



National COVID-19 Action Plan

Midterm public report March 2020 – December 2021

March 22, 2022



Two years after the pandemic, we are slowly learning to live with COVID-19. Thanks to the availability of a vaccine, we are getting the virus under control. We know more and we can do more thanks to large-scale testing and vaccinations. The Netherlands and the Caribbean are largely opening up again, and many people are carefully returning back to their old lives.

At the same time, we see that the needs within society do not pass overnight. For many people, the situation has been a major source of concern, also in the past six months. As infections increased, many sectors had to close their doors again and healthcare institutions were under a lot of pressure. People and organizations continued to call on our assistance. The number of vulnerable people in need of help remained high, also on the Caribbean islands.

Therefore, by the end of last year, the Red Cross decided to extend the COVID-19 relief activities in the Kingdom until June 2022, thus extending our National Action Plan with six months. This is in line with the aid provided by the International Red Cross (IFRC), as our COVID-19 assistance in other countries also continues unabated. We do this in order to limit the consequences of the pandemic as much as possible.

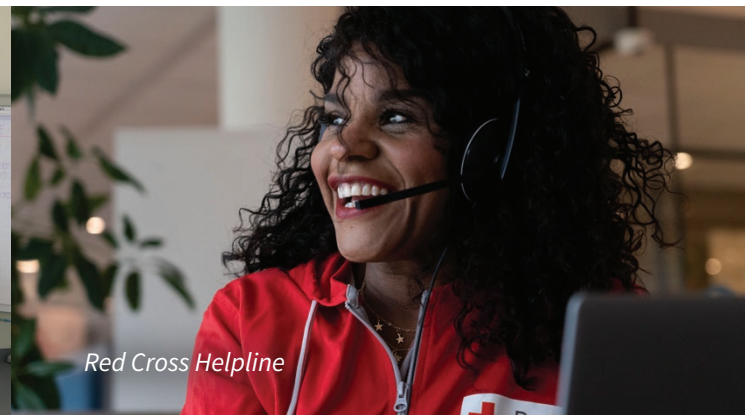
Our assistance in 2021

In 2021, the long-term effects of COVID-19 within the borders of our Kingdom became increasingly visible. Therefore, our work during the last year merely centered around combatting the consequences of the crisis. People were often affected in multiple ways, as challenges around health, income and mental well-being piled up. For example, the need for food aid remained high for people who lost their income due to the pandemic and had nowhere else to turn for help. This applies to the Netherlands and the Caribbean part of the Kingdom, where the main source of income, from tourism, decreased significantly. We helped those people with food support and shelter.

We also saw that the requests for help from people calling our Helpline became more complex than at the start of the COVID-19 crisis. Many people were unsure about the changing rules and regulations and the effects of these on their lives. In response we have provided people with information and practical support, but above all we lent a listening ear. Especially to people in quarantine. In the second half of 2021, the pressure on the healthcare system increased again. We once again offered help to healthcare institutions and provided support during the booster campaign. Our volunteers supported the testing and vaccination locations on a daily basis in the Netherlands, Curaçao and on Bonaire. Volunteers were, after almost two years of dealing with the pandemic, still fully committed to making our relief work possible. The importance of the Red Cross in the Kingdom of the Netherlands has become more visible than ever.



Psychological First Aid training in Bonaire



Red Cross Helpline



Vaccinating people without homes with Red Cross vaccination bus in Dordrecht

Outlook COVID-19 assistance

Two years after the launch of the first edition of our National Action Plan, we are looking ahead at the expected needs and how we can continue to respond. The Netherlands is open again and the economy is picking up. People can go back to work and most manage to take care of themselves again. There is also more possible in the Caribbean, which has been hit hard by the pandemic. The restrictive measures that people had to adhere to are becoming less.

Although we seem to be getting the virus under control in the Kingdom of the Netherlands, the consequences have not disappeared. We expect that the COVID-19 crisis will continue to have an impact on the needs in society in the coming period. Instead of large groups that we have helped with large-scale relief efforts, an extra vulnerable group that continues to need our help remains. Mainly with food, shelter and psychosocial support.

