

**RFL_EN_150_72**

**ZAMBIA RED CROSS SOCIETY**

**ZRCS**

**FAMILY LINKS ANSWERS**

**DATa entry PROCEDURES**

**February 2023**

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**GENERALITIES**

1. INTRODUCTION

Zambia Red Cross Society (ZRCS), a humanitarian and developmental aid organization and an auxiliary to Government in the humanitarian field, has had a presence in the country going back to pre-independence days. Red Cross activities were initially introduced in the then Northern Rhodesia by the British Red Cross. After independence, the Zambia Red Cross Society was established following the passing of an Act of Parliament -Cap 307 of the Laws of Zambia which recognized the Zambia Red Cross Society as an independent voluntary aid organization and an auxiliary to the public authorities in the humanitarian field, in accordance with the 1949 Geneva Conventions and their additional protocols. This remains today as a sole National Society mandated to carry out Red Cross activities in Zambia and it was duly recognized by the International Committee of the Red Cross (ICRC) in 1966 and subsequently joined the International Federation of the Red Cross and Red Crescent Societies (IFRC) in 1967

* 1. History of Restoring Family Links in The Zambia Red Cross Society

Restoring Family Links is a program that was established by the ICRC in cooperation with National Societies with the aims to prevent separation and disappearance, look for missing persons that are being sought by a loved one, restore and maintain contact between family members and clarify the fate of persons reported missing. The Zambia Red Cross Society (ZRCS) has been implementing Restoring Family Links (RFL) services in Lusaka (Head Quarters), North Western and Luapula provinces.

The Restoring Family Links' service offered by Zambian Red Cross-Flanders provides assistance with your search for missing relatives and with re-establishing contact with family members. The Restoring Family Links (RFL) Service in Zambia is part of the International Red Cross Red Crescent global tracing network, which aims to help people find family and re-establish contact between separated family members and clarify the fate of the missing people (asylum seekers/refugees) and to prevent family separation. We cooperate with the International Committee of the Red Cross (ICRC) and other Red Cross and Red Crescent societies around the world. Each of these has its own unique mandate and network, allowing them to trace missing relatives across the globe. Restoring Family Links is a free service, for which we cooperate with other Red Cross and Red Crescent societies and also with special envoys in areas of conflict. All requests are treated as confidential, taking into account the individuals' personal situation and cultural context.

Restoring Family Links in Zambia helps you with the following:

* Family reunification
* Tracing missing relatives
* Tracing missing relatives through Trace the Face
* Re-establishing family contact via free telephone calls and use of social media
* Red Cross Messages for contacting family members
* Helping beneficiaries to use humanitarian digital platform: REDSAFE
* Providing auxiliary services to beneficiaries such as free phone charging to beneficiaries in camps (refugee settlements)

……………………………………………………………………………………………………………………………………………………..

2.0 ZRCS Restoring Family Links Database or FLANSWERS

2.1 Brief History of the database

Restoring Family Links Case Management database (FLANSWERs) is a new web-based application that supports Restoring Family Links casework of the National Societies for Worldwide Enquiry and RFL services. It is developed by the ICRC to support the restoring family links (RFL) services of the Red Crescent Societies and the Red Cross Societies. Family Links answers serves as an instrument to reinforce the follow-up of RFL cases, and therefore enhance the efficiency, rapidity, and coherence of the Family Links Network service to our beneficiaries. In addition, it serves as a standard tool to be deployed in emergency, in disasters, covering an important gap. Headquarter and branch staffs who supervise and conduct casework have access to the Restoring Family Links database. The database is used to access case correspondence, track case due dates and run statistical reports on individual branch’s RFL case work.

FLA was deployed on 11th August 2022. The first deployment call took place on the 4th May 2022. The deployment meetings were conducted virtually. The final training on the database was conducted at the ICRC offices in Pretoria from 4th to 15th July 2022.

* 1. Content of the database

The following activities are the main services offered by the ICRC and National Societies which are aimed at preventing family separation and disappearance of persons, restoring, and maintaining contact between family members, reuniting families, and contributing to clarifying the fate of persons reported missing.

