insurance, which became effective on 1st January 2018, we worked on adapting and optimising our services so as to be able to absorb the increase in costs while retaining the level of quality of our services.

With regard to support for the youngest people, we inaugurated the extension to the Kannerhaus Jean Therapeutic Centre, which offers psychotherapeutic and psycho-educational support to children in psychological distress. This year, the opening of a boarding school will complete the centre's offering.

Internationally, in addition to emergency actions and long-term co-operations, we now co-ordinate all housing assistance operations in 49 Sub-Saharan African countries on behalf of the International Red Cross and the Red Crescent Federation.

I must express my deepest gratitude for the unstinting commitment of our volunteers, our donors and our employees, as well as that of the public authorities. Without their support, we could not prevent and alleviate human suffering, protect the lives, health and dignity of people.



Michel Simonis
CEO of the Luxembourg Red Cross

Improving the quality of life and social integration of vulnerable people



Preventing social exclusion

The Luxembourg Red Cross has several services run by social workers in direct contact with the social, health and economic realities suffered by people living precariously. These professionals provide their expertise in a constantly changing social field.

5,728

The situation of **5,728** households dealt with by the Welfare services

4,617

visit to the Red Cross Clothing centres

€ 40,000

takings by the Vintage-M(od) shop



Providing the basic necessities

While precarity is constantly increasing, obtaining basic necessities such as food and clothing has become a major issue for the most needy. In order to combat this alarming situation, the Luxembourg Red Cross has set



Faced with the extent of the needs of the most vulnerable members of our society, the Luxembourg Red Cross is committed to promoting social integration.

up an aid scheme implemented over the whole of Luxembourg.

35,378

visits to the 8 Social groceries

5,590

people served



Accommodating those who have no shelter

With the reduction in available housing in Luxembourg for the most vulnerable people, the Luxembourg Red Cross is doing everything possible so that everyone can benefit from the fundamental right to housing, regardless of their status and their origin.

7,316

visits to the *Bistrot social "Am Haff"*

2,495

visits to the Nightshelter

20,972

meals served during the Wanteraktioun



Giving a safe haven to those who have fled their country

The mission of the Migrants and Refugees department is *"to ensure that the migrants live in dignity activating and making use of their resources"*. To accomplish this mission, a multi-disciplinary team of 76 employees, receive, inform and assist applicants for international protection (AIP) in collaboration with the other Luxembourg Red Cross services, the Luxembourg Reception and Integration Bureau (OLAI) and other authorities and non-profit associations.

2,322

asylum seekers in 2017

922

beneficiaries or applicants for international protection housed in Luxembourg Red Cross facilities

7,650

social consultations by the LISKO teams

The majority of beneficiaries come from **Syria** and **Iraq**.



Escaping marginalisation

Whether as part of preventing domestic violence, assistance for sex workers or persons who have suffered an accident in life, the Luxembourg Red Cross, together with specialised teams, strives daily to help vulnerable people to escape a hand-to-mouth existence and to recover their dignity.

1,897

consultations for perpetrators of domestic violence at the Riicht Eraus

721

client *sex workers* receive support from Dropln

€ 221,000

allocated by the Solidarity fund

Social measures

List of services:

- **Abricœur**
- **Bistrot social "Am Haff"**
- **dropln**
- **Social groceries**
- **Solidarity fund**
- **Haus 1**
- **Helpline sociale**
- **Intercultural interpreting**
- **LISKO**
- **Nightshelter**
- **Welfare services**
- **Riicht Eraus**
- **Migrants and Refugees Service**
- **Clothing centres**
- **Vintage M(o)od**
- **Wanteraktioun**

Protecting and supporting children and families



8

Children and young people often find themselves in a vulnerable situation, even in danger, when they are faced with psychosocial, relational or physical difficulties. To improve their chances, the Luxembourg Red Cross is committed to supporting children and families and offer psychological, social or educational support services.