We will continue to offer our help to those in need, even if COVID-19 is no longer the cause. We remain ready to help people in need in the area of medical care, psychosocial support, food, shelter, hygiene, and contact with loved ones. Crisis or no crisis, whatever happens.

We do this with the tireless help of thousands of volunteers and Ready2Helpers in the Kingdom. Without their efforts, we would never be able to help those in need. The willingness to help is unprecedented. It is heartwarming to see how volunteers assist during the COVID-19 crisis, and we are extremely grateful for that.

We are also extremely grateful for all the financial assistance and practical support we have received thus far. We could not have made a difference to all those in need, within the borders of the Kingdom, without the many and special contributions we have received. We are proud of all those donations of time, money and talent.

Marieke van Schaik

Managing Director



Food

- **5.966.055** euro food vouchers distributed
- **29.415** food parcels distributed
- **22** food banks supported



Medical support

- **162** healthcare institutions supported
- **10.499** people transported to medical services
- **196** institutions supported with vaccinations
- **90.721** calls for track & trace system
- **18** GGDs supported with testing



Psychosocial support

- **36.942** calls to the Red Cross Helpline
- **1.181** people reached with the WhatsApp-Helpline
- **2.716** requests for help via Look Out for Each Other network
- **134** people coached by a Quarantine-coach



Hygiene

- **32.626** hygiene vouchers distributed
- **61.012** downloads flyers with Corona awareness information
- **2.103** downloads Paw Patrol memory game
- **8.688** online Corona awareness-test users



Shelter

- **2.165** people without home supported in shelter locations
- **45/150** individuel requests for shelter (people/nights sheltered)

COVID-19 RELIEF ACTIVITIES IN THE NETHERLANDS 2020-2021



* The outputs of the following activities remain unchanged since the annual report and are therefore not mentioned in the overview: contact with loved ones, supporting callcenters, distribution of personal protective equipment, skipthecoronadip challenge.



Food

- **46.769.920** euro food vouchers distributed
- **428.704** ready to eat meals distributed
- **29.710** food parcels distributed
- **4.950** school meals prepared



Medical support

- **567** medical home-visits by Red Cross volunteers
- **685** medical interventions reimbursed
- **40.134** calls to the Helpline
- **2.771** shifts with testing, vaccinations or transportation



Hygiene

- **65.291** hygiene parcels distributed
- **93.857** people reached with Corona awareness information



