

# Red Cross/Red Crescent's Tracing Service



Presented by :

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# RFL Vision

***“Whenever people are separated from their loved ones as a result of **armed conflict** and **other situations of violence, natural disaster** or **other situations requiring a humanitarian response**, the **Movement responds efficiently** and **effectively** by mobilizing its resources to restore family links.”***

***Restoring Family Links Strategy  
for International Red Cross and Red Crescent Movement  
2008 - 2018***

**RFL is a range of activities that aim to:**

- **Prevent separations & disappearances**
- **Restore & maintain contact between family members**
- **Clarify the fate of the missing**

**Often inter-connected with other activities:**

- **Psychological and psychosocial**
- **Material support**
- **Resettlement & reintegration programmes**
- **Management of human remains**

# Role and Mandate - the Right to know

**The Role and Mandate of the ICRC and RC/RC Tracing Services are described here:**

- **The Geneva Conventions and Additional Protocols (GC 4. art. 25/26)**
- **Movement Statutes**
- **The principles of the RC/RC**
- **Resolutions and decisions in RC/RC Conferences**

# Movement component's role RFL work

- RFL Strategy 2008 – 2018 : roles of Movement Components
- It is the National Society in the country, where RFL is needed, who is lead of the RFL work, if possible. They must decide what action is to be taken during national disasters, and may call on the ICRC where the RFL response is beyond their capacity.
- As coordinator, the CTA (ICRC) decides what action is to be taken in armed conflict or other situations of violence. In other circumstances requiring an international effort it coordinates the activities of National Society tracing services to ensure the most effective possible response to RFL needs.

# Movement component's role RFL work

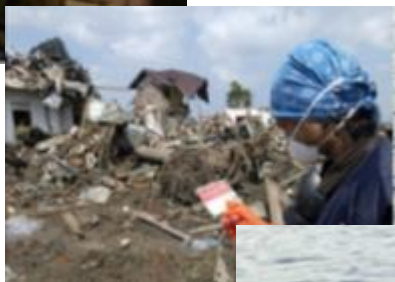
- RFL Strategy 2008 – 2018 : roles of Movement Components
- **Federation Secretariat** strives, in coordination with the ICRC, to have RFL activities included in National Society development plans and to ensure that disaster preparedness and response plans emphasize the role and importance of RFL.



# Situations Causing Family Separation



Conflict and other situations of violence



Natural and man-made disasters

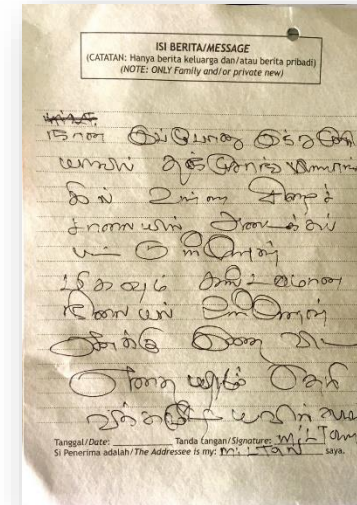


Migration

And situations requiring humanitarian response

# Principles guiding the RFL Response

- Rapidly, timely and relevant response
- Accountability
- Do no harm
- Respect for the individual





# PROTECTION AND CLIENT CONFIDENTIALITY

- Protection of the individual is fundamental in our approach when carrying out our work
- Consent from the enquirer is always collected before handling the case.  
(According to data protection law)
- It is the sought person who decides if contact should be restore with the enquirer if contact should be restored with the enquirer.

# Movement tools for RFL

## RFL in emergencies


- RFL pool of specialist → in every continent in the world. (consist of NS and ICRC)
- Phone calls (mobile, satphone)
- RFL Forms : “I am alive”, “I am looking for” “safe and well”
- <https://familylinks.icrc.org>
- Registration for minors separated with family

## RFL in non emergencies :

- RFL website Family Links extranet, FL answers
- RFL forms : Tracing Request, Red Cross Message



# "I am alive" & "I am looking for" form



**Jaringan Berita Keluarga**  
**P M I (Palang Merah Indonesia)**  
*Family News Network of the Indonesian Red Cross - P M I*

No. Ref :  
(tim + lokasi = nmrurut)

SAYA SELAMAT (I AM ALIVE)			
Nama Lengkap <i>Full Name</i>		Jenis Kelamin (Sex) <input type="checkbox"/> Laki-laki / Male <input type="checkbox"/> Perempuan / Female	
Nama Ayah <i>Father's Name</i>			
Nama Ibu <i>Mother's Name</i>			
Tanggal Lahir/Umur <i>Date of Birth or Age</i>		Tempat Lahir <i>Place of Birth</i>	
Tempat tinggal sebelum terjadi bencana (Harap tulis alamat yang jelas & lengkap) <i>Place of residence before the disaster (Please provide complete address)</i>			