* + 1. Child Registration

An Unaccompanied Minor/Child (UAM) is: A child separated from both parents and any other adult relatives (including stepparents, brother/sister-in-law) and who is not being cared for by an adult who, by law or custom, is responsible for doing so; the age is below 18 years, the cause of the separation is due to a conflict or an emergency or migration,

* + 1. Family News

Family news can be defined as correspondence relating to the personal or family life of the sender or addressee, such as: Personal or family events (births, marriages, illness, or death), the whereabouts of family members and their state of health; requests for news of other relatives or friends, the daily lives of relatives or friends (work, school, etc.)

* + - 1. RCM (In & Out)

The Red Cross Message (RCM) is an unsealed letter, which can be read by the authorities and other parties/persons. The purpose of an RCM is to restore and/or maintain contact between family members where normal channels of communication have broken down.

**RCM Collected and Sent (RCM OUT):** Family news in form of RCM sent out through Red Cross to family outside Zambia

**RCM Received and Distributed (RCM IN):** Family news in form of RCM received and distributed to the beneficiary

* + 1. Safe and well

Additional category under family news exchange where beneficiaries send short family news such as: “I am well, I am okay, I am Alive, I am safe here, I am staying at Meheba Refugee Settlement Camp and my phone number is +260…………………., etc, are written by the sender. The receivers also made paraphrased responses of important messages such as: We are glad to hear that you are alive, send us your phone number”, “We relocated to Uganda; We are using the above address”.

* + 1. Telephone Service

Telephone services refer to beneficiaries communicating with their relatives via telephone handset. This can include calls to landlines, mobile phones or satellite phones. It tends to compliment the RCM in some way because it restores broken family ties between relatives. However, it is much faster compared to the Red Cross Messages.

Telephone services refer to beneficiaries communicating with their relatives via telephone handset. This can include calls to landlines, mobile phones or satellite phones. It tends to compliment the RCM in some way because it restores broken family ties between relatives. However, it is much faster compared to the Red Cross Messages.

* + 1. Family Reunification

Action of the Red Cross tohelp the most vulnerable who have been separated because of conflict, natural disaster or other situations making it is impossible for the family members to reunite on their own. Family reunification is usually conducted for children to be reunited with families in their origin country. ZRCS work in collaboration with partners to identify children who have protection needs and need family tracing. Then children are registered for family tracing. After a successful tracing, family reunification is initiated for those children who are willing to reunite with their families.

After successful family tracing results, a Family Reunification Requested Form (FRRE) is filled and signed (by the sought person (now successfully located) /family/guardian making the request). Afterwards, ZRCS facilitates RCM or phone calls exchange between the UAM/vulnerable separated child and his/her family (ideally his/her parents). The child states in the RCM/phone call that s/he agrees with FR. If the child agrees to the FRRE, a Family Reunification Acceptence (FRA) Form must be properly filled in and signed (by the child if of consenting age). Once the child has accepted FR, the ZRCS presents the case (providing a brief summary and the wishes of the family and child for FR to the Best Interest Determination (BID) panel. Once the BID panel sits and gives the positive feedback, the ZRCS informs the child of the next steps. If all parties, including the parents/guardians where he/she will be going, foster parent, BID panel (representing all actors in the settlement) and the authorities agree for Family Reunification then the ZRCS National Officer informs the colleagues in contact with the family of the child to start preparations and set the date for reunification/ handover of the child and request issuance of VRF)

After the date of handover is set, Voluntary Repatriation Forms (VRFs) are requested from Commissioner of Refugees which are co-signed by UNHRC. VRFs facilitates for cross-border movements of the children to be reunited. During the signing of VRFs by children, the Refugee Officer (RO) has an opportunity to interact with the children and assesses them further before endorsing his/her signature on the VRFs.

After the handover, ZRCS ensures scanned Voluntary Repatriation Form (VRFs) after stamped and signed by UNHCR, COR and immigration office from Zambia and country of repatriation are filed.

The following categories of people are accepted for family reunification by the ZRCS:

* Unaccompanied Children: children below 18 years separated from both parents or any relative
* Separated children: children below 18 years separated from legal guardians but not from other relative
* Separated Children living with family members who are themselves vulnerable persons (ref. to definition of vulnerable person)
* Vulnerable Separated Children living with family members facing a difficult situation (environment is not safe, impossibility to move out from the house).
* Not accepted: Separated Children living with a family member able to move freely
  + 1. Tracing

TRs correspond to a loss of contact linked to migration, emergency, conflict, or another humanitarian situation. They are not linked to an arrest but once this is the case, an Allegation of Arrest (AoA) Form is completed to initiate the tracing process. **Tracing requests** are usually opened by refugees and asylum seekers in a host country (including those at refugee camps) or families of missing migrants or by enquirers (migrants) living abroad or other neighbouring countries.