85

families supported after adoption

40

children and adolescents and seven young mothers with their children housed and monitored at the Norbert Ensch Reception Centre

156

children taking advantage of out-patient treatment support at the Kannerhaus Jean Therapy Center

46 families

with 114 children in a critical situation monitored by *Families First*

214

children monitored by the Foster care service

150

adolescents in consultation at *Psy-Jeunes* (Youth Psychotherapy Centre)

Child and family care system

List of services:

- **Norbert Ensch Reception Centre**
- **Kannerhaus Jean Therapy Center**
- **Families First**
- **Familljenhëllef**
- **Adoption Support Centre**
- **Perspectives (Supervised Housing and Professional Integration)**
- **Foster care service**
- **Psy-Jeunes (Youth Psychotherapy Centre)**
- **Adoption**
- **Weesen-Elteren (bereaved parents)**

Promoting the personal development of all young people



Enabling the youngest to acquire personal and social skills outside the family environment means providing an additional chance to become independent and responsible adults. The Luxembourg Red Cross works through its Transition Centres and Crèches, its Youth Centres, its Holiday Service or Hariko.



3,491

children frequent the 21 Red Cross Child Care Centres

20,822

visits to the 8 Youth Centres

635

children took part in the Holiday camps

11 %

of the children taking part in the holiday camps had a disability

9

362

young people enrolled in *Hariko* (creation and performance space)

760

workshops organised by *Hariko* in 24 subjects

Non-formal education

List of services:

- Hariko (creation and performance space)
- Lëtzebuurger Jugendroutkräiz
- Youth Centres
- Child Care Centres

Taking care of dependent or sick people



Assistance for elderly and isolated people

For more than 20 years, the Luxembourg Red Cross has been developing its offering of home services and care for persons with reduced autonomy so that they may continue to live in their own homes while retaining a quality of life up to their expectations.

714,972

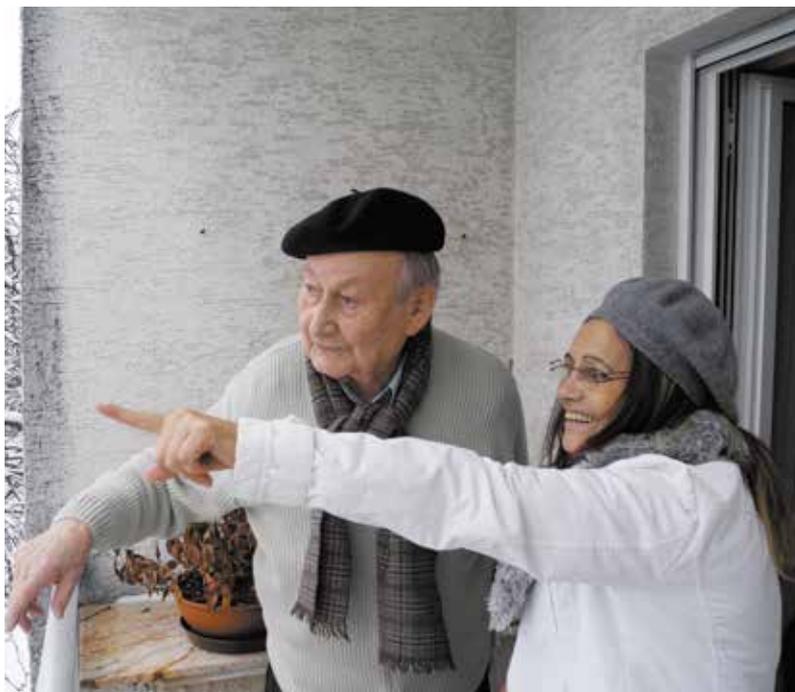
hours assistance and care provided within the HELP network

95%

of customers satisfied with the services provided

3,931

hours of volunteer presence with 82 beneficiaries of Iris (support for isolated people)



10

The aim of the actions carried out by the Luxembourg Red Cross are to make day-to-day life easier for the sick, elderly or with those with reduced autonomy.