**TEMPAT TINGGAL SEKARANG (Present Location)**


Nama Kamp Pengungsian / Tempat Penampungan <i>Camp name</i>			
Alamat Lengkap <i>Jalan/Desa/Kec/Kab/Prop Present address Street / area</i>			
Kota dan Kode Pos <i>Postal Code and Town</i>	Negara <i>Country</i>		
Nomor Telepon <i>Phone number</i>			
Alamat E-mail <i>Private eMail</i>			

Dengan menyerahkan formulir ini, saya menyatakan bahwa saya adalah orang yang tersebut di atas, bahwa informasi yang diberikan adalah benar dan bahwa saya setuju apabila informasi ini disebar-luaskan.  
*In submitting this form, I confirm that I am the person mentioned above, that the information is accurate and that I am willing to publish this information.*

Tanda Tangan/Signature : \_\_\_\_\_

Tempat dan tanggal/Date and place : \_\_\_\_\_

Markas Pusat Palang Merah Indonesia: Jl. Jend. Gatot Subroto Kav. 96, Jakarta 12790 - Indonesia  
Telp. +62 21 7992325, Fax. +62 21 7995188, Email: pmi@pmi.or.id; Website: www.pmi.or.id



**Jaringan Berita Keluarga**  
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SAYA MENCARI ORANG INI (I am looking for this person)			
Nama Lengkap <i>Full Name</i>		Jenis Kelamin (Sex) <input type="checkbox"/> Laki-laki / Male <input type="checkbox"/> Perempuan / Female	
Nama Ayah <i>Father's Name</i>			
Nama Ibu <i>Mother's Name</i>			
Tanggal Lahir/Umur <i>Date of Birth or Age</i>		Tempat Lahir <i>Place of Birth</i>	
Tempat tinggal/ alamat lengkap sebelum terjadi bencana (Jalan/Desa/Kec/Kab/Prop) <i>Place of residence before the disaster (Street/Village/Subdistrict/District /Province)</i>			
Keterangan (Identitas, ciri-ciri khusus) <i>Description (Identity, special characteristics)</i>			

**DATA SAYA ADALAH (My details are)**

Nama Lengkap <i>Full Name</i>		Jenis Kelamin (Sex) <input type="checkbox"/> Laki-laki / Male <input type="checkbox"/> Perempuan / Female	
Nama Ayah <i>Father's Name</i>			
Nama Ibu <i>Mother's Name</i>			
Tanggal Lahir/Umur <i>Date of Birth or Age</i>		Tempat Lahir <i>Place of Birth</i>	
Tempat tinggal/ alamat lengkap sebelum terjadi bencana (Jalan/Desa/Kec/Kab/Prop) <i>Place of residence before the disaster (Street/Village/Subdistrict/District /Province)</i>			
Tempat tinggal/ alamat lengkap sekarang (Jalan/Desa/Kec/Kab/Prop) <i>Place of present residence (Street/Village/Subdistrict/District /Province)</i>			
Nomor telepon <i>Phone Number</i>	e-mail		
Orang yang dicari adalah <i>The person sought is my</i>			

Markas Pusat Palang Merah Indonesia: Jl. Jend. Gatot Subroto Kav. 96, Jakarta 12790 - Indonesia  
Telp. +62 21 7992325, Fax. +62 21 7995188, Email: pmi@pmi.or.id; Website: www.pmi.or.id

Saya mengerti bahwa orang yang dicari akan mengenali namanya pada daftar "Orang Yang Dicari" yang dikelola oleh PMI/ ICRC dan dia akan menghubungi kantor PMI Cabang untuk memperoleh informasi tentang cara menghubungi saya.  
*I understand that the person sought will identify himself on the PMI/ ICRC lists of "persons sought" and will contact a PMI branch to get my contact details."*

Dengan menyerahkan formulir ini, saya memastikan bahwa saya adalah orang terkandung diatas, dan bahwa informasi ini benar dan saya setuju apabila informasi ini dipublikasikan.  
*In submitting this form, I confirm that I am the person mentioned above, that the information is accurate and that I am willing to publish this information.*

Tanda tangan (Signature) : \_\_\_\_\_

Tanggal dan tempat (Date and Place) : \_\_\_\_\_

# In mass disaster

- No active tracing
- Self registered on <https://familylinks.icrc.org>



# Family links website announcement



## Search

- MISSING** People who are still missing
- I AM ALIVE** People who have announced that they are alive

## Register

- > [Register yourself as 'I am alive'](#)
- > [Register a missing person](#)

Enter all or part of your or your missing relative's name to search within the list.