Tracing requests are used when other Methods of restoring contact have proved unsuccessful. Tracing request forms are thus used if the addressee is no longer at the last known address – for example after an RCM has been returned to the sender – or if the present address or whereabouts of the person being sought is unknown. As a rule, if originated by family members as defined by custom, tracing requests will be accepted. As far as possible, account is taken of cultural and social practices when determining who should be allowed to make a tracing request. Therefore, in some contexts they can be opened by friends.

* 1. Range Numbers

After the FLA was fully deployed in Zambia Red Cross Society, the system automatically generates file ID numbers for each case in alpha (ISO code of Zambia with B at the end) and numeric number (6 digits): **ZMB-XXXXXX**.

During the data migration from Prot6 to ZMB, a total of 182 cases were successfully imported in ZMB, among which 50 UAM cases with the range numbers **ZMB-000001-ZMB-000050** and 132 tracing cases with the range numbers **ZMB-000051-ZMB-000198**.

During the import, some corrections of cases were done in the FLA environment and as a result the following file IDs skipped and these are **ZMB 000051-01, ZMB 000064-01, ZMB 000087-01, ZMB 000091-01, ZMB 000210-01, ZMB 000123-01, ZMB 000191-01, ZMB 000199-01, ZMB 000200-01, ZMB 000203-01, ZMB 000205-01, ZMB 000206-01**

The first case updated by the Zambia Red cross in FLA is case number **ZMB 000201-01**