Thanks to interaction among its various services, capable of intervening in all fields, the Luxembourg Red Cross has become a major player in health-care in Luxembourg.



Reception and care facilities

The *Centre Intégré pour Personnes Agées Junglinster* – CIPA (Retirement home) is a friendly and lively place. Great importance is given to social exchanges between the residents and entertainment. The *Centre de Réhabilitation du Château de Colpach* (Rehabilitation centre) continued to meet the needs of patients who need to recover from a serious operation or a protracted illness while preparing for its new specialised role of post-cancer and physical rehabilitation that the Hospital Act entrusted to it as from 2018

100

residents looked after by the Junglinster CIPA

62%

of the residents are between 80 and 89 years old

60

Accommodation capacity of **60 beds** in the Château de Colpach Rehabilitation Centre

Health-Care

List of services:

- *Centre de Réhabilitation du Château de Colpach* (Rehabilitation centre)
- *Centre intégré pour personnes âgées de Junglinster* (Retirement home)
- *Iris* (support for isolated people)
- *Repas sur Roues* (Meal Home Delivery)
- *Soins à domicile* (Assistance and Care service)

Assisting and saving lives



Actively participating in saving people and improving the living standards of the injured and sick is one of the fundamental vocations of the Luxembourg Red Cross.

13,758

blood donors

2,368

persons trained in first aid

18

on-call ambulance intervention mobile units at sporting and cultural events

14,350

hours training or intervention by the *Unité cynotechnique* (Rescue dogs)

627

HIV screening tests carried out by *HIV Berodung*

Health-Care

List of services:

- Ambulances
- Blood Transfusion Centre
- First Aid training
- HIV Berodung
- *Unité cynotechnique* (Rescue dogs)

Taking action to reduce suffering in the world



49

The Shelter Research Unit co-ordinates all the housing aid operations in the **49 countries** of Sub-Saharan Africa.

Prevention and rehabilitation programmes :

In Burkina-Faso:

80,000

Close to **80,000 persons** supplied with water

80

sustainable houses built



In Burundi:

150

people trained in masonry, in setting up a tree nursery, in the construction of wells or in prevention

80

houses built

120,000

elements of planted vegetation



12

The Luxembourg International Red Cross is specialised in setting up emergency shelters as well as improving the housing of victims of conflicts and natural disasters. Together with the Shelter Research Unit of the International Federation of Red Cross and Red Crescent Societies, it intervenes in hotbed crises in all corners of the world.



76

huts built in Senegal

1,200 m²

of surface areas built (10 warehouses, 2 community centres and 2 schools) in Laos

2.8 km

Construction of **2.8 km of dykes** in the Gaya region in Niger



Emergency humanitarian aid:

200,000

More than **200,000 Rohingya refugees** supported in Bangladesh thanks to the deployment of the Emergency Response Unit BeNeLux

32 000

Distribution of basic necessities to **32,000 people** in the Adamawa province in Nigeria



Long-term crises:

261

terra cotta houses built in Diffa in Niger

29

masons trained after the 2015 earthquake in Nepal

600,563

The Kramatorsk municipal hospital in Ukraine provided the health needs of **600,563 people**



International aid

List of services:

- International Solidarity
- Programmes Coordination
- Shelter Research Unit



The Luxembourg Red Cross services

Solidarity Social aids

Abricœur

The aim of this service is to remove the excluded from the street and to give them the attention they lack so much on a daily basis.

Bistrot social “Am Haff”

The Bistrot social “Am Haff” is a refuge and a reception centre without discrimination for the most vulnerable marginalised people who, in the large majority, are addicted to alcohol or drugs.

dropln

Sex workers go to this dispensary for a sympathetic ear and support as well as medical, social, psychological and material monitoring. The service fights the social exclusion from which these people suffer.