  | [clear results](#)

1 - 30 >

Status	Full name	Gender	Age	Place of birth	Father's name	Created date
MISSING	Adélia Clautour	Female	19	Nantes	Vincent Ducret	9/8/2017 3:06:33 PM
MISSING	Adelia Hodge	Female	71	St. Kitts	Geroge Washington Hodge	9/10/2017 9:47:08 PM
MISSING	AFOO Éric	Male	36	Surinam	Marcus FANGENE	9/9/2017 3:10:29 AM
MISSING	Alex Boggio-Pola	Male	20	La Réunion	Boggio-Pola Jacques	9/9/2017 12:04:42 PM
MISSING	Alexander Ferroukhi	Male	20	Uppsala, Suède	Lyès Ferroukhi	9/9/2017 2:26:11 PM
MISSING	Alexy Agene	Male	52	Haïti	Alexy	9/8/2017 6:42:37 PM
MISSING	Alexy Palenquet Dumervée	Female	52	Saint martin	Palenquet	9/8/2017 6:38:32 PM
MISSING	Alexy samantha	Female	14	Saint martin	Alexy Agene	9/8/2017 6:48:13 PM
MISSING	Alexy Samuel	Male	14	Saint martin	Alexy Agene	9/8/2017 6:46:08 PM
MISSING	Allen Ricardo	Male	36	kingston	Ricardo Allen	9/10/2017 10:58:11 AM
MISSING	Alphred BARAY	Male	27	Saint-Martin	Alphonse BARAY	9/9/2017 4:03:54 AM







# Seperated Children form



Emblem

## REGISTRATION FORM FOR SEPERATED AND UNACCOMPANIED CHILDREN<sup>1</sup>

RC No. \_\_\_\_\_

PHOTO

Unaccompanied child ☐ Separated child ☐

- A separated child is any person under the age of 18 who has been separated from both parents or from his/her previous legal or customary primary caregiver, but not necessarily from other relatives. An unaccompanied child is any person who is under the age of 18 and who has been separated from both parents or from his/her previous legal or customary primary caregiver and from his/her relatives.
- If the child does not remember his/her address, please note other relevant information, such as descriptions of mosques, churches, schools and other landmarks.

### 1. Identity of the child

Personal ID document No. \_\_\_\_\_ Sex: ☒ M ☐ F

Full name (as expressed locally) \_\_\_\_\_

Also known as (nickname) \_\_\_\_\_

Name(s) given to the child by others after separation from parents \_\_\_\_\_

Date of birth/age \_\_\_\_\_ Place of birth \_\_\_\_\_

Nationality \_\_\_\_\_ Country \_\_\_\_\_

Ethnic group / tribe \_\_\_\_\_

Language(s) spoken \_\_\_\_\_

Distinguishing physical characteristics \_\_\_\_\_

Father's name \_\_\_\_\_

☐ alive ☐ does not know ☐ dead (if dead, please provide details) \_\_\_\_\_

Mother's name \_\_\_\_\_

☐ alive ☐ does not know ☐ dead (if dead, please provide details) \_\_\_\_\_

Other persons well known to the child \_\_\_\_\_

Address of child before separation (and person with whom he/she lived) \_\_\_\_\_

\_\_\_\_\_ Tel. \_\_\_\_\_

Name of previous caregiver (if different) \_\_\_\_\_

☐ alive ☐ does not know ☐ dead (if dead, please provide details) \_\_\_\_\_

<sup>1</sup> This form is a model that may need to be adapted for particular disasters. Please note that the forms do not carry an emblem and that this should be added as appropriate.

DO YOU KNOW THIS CHILD?

KAD: 01		KAD: 02	
KAD: 03		KAD: 04	
KAD: 05		<p>IF YOU RECOGNIZE ONE OF THESE CHILDREN, PLEASE CONTACT THE ICRC</p>	

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[Complete form](#)

# Tracing Request

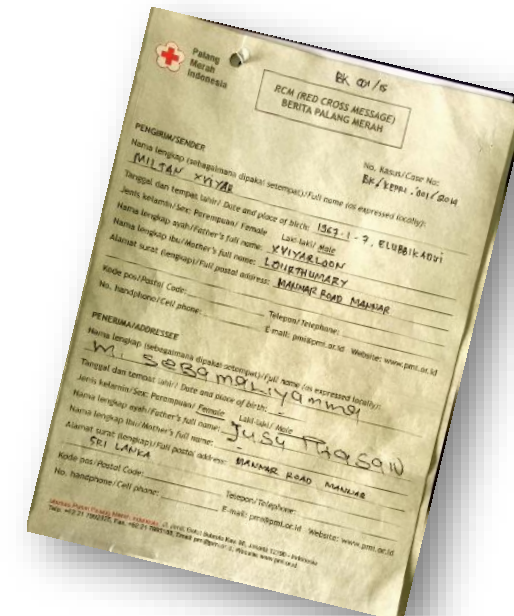
(depends on criteria set up by each NS, avail on FL extranet)