|  |  |
| --- | --- |
| PERSON FORM | |
| |  |  | | --- | --- | | ACCOMPANYING PERSON | | | **Definition:** The person who is believed to be with the sought person, listed on the Tracing form as accompanying persons.  *PERSON FORM* | | | **Fields** |  | | **General** |  | | **Full Name\*** | Of the Accompanying Person | | **Gender** | Of the Accompanying Person | | **Fathers Full Name** | Of the Accompanying Person | | **Mothers Full Name** | Of the Accompanying Person | | **Birth Date\*** | DOB of the Accompanying Person  N.B: some instances the DOB may be incorrect or not accurate. In this instance use 01/01/estimated year of birth. | | **Is Date Complete \*** | If YES, tick the box. If NO, leave the box empty | | **Age** | Automatically generated according to the DOB | | **Remarks on Date** | short comment on the DOB of the Accompanying Person  *Example: age not accurate because of incomplete DOB.* | | **Place of Birth** | Of the Accompanying Person | | **Country of Birth** | In which the Accompanying Person was born | | **Nationality/Citizenship** | Of the Accompanying Person  Please note that FLAnswers does not recognize Nationality e.g. “Nigerian” however, it recognizes the Country as the Nationality. | | **Relationship to the beneficiary\*** | the relationship between the Accompanying Person’s Beneficiary | | **Remarks** | additional information on the Accompanying Person | | **Update Picture Taken** | If available | | |  |
|  | |  |
| BENEFICIARY | |
| **Definition:** Beneficiary refers to the Sought Person, the unaccompanied minor, the vulnerable person, the person receiving or sending a RCM, registered in FLA with an ID number  *PERSON FORM* | |
| **REMARKS:**   * Last Known Address refers to the place where the sought person went missing/was last seen. This means the last known address is the First Point of Search. * Contact Information is updated only for UAM * Caregiver refers to the person responsible for the care of the UAM | |
| **Fields** |  |
| **General** |  |
| ***First Column:*** | Original given names of Beneficiary/Sought Person. |
| **File Number\*** | Automatically generated unique ID/File Number  Example: ZMB-XXXXXX-XX |
| **File ID from import** | ID number generated in another systems e.g PRot6 |
| **First Name\*** | Of the Beneficiary |
| **Middle Name** | Of the Beneficiary |
| **Last Name** | Of the Beneficiary |
| **Alias** | Other names used by the Beneficiary  Alias refers to any other name that the beneficiary could be using or could be known as. |
| **Gender\*** | Of the Beneficiary |
| **Birth Date** | DOB of the Beneficiary  N.B: some instances the DOB may be incorrect or not accurate. In this instance use 01/01/estimated year of birth. |
| **Is Date complete?** | If YES, tick the box. If NO, leave the box empty |
| **Remarks on Date** | Brief comment on the DOB of the Beneficiary  Example: the exact date of birth is unknown by the enquirer |
| **Age** | Automatically generated according to DOB provided |
| **Nationality/Citizenship\*** | Of the Beneficiary  Please note that FLAnswers does not recognize Nationality e.g. “Nigerian” however, it recognizes the Country as the Nationality. |
| **Occupation** | Any job or work that the beneficiary does for livelihood |
| **Deceased** | Indicate whether the beneficiary is deceased or not |
| ***Second Column:*** | **Other name(s) used by beneficiary/SP/Fake Names** |
| **File ID NS / ICRC** | From other NS or ICRC if available |
| **Mother’s Name** | Of the beneficiary |
| **Father’s Name** | Of the beneficiary |
| **Remarks on parents / other relatives** | Related to the beneficiary |
| **Marital status** | Of the related persons |
| **Spouse’s full names** | Related persons |
| **Remarks about the Name, Gender and other** | Additional information of related persons |
| **Missing person/s status- No current search** | Indicate if yes or no |
| **Third Column:** |  |
| **Upload picture of the beneficiary** | If available |
| **Update the date picture taken** | In FLA |
| ***If Applicable*** | Fields not deemed as mandatory |
| **Tribe/origin** | Of the Beneficiary |
| **Religion** | Of the Beneficiary |
| **Religion additional details** | Of the Beneficiary |
| **Birth Information** |  |
| **City/village** | Where the Beneficiary was born |
| **Country** | In which the Beneficiary was born |
| **Remarks on Address** | Additional information on Beneficiary’s birth information |
| **Birth address from import** |  |
| **Last Known Address** | Where the sought person went missing/first point of search |
| ***First Address:*** |  |
| **Address Line 1** | street name and number of the Beneficiary’s last known address |
| **Address Line 2** | Additional information on the first address |
| **City/Village** | city/village of the Beneficiary’s last known address |
| **ZIP** | Postal Code |
| **Country** | Of Beneficiary’s last known residence |
| **Phone 1** | Beneficiary’s primary contact number |
| **Phone 2** | Beneficiary’s secondary contact number |
| **E-mail** | Beneficiary’s email address |
| **Social Media ID** | Derived from individual social media account such as Facebook, Twitter etc |
| **Remarks on Address:** | Additional information on the Last Known Address |
| **First address from import** |  |
| **Second address from import** |  |
| **Contact Information** | Beneficiary’s contact information and addresses |
| **Column 1** |  |
| **Full Name** | Of the beneficiary |
| **Address line 1** | For the beneficiary at the current address |
| **Address line 2** | Second beneficiary’s address |
| **City/Village** | Current city/village of the beneficiary |
| **ZIP** | Postal address |
| **Country** | Beneficiary’s country of residence |
| **Phone 1** | Beneficiary’s contact number |
| **Phone 2** | Additional beneficiary’s contact number |
| **Email** | Beneficiary’s email address |
| **Contact address from import** |  |
| **Column 2** |  |
| **Full Name** | Of the beneficiary |
| **Address line 1** | street name and number of the Beneficiary’s last known address |
| **Address line 2** | Additional information on the first address |
| **City/Village** | Of the beneficiary |
| **ZIP** | Postal code |
| **Country** | Beneficiary’s current country of residence |
| **Phone 1** | Primary’s secondary contact number |
| **Phone 2** | Beneficiary’s secondary contact number |
| **Email** | Beneficiary’s email address |
| **Contact address from import** |  |
| **Functional Role** | Relationship with beneficiary such as lawyer, caregiver, legal guardian etc |
| **Remarks on address and other contact information** |  |
| **Additional details** |  |
| **Language details** |  |
| **Language (s) spoken** | By the beneficiary |
| **Is an interpreter needed?** | To translate for the beneficiary |
| **ID Documents** |  |
| **Document’s number** | On the beneficiary’s document (s) |
| **Documents carried by the concerned person** | Specific documents and types |
| **If Applicable** |  |
| **Category/vulnerability** | Of the beneficiary which include; Separated vulnerable child (accompanied), Separated Vulnerable CAAFAG (demobilized), Unaccompanied demobilized CAAFAG, Unaccompanied recruited CAAFAG, Vulnerable persons, Separated child and unaccompanied child |
| **Distinguishing physical Characteristics** | Of the beneficiary |
| **File Data** |  |
| **Column 1** |  |
| **Crisis/ specification** | Reason for separation |
| **Context** | Unique identifier for context associated with person |
| **Context from import** |  |
| **Column 2** |  |
| **Case of interest** | Related to the cases being registered |
| **Details of Interest** | Provide additional information to support if Case if of interest |
| **Notes and Attachments** |  |
| **Note** | link/attach documents to the activity specific to all Beneficiaries linked to the Activity. |