Education

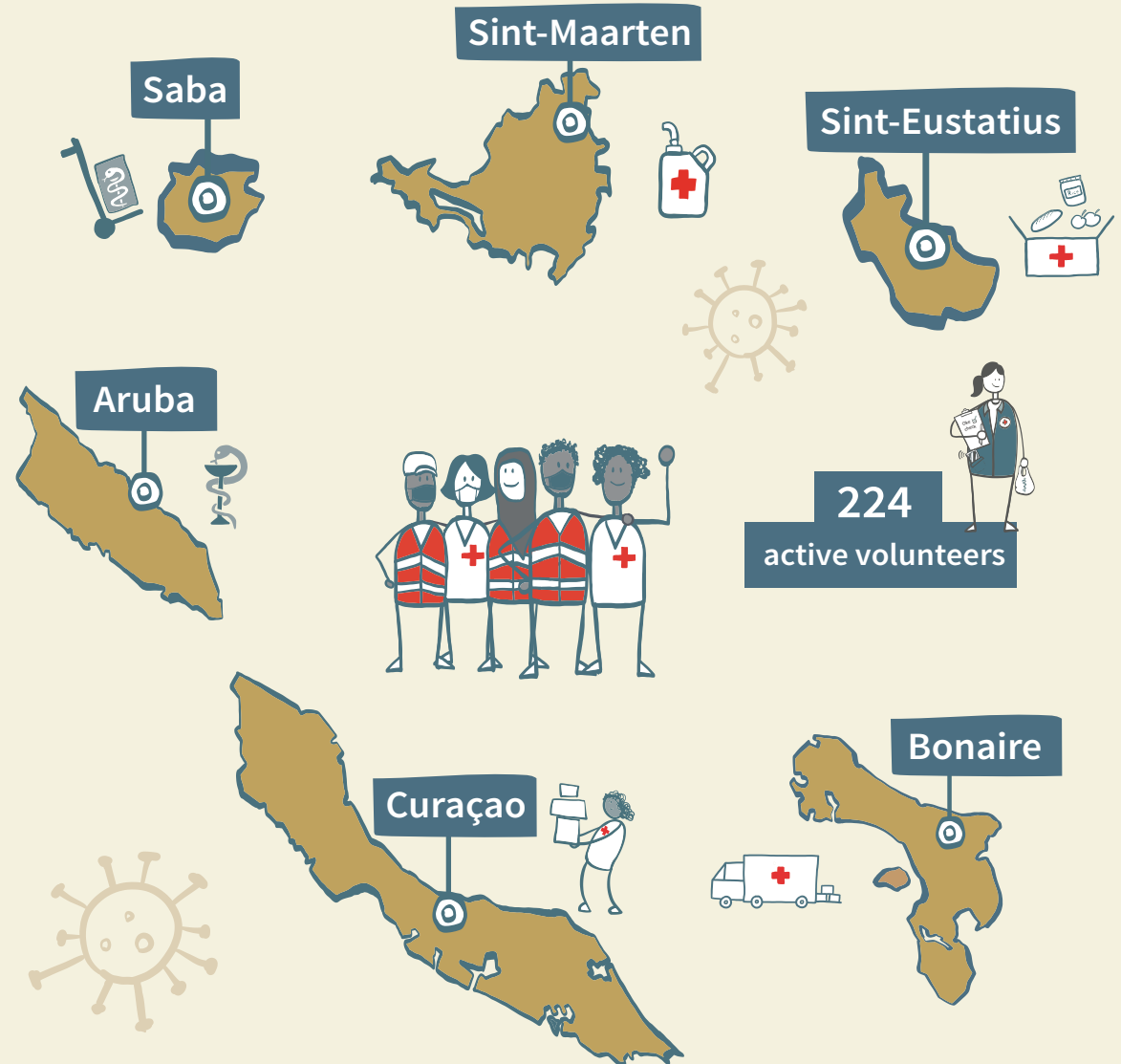
- **1.083** school costs reimbursed



Shelter

- **629** people supported with payment of rent
- **216** people supported with payment of utility bills

COVID-19 RESPONSE ON THE CARIBBEAN ISLANDS 2020-2021



Finance

At the launch of the National Action Plan in May 2020, we included a budget for the scope of all our activities. Due to the increase in activities, we adjusted that budget in the interim reports and revisions over the past two years. Part of our assistance is charged to the clients of our activities and services. For the financing of the vast majority of the activities, we called on the Dutch government, private individuals, companies, corporate foundations, equity funds and the National Postcode Lottery. These partners responded in a special way. We are therefore very grateful to them.

The definite figures for 2021 are not yet available by the time this midterm report is published. In June, we will publish our 2021 annual report on all assistance, not just COVID-19 assistance. In this annual report we report on the 2021 financial year, containing an overview of all income and expenses of the Netherlands Red Cross over the past year. Including the funds available for aid in 2022.

In the middle of last year, we decided to extend the Action Plan until the summer of 2022. A number of projects and activities will continue until June 2022. In the coming period, we will complete these activities or include them in our existing assistance portfolio. Resources are still available for this. After the National Action Plan has been completed, we will prepare a report on the entire duration of the Action Plan (March 2020 – June 2022) and include a financial report.

For the current activities within the National Action Plan, we continuously assess how we can use the available resources optimally. Additional funding remains very welcome for a number of activities. In order to continue our help to people in need, we will continue to look for additional resources to cover these activities in the coming period.



Rode
Kruis