- when the sought person is a close relative or friend
- when you have not heard from the person for a extensive time period
- when you do not know the whereabouts of the sought person, **and**
- when you have information required to initiate search
- when you have reason to believe that something extra ordinary has happened
- when you have reason to believe that the missing is interned, imprisoned or abducted

The image shows two copies of the 'FORMULIR PERMOHONAN PENCARIAN (TRACING REQUEST)' form from Palang Merah Indonesia. The forms contain handwritten information in Indonesian, including names, dates, and details of the missing person. One form is for a person named 'SURYA' and the other for 'KARYO KADIRI'.

# Red Cross Message

- when you know the exact address of the missing person, **but**
- when normal mailing service/telephone/mobile/net is not working
- when you only send family related content messages (photos ok – not propaganda, politics, religion, military activities, medicines, money etc.)
- when someone is interned, imprisoned, POWs etc., and RC/RC has a special agreement with the management of the institution/and or authorities.
- Message might be sencored by authorities (OPEN messages)



Palang Merah Indonesia

RCM (RED CROSS MESSAGE)  
BERITA PALANG MERAH

Ek. 001/6

No. Rantai/Cat. No.  
Ek. 001/6 - 001/004

PENGIRIM/SENDER

Nama lengkap (rekapitulasi) dipaka/ setempal/ full name (as expressed locally)  
MILAN XN7AR

Tanggal dan tempat lahir/ Date and place of birth/ 1963 - 9, ELWARKADVI

Jenis kelamin/ Sex/ Perempuan/ Female

Nama lengkap ayah/ Father's full name/ XN7AR LADIN

Nama lengkap ibu/ Mother's full name/ XN7AR LADIN

Alamat surat/ Mailbox/ Full postal address/ BAKAR ROAD MANAR

Kode pos/ Postal Code/

No. handphone/ Cell phone/

Telepon/ Telephone/

E-mail/ Email/

WEBSITE/ Website/

PENERIMA/ADDRESSEE

Nama lengkap (rekapitulasi) dipaka/ setempal/ full name (as expressed locally)  
M. SERA MARYA MNOI

Tanggal dan tempat lahir/ Date and place of birth/

Jenis kelamin/ Sex/ Perempuan/ Female

Nama lengkap ayah/ Father's full name/

Nama lengkap ibu/ Mother's full name/

Alamat surat/ Mailbox/ Full postal address/ BAKAR ROAD MANAR

Kode pos/ Postal Code/

No. handphone/ Cell phone/

Telepon/ Telephone/

E-mail/ Email/

WEBSITE/ Website/

# What you can do ?

On RFL services

- If internet is working → <https://familylinks.icrc.org>
- **Link with Red Cross/Red Crescent for possible red cross services**

[https://www.youtube.com/watch?v=-AuIL\\_hYrzQ](https://www.youtube.com/watch?v=-AuIL_hYrzQ)



# Why?



ICRC

DISASTER

Dead



identified

Missing



located

Families



Families of victims find resolution!

Management of the  
dead

# ICRC Approach



**local ownership + local capacity =  
SUSTAINABILITY**

- ❖ ensures long-term presence of expertise
- ❖ ensures capacity in case of recurrence
- ❖ empowers local institutions in all their efforts





ICRC

# Before a disaster strikes...

- ▶ Understanding of roles and responsibilities → **national guidelines**
- ▶ Toolkit: practical steps, standardized forms → **SOP's field manual**
- ▶ Training and dissemination → **training modules, programs**
- ▶ Pre-positioning of equipment and supplies
- ▶ Coordination plan (reporting, feedback)
- ▶ Communication and information management plan (with actors, media, families)
- ▶ Capacity (expertise) development

Established before a catastrophe as part  
of an emergency preparedness plan

# Interview...



- ▶ Contact the closest family member as soon as possible
- ▶ Explain the situation
- ▶ Interview location is different than the location of the forensic identification
- ▶ Introduce ourselves as the interviewer
- ▶ Place and time must be agreed
- ▶ The wish and time for a break

# Interview....



- ▶ Use present tense
- ▶ Avoid personal questions
- ▶ Try to answer questions from the family
- ▶ Minimize the visit and interview

# Hand over to the family or relatives

## The dead will be handed over if :

- **Has been fully identified through forensic process**
- Authorized by the authority
- Death certificate is issued
- In accordance with the local culture and practice





# Terima kasih