|  |  |
| --- | --- |
| ENQUIRER | |
| **Definition:** This is the family member who approaches the NS to open a tracing enquiry. It is the person who is requesting assistance to search for a missing family member.  *PERSON FORM* | |
| **Fields** |  |
| **General** |  |
| ***First Column:*** |  |
| **File Number** | Locked ID for the enquirer because only the beneficiary has a generID number |
| **First Name\*** | Of the Enquirer |
| **Middle Name** | Of the Enquirer |
| **Last Name+** | Of the Enquirer |
| **Alias** | Other names used by the Enquirer  Alias refers to any other name that the beneficiary could be using or could be known as. |
| **Gender\*** | Of the Enquirer |
| **Birth Date** | DOB of the Enquirer  N.B: some instances the DOB may be incorrect or not accurate. In this instance use 01/01/estimated year of birth. |
| **Is Date complete?** | If YES, tick the box. If NO, leave the box empty |
| **Remarks on Date** | Brief comment on the DOB of the Enquirer  Example: the exact date of birth is unknown by the enquirer |
| **Age** | Automatically generated according to DOB provided |
| **Nationality/Citizenship\*** | Of the Enquirer  Please note that FLAnswers does not recognize Nationality e.g., “Nigerian” however, it recognizes the Country as the Nationality. |
| **Occupation** | Any job or work that the beneficiary does for livelihood |
| **Deceased** | Indicate whether the beneficiary is deceased or not |
| ***Second Column:*** |  |
| **File ID NS / ICRC** | from other NS or ICRC if available |
| **Mother’s Name** | Enquirer mother name |
| **Father’s Name** | Enquirer father’s name |
| **Remarks on parents/Other relatives** | Additional information on parents and other relatives to the enquirer |
| **Marital status** | Of the enquirer |
| **Spouses’ full names** | Of the enquirer |
| **Remarks about the name, gender, other** | Of the enquirer |
| **Missing person/s status**  **(No current search)** | Indicate if yes or no |
| ***If Applicable:*** | Fields not deemed as mandatory |
| **Tribe/Origin** | of the Enquirer/Relative |
| **Religion** | of the Enquirer/Relative |
| **Religion additional details** | of the Enquirer/Relative |
| **Column Three** |  |
| **Update date picture taken** |  |
| **Birth Information** |  |
| **Column One** |  |
| **City/village** | Where the Enquirer/Relative was born |
| **Country** | In which the Enquirer/Relative was born |
| **Birth address from import** |  |
| **Column Two** |  |
| **Remarks on address** | Additional information on the enquirer’s birth address |
| **Address** |  |
| ***First Address:*** | **Zambian National Address Format** |
| **Address Line 1** | street name and number of the Enquirer/Relative’s residence |
| **Address Line 2** | - |
| **City/Village** | city/village of the Enquirer/Relative |
| **Postal Code** | ZIP |
| **Country** | Of the Enquirer/Relative’s residence |
| **Phone 1** | Enquirer’s primary contact number |
| **Phone 2** | Enquirer’s secondary contact number |
| **Email** | Enquirer’s email address |
| **Social Media ID** | Derived from individual social media account such as Facebook, Twitter etc |
| **Remarks on address** | Additional information on the enquirer’s current address |
| **First address from import** |  |
| **Column Two** |  |
| **Second address from import** |  |
| **Contact** |  |
| **Contact information (Child/vulnerable person** |  |
| **Column One** |  |
| **Full Name** | Of the child/ vulnerable person |
| **Address Line 1** | street name and number of the child, foster parent, facility’s residence |
| **Address Line 2** | - |
| **City/Village** | Of the child/foster parent/ facility |
| **ZIP** | Postal code |
| **Country** | Of residence |
| **Phone 1** | Child/foster parent’s primary contact number |
| **Phone 2** | Child/foster parents’ secondary contact number |
| **Email** | Child/foster parents’ email address |
| **Contact address from import** |  |
| **Column Two** |  |
| **Functional role** | Relationship with child/vulnerable person such as lawyer, caregiver, legal guardian etc |
| **Remarks on address and other contact information** | Additional information on the address |
| **Additional details** |  |
| **Language Details** |  |
| **Language(s) spoken** | By the enquirer |
| **Is an interpreter needed?** | If yes or no |
| **ID Documents** |  |
| **Document’s Number** | Indicated on the enquirer’s personal documents |
| **Documents carried by the concerned person** | Types of documents such as an alien card |
| **If Applicable** |  |
| **Category/Vulnerability** | Of the enquirer which include; Separated vulnerable child (accompanied), Separated Vulnerable CAAFAG (demobilized), Unaccompanied demobilized CAAFAG, Unaccompanied recruited CAAFAG, Vulnerable persons, Separated child and unaccompanied child |
| **Distinguishing physical characteristics** | Of the enquirer |
| **Notes and Attachments** |  |
| **Notes** | Additional information and documents to be attached |