Épiceries sociales

The eight Red Cross Buttek enable people in financial difficulty to obtain products and fresh and good quality food at a third of the market price.

Fonds de Solidarité

Set up in 2013, this fund enables vulnerable persons to be helped by allocating financial aid.

Haus 1

Since 2016, the Luxembourg Red Cross provides social support for about 30 people living in furnished rooms set up by the City of Luxembourg in Hamm.

Helpline sociale

It works as a relay between the users who contact it by telephone or by e-mail to obtain help or information and professionals in the social field.

Interprétariat interculturel

The service trains translators and interpreters to make them available to authorities and institutions offering social, health or financial aid to people who are not fluent in the country's customary languages.

LISKO

Since 2016, the Lëtzebuenger Integratiouns- a Sozialkohäsiounscenter, (integration and social cohesioncentre) helps beneficiaries of international protection to become integrated into Luxembourg society, particularly by means of a personalised integration project.

Nightshelter

This facility, set up in 2017, open 7 days a week from 7 p.m. to 9 a.m., is where the homeless can spend a night. It can take 11 people.

Offices sociaux

These services dispense social assistance to people on behalf of the commune authorities, thanks to contacts with the various specialised participants.

Riicht Eraus

The perpetrators of domestic violence may attend psychological consultations and find the necessary resources to change their behaviour.

Service Migrants et Réfugiés

This service looks after migrants and applicants for international protection on their arrival in Luxembourg so as to ensure dignified and safe living conditions. It currently manages 13 reception facilities.

Vestiaires

The service collects clothes to distribute them to people in need such as refugees and the homeless in three clothing centres. A national sorting centre was opened to facilitate this work.

Vintage M(od)

The supportive second-hand shop, located in Bonnevoie, Luxembourg-Ville, opened at the end of 2016 and sells donation surpluses or articles which are not suitable to the needs of the beneficiaries of the Clothing Centres.

Wanteraktioun

From 1st December to 31st March, from 12 midday to 5 p.m. every day, this is where the homeless can have hot meals, take part in activities or benefit from primary health-care.

Aid for children and the family

Centre d'Accueil Norbert Ensch

Children and adolescents endangered by serious family situations are received here. Young people find an equilibrium conducive to their personal development.

Centre Thérapeutique Kannerhaus Jean

This facility helps children in emotional and social distress by means of therapeutic and educational support, based on a diversity of methods, including the family and teachers.

Families First Luxembourg

To avoid taking children into care and helping families in crisis to find stability are the missions of this service which acts urgently depending on situations.

Familljenhëllef

This service provides psychological, social or educative assistance to families in difficulty at a rate of one or two consultations per week.

Maison de l'Adoption

This adoption resource centre offers support, parental coaching and therapeutic support for people wishing to adopt.

Perspectives

Perspectives supporting young people who want to extricate themselves from psycho-social difficulties and who are prepared to follow instructors' advice to become socially and professionally integrated.

Placement familial

This service ensures that the placement of children with foster families works well. Its action ranges from

selecting and preparing foster families to monitoring the child placed. It is also the intermediary between the biological and foster families as well as the external contributors concerned by the placement.

Psy-Jeunes

Young people with psychological problems and their family circle are given psychological and psycho-therapeutic help during the weekly consultations.

Service Adoption

More than just an intermediary between children for adoption and future parents in Luxembourg and abroad, the service provides support both during the adoption process and afterwards.

Weesen-Elteren

Bereaved parents come to help other parents who have lost a child, by meetings, activities and a helpline.

Non-formal education

15

Hariko

Creation is at the heart of this project to integrate young Luxembourg people and applicants for international protection (AIP) through practising artistic disciplines.

Maisons Relais et Crèches

The 15 Transition Centres and 6 Crèches, managed on behalf of the communes, during the day take in children aged less than 12 years. They are registered under the "service voucher" scheme.