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| --- |
| CHILDREN AND VULNERABLE PERSONS *Service type* |

| ***ADDITIONAL INFORMATION COLLECTED (Children)*** | |
| --- | --- |
| ***Definition:***This activity is used when an additional information is received, and no existing activity can properly translate the action conducted in FLA. It is used after the activity ‘*additional information requested*’ | |
| **General Fields** |  |
| **Activity Type\*** | Additional Information Collected |
| **Service Type\*** | Children and Vulnerable |
| **Activity Precision** | Look up relevant precision: Comprehensive follow up  Alternatively: Leave Field Empty |
| **Details** |  |
| **Column One** |  |
| **Date** | when Additional Information was collected |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Collected From (Addressee)** |  |
| **Organization** | NS/ICRC Delegation receiving the Additional Information collected  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing Additional Information collected  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Collected By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for collecting the Additional Information  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of person collecting Additional Information  Alternatively: Leave Field Blank |
| **Description** | Summary of the Additional Information Collected |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***ADDITIONAL INFORMATION REQUESTED (Children)*** | |
| --- | --- |
| **Definition:**  This activity is used when additional information is requested. It can be used independently or precede additional information collected. | |
| **General Fields** |  |
| **Activity Type\*** | Additional Information Requested |
| **Service Type\*** | Children & Vulnerable |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details of Collection** |  |
| **Column One** |  |
| **Date\*** | when Additional Information was requested |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Requested To (Addressee)** |  |
| **Organization** | NS/ICRC Delegation receiving the Additional Information requested  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing Additional Information requested  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Requested By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for requesting the Additional Information  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of person requesting Additional Information  Alternatively: Leave Field Blank |
| **Description** | Summary of the Additional Information Requested |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***ADDITIONAL INFORMATION TRANSMITTED (Children and vulnerable)*** | |
| --- | --- |
| ***Definition: This activity is used when additional information is transmitted to NS/ICRC by ZRCS.*** | |
| **General Fields** |  |
| **Activity Type\*** | Additional information transmitted |
| **Service Type\*** | Children and Vulnerable |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when additional information was transmitted |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Remarks on Date** | Brief comment on date of additional information transmitted |
| **Transmitted To (Addressee)** |  |
| **Organization** | NS/ICRC Delegation transmitting the Additional Information collected  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing Additional Information collected  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Transmitted by (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for transmitting the information  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Case worker** | Name of person requesting Additional Information  Alternatively: Leave Field Blank |
| **Description** | Summary of the Additional Information transmitted |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***CASE CANCELLED (Children)*** | |
| --- | --- |
| ***Definition:***This activity is used whena case is cancelled  Tracing cases can be cancelled for various reasons. The reason for the cancellation must be specified through the following activity precisions:   * Lost Contact with Enquirer: The Enquirer disappears from any Contact * Upon Enquirer’s Request: the enquirer asks for the case to be cancelled * Out of Criteria: when reasons for tracing does not fall under the RFL Tracing criteria * Insufficient Information: to Trace the sought person | |
| **General Fields** |  |
| **Activity Type\*** | Case Cancelled |
| **Service Type\*** | Children & Vulnerable |
| **Activity Precision** | Look up relevant precision – Upon child’s request  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column 1** |  |
| **Date\*** | Date of Tracing Case Cancellation |
| **Place\*** | Place of Cancellation |
| **Column 2** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Cancelled By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for cancelling the case  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Case worker** | Name of staff/volunteer responsible for collection of the Cancellation Information |
| **Description** | Summary of reason(s) for case cancellation |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |
|  |  |

| ***CHILD DECEASED (Children)*** | |
| --- | --- |
| ***Definition:***This activity is used when an UAM is/has been declared as deceased (When the UAM is confirmed to have passed away) | |
| **General Fields** |  |
| **Activity Type\*** | Child Deceased |
| **Service Type\*** | Children & Vulnerable |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | Date of Death of the Separated Child/UAM  N.B: some instances the DOD may be incorrect or not accurate. In this instance use 01/01/estimated year of death. |
| **Remarks on Date** | Brief comment on Date of Death  Example: the exact date of death is unknown. |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty. |
| **Place of Death** |  |
| **Column One** |  |
| **City/Village** | of the UAM/Separated Child’s Death. |
| **Country** | of the UAM’s/Separated Child’s Death. |
| **Column Two** |  |
| **Remarks on Address** | Additional information about place of death of UAM/Separated Child |
| **Confirmed By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for Child Deceased notification  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Description** | Additional information about death of UAM/Separated Child  Example: cause of death |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***CHILD REGISTERED (Children)*** | |
| --- | --- |
| ***Definition:***This activity is used to register an UAM/Separated Child who will like to Trace a Family member and for protection needs. | |
| **General Fields** |  |
| **Activity Type\*** | Child Registered |
| **Service Type\*** | Children & Vulnerable |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | Date Child Registration |
| **Registered In** | Category to which the child belongs to in terms of vulnerability  Example: under foster parents, stay alone, children centre, are they with other family members etc |
| **Other** | Specify another category that defines the situation above |
| **Address line 1** | Of the child |
| **Address line 2** | - |
| **City/Village** | Of the child at the current residence |
| **Country** | Of the child in the current country |
| **Child arriving on** | Date of arrival in the country and place of registration |
| **Remarks on date** | short comment/description on date of Child Registration |
| **Child arriving from** | the country of origin |
| **Additional information** | On the child’s registration |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty.  *(On registration date)* |
| **Is Date complete?** | If YES, tick the box. If NO, leave the box empty.  (Date of arrival) |
| **Protection concerns** |  |
| **Column One** |  |
| **Child Headed household** | If Yes, tick the box. If No, leave the box as it is |
| **Disabled** | If Yes, tick the box. If No, leave the box as it is |
| **Medical case** | If Yes, tick the box. If No, leave the box as it is |
| **Street child** | If Yes, tick the box. If No, leave the box as it is |
| **Girl mother** | If Yes, tick the box. If No, leave the box as it is |
| **Living with vulnerable person** | If Yes, tick the box. If No, leave the box as it is |
| **Abuse situation** | If Yes, tick the box. If No, leave the box as it is |
| **Other** | Specify other types of concerns if not listed |
| **Column Two** |  |
| **Does the child need a specific follow up?** | If Yes, tick the box. If No, leave the box as it is |
| **Description** | Specify on the type of follow up needed |
|  |  |
| **Address Line 1** | Street Name and Number of the where Registration took place |
| **Address Line 2** | - |
| **City/Village** | Where Registration took place |
| **Country** | In which Registration took place |
|  |  |
| **Child Arriving On** | Date of UAM/Separated Child’s arrival in Country of registration |
| **Is Date Complete** | If YES, tick the box. If NO, leave the box empty. |
| **Remarks on Date** | Brief comment on Date of Separated Child/UAM’s Arrival |
| **Child Arriving From** | Country where Separated Child/UAM migrated from |
| **Additional Information** | About Separated Child/UAM’s reasons for migration |
| **History of Separation** |  |
| **Date of Separation** | When the Separated Child/UAM was separated from their family |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty. |
| **Remarks on Date** | Brief comment on Date of Separation  N.B: some instances the date of separation may be incorrect or not accurate. In this instance use 01/01/estimated year of separation. |
| **Place of Separation** |  |
| **Address Line 1** | Street name and number of separation  N.B: not mandatory as child may not remember the specific street address |