Maisons des Jeunes

Young people from 12 to 26 years are welcome in these 8 facilities which, in addition to sporting and cultural activities, are there to listen and help in order to stimulate personal development.

Service Vacances

The service proposes holiday camps for all young people from 4 to 17 years, regardless of their family and economic situation or a possible disability.

Health Personal assistance

Aides et Soins

The main player in the HELP network, this service provides care and help in the home while maintaining the patients' autonomy and quality of life.

Repas sur Roues

Meals are delivered each day to vulnerable citizens in the 28 partner municipalities.

Iris

Previously called “Eng Hand fir déi Krank”, the Iris service trains and monitors volunteers visiting elderly, sick and isolated people in their homes to improve their quality of life.

Reception and health-care structures

CIPA – Grande-Duchesse Joséphine-Charlotte

Located in Junglinster, this integrated centre for elderly people looks after 100 residents regardless of their state of health and offers them health-care as well as social and well-being activities.

Centre de Réhabilitation du Château de Colpach

The Rehabilitation Centre ensures good quality care and enables optimal recovery of functional performances to be had, as well as better autonomy and an improved quality of life for patients requiring post-cancer or physical treatment.

Assisting and saving lives

Centre de Transfusion sanguine

The purpose of the establishment is to ensure that patients of health-care establishments in Luxembourg receive the blood products they require both from the quality and quantity points of view in accordance with the principle of national self-sufficiency.

HIV Berodung

The aims of this service are the prevention, screening, support and psychosocial support of people suffering from AIDS, hepatitis C or other sexually transmitted diseases (STD).

Ambulances

Thanks to volunteer and professional first-aid workers, this service provides national and international transport for patients and blood products as well as on-call services for sporting and cultural events.

Formation premiers secours

These training sessions enable the skills required for first-aid to be acquired or to refresh those acquired in the past. They are run in the communes, companies or in the Luxembourg Red Cross training centre.

Unité cynotechnique

In Luxembourg or abroad, the unit's volunteers and their dogs search for people lost or buried after a disaster such as an earthquake or the collapse of a building.

Humanitarian

International aid

The Luxembourg Red Cross is specialised in setting up emergency shelters and post-emergency housing solutions thanks to its close collaboration with the Shelter Research Unit of the International Federation of Red Cross and Red Crescent Societies (IFRC). It also responds to humanitarian emergencies by means of partnerships with sister societies.

Shelter Research Unit

The SRU is a research and development unit, based in Bertrange (L), which develops effective, economic and rapid shelter solutions to be deployed in hotbed crisis all over the world.

the

7

principles

croix-rouge
luxembourgeoise
Menschen helfen **+**

unity

The Movement can only be represented by a single Red Cross or Red Crescent Society in one and the same country. It must be open to all and provide its humanitarian action over the whole territory.

universality

Red Cross and Red Crescent International Movement, within which all the Societies have equal rights and the duty to help each other, is universal.

neutrality

In order to keep everyone's trust, the Movement refrains from taking part in hostilities and, at all times, in political, racial, religious and ideological controversies.

independence

The Movement is independent. Auxiliaries to the public authorities in their humanitarian activities and subject to the laws governing their respective countries, the national Societies must however retain their independence allowing them always to act in accordance with the principles of the Movement.

humanity

Born of a desire to bring assistance without discrimination to the wounded on the battlefields, the International Red Cross and Red Crescent Movement, in its national and international capacity, endeavours to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health as well as to ensure respect for the human being. It promotes mutual understanding, friendship, co-operation and lasting peace amongst all peoples.