| **Address Line 2** | - |
| **City/Village** | Where separation took place |
| **Country** | Where separation took place |
| **Circumstances of Separation** | Summary of circumstances leading to separation |
| **Protection Concerns** |  |
| **Child Headed Household** | Yes or No |
| **Disabled Child** | Yes or No |
| **Medical Case** | Yes or No |
| **Street Child** | Yes or No |
| **Girl Mother** | Yes or No |
| **Living with Vulnerable Person** | Yes or No |
| **Abuse Situation** | Yes or No |
| **Other** | Specify other forms of protection concerns that are not included |
| **Does the child need a specific Follow Up?** | Yes or No |
| **Description** | If above question is answered Yes, what kind of follow up is required? |
| **Tracing For Family Members (Give Details)** |  |
| **Column One** |  |
| **Does the child wish to locate a family member?** | Yes or No |
| **Is the child in contact with any relative?** | Yes or No |
| **Does the child want to be reunited with family?** | If yes, indicate immediately or later or No |
| **Column Two** |  |
| **List Names of Family Members by order of priority** | If above question is answered Yes, provide names of family members |
| **Details on relatives** | Specific information on listed family |
| **Details on Family Reunification wishes** | If above question is answered Yes, provide details of FR Wishes |
| **Interviews By Other Organizations** |  |
| **Column One** |  |
| **Has the child been interviewed by other organizations?** | Yes or No |
| **Name of Organization** | That conducted an Interview with the Separated Child/UAM |
| **Column Two** |  |
| **Remarks** | Details related to the interview conducted by the Organization |
| **Agreement For Disclosure of Information and referral** |  |
| **Objection to share personal data of the child** | Indicate the appropriate  No objection  Partial Objection  Total objection |
| **Column One** |  |
| **Authorities** | Indicate the appropriate  No objection  Partial Objection  Total objection |
| **Movement** | Indicate the appropriate  No objection  Partial Objection  Total objection |
| **Other organisation** | Indicate the appropriate  *No objection*  *Partial Objection*  *Total objection* |
| **Alleged perpetrator** | Indicate the appropriate  *No objection*  *Partial Objection*  *Total objection*  *Not applicable* |
| **Column Two** |  |
| **Remarks on authorities** | Specify on remarks by authorities e.g why they are objecting |
| **Remarks of movement** | Specify on remarks by movement |
| **Remarks of other organisations** | Specify on remarks by other organisations |
| **Remarks on alleged perpetrator** | Specify on remarks by perpetrator |
| **Registration Done By** |  |
| **Column One** |  |
| **Organization** | NS/ICRC Delegation responsible for Registering the Child |
| **Caseworker** | Name of staff/volunteer responsible for Registering the Child |
| **Information Obtained from** | Person providing information about the Child |
| **Column Two** |  |
| **In case Other, specify** | Other source of information |
| **Notices and Attachments** |  |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***FILE REFERRED TO OTHER (Vulnerable Children)*** | |
| --- | --- |
| ***Definition:***This activity is used when the case (file) of a registered child is transferred to another organization to meet his/her protection needs. | |
|  | |
| **General Fields** |  |
| **Activity Type\*** | File Referred to Other |
| **Service Type\*** | Children & Vulnerable |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | When Separated Child/UAM will be transferred |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty. |
| **Referred To (Addressee)** | Select in drop-down list |
| **Organisation** | List of organisations that will receive the file |
| **Means** | Of sharing the file |
| **Referred by (Source)** |  |
| **Organization** | Responsible for the transfer |
| **Case worker** | Name |
| **Description** | Of the referral |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***CHILD VISITED(Children)*** | |
| --- | --- |
| ***Definition:*** This activity used when the ZRCS’s staff/Volunteer visits a child as a follow-up activity | |
| **General Fields** |  |
| **Activity Type\*** | Child Visited |
| **Service Type\*** | Children & Vulnerable |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | When Separated Child/UAM was visited |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty. |
| **Changes regarding Protection Concerns** |  |
| **\_\_\_\_\_** | Indicate the changes accordingly |
| **Place Visited** |  |
| **Address Line 1