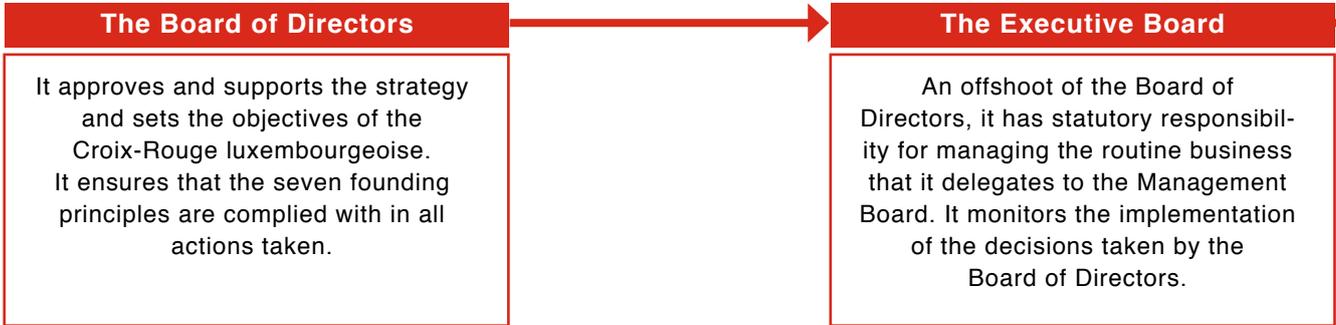
impartiality

The Movement makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals being guided solely by their needs and to give priority to the most urgent cases of distress.

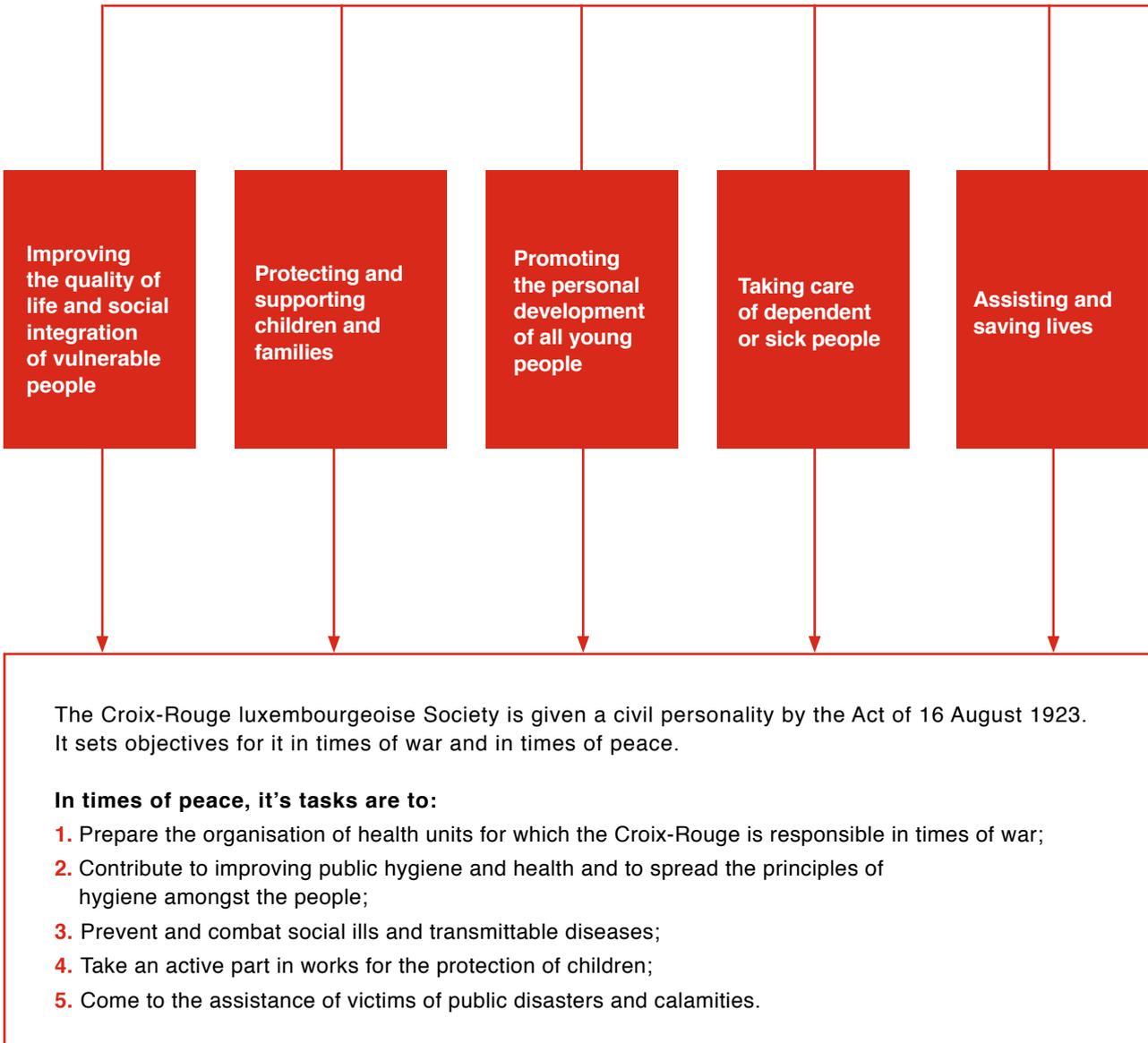
volunteering

Each time a free gesture relieves suffering, it's a triumph for humanity over poverty, sickness, violence by mankind or the forces of nature. When this gesture is made within the Red Cross and Red Crescent International Movement in every corner of the world, it is a link in the universal solidarity chain.

Organisation and Governance



18



The Management Board

Comprised of employees, it runs the activities and services of the Croix-Rouge luxembourgeoise on a day-to-day basis. It reports to the Executive Board on current projects and activities and submits to it the main decisions to be taken.

Taking action to reduce suffering in the world

Local sections of the Croix-Rouge luxembourgeoise

The local sections represent the Croix-Rouge luxembourgeoise throughout the country. Their 2,000 volunteers carry out the collection during the Donation Month and organise a large number of activities to collect funds to be used for Croix-Rouge actions.

The Board of Directors

Full members:

The President of the Chamber of Deputies:

Mars Di Bartolomeo

The President of the Council of State:

Georges Wivenes

The President of the Chamber of Agriculture:

Marco Gaasch

The President of the Chamber of Trades:

Tom Oberweis

The President of the Chamber of Employees:

Jean-Claude Reding

The President of the Chamber of Commerce:

Michel Wurth*

The Mayor of the City of Luxembourg:

Lydie Polfer

The Mayor of the Town of Esch-sur-Alzette:

Georges Mischo

* Michel Wurth is also an appointed member of the Board of Directors.

Appointed members :

Her Royal Highness the Grand Duchess

Pierre Ahlborn

Jerry Ast

Paul Bach

Dr Germain Becker

Fernand Bley

Pierre Bley

Dr Carlo Bock

Marianne Breuer-Kohnen

Pierre Dillenburg

Valérie Dupong

André Feiereisen

Jules Geisen

Dr Robert Goerens

Dr Sonja Hoffmann

Manou Hoss**

Pierre Jaeger

Bob Kneip

Rita Krombach-Meyer

Roland Kuhn

Tom Loesch

Dr Robert Mangen

Dr Daniel Mart

Philipp Müller

Dr Michel Nathan

Marlyse Neuen-Kauffman

Reginald Neuman

Franz Prost

Marie-Paule Prost-Heinisch

Dr Richard Schneider

Benoît Sirot

Florence Taddeï

** Permanent observer on the Executive Board of the Croix-Rouge luxembourgeoise



luxembourg red cross

Luxembourg Red Cross

panorama

Panorama 2017

panorama





taking action

Panorama 2017

Luxembourg Red Cross





luxembourg red cross

Luxembourg Red Cross

acc



Panorama 2017

o

n



Florian Panorama 2017 taking action

Luxembourg Red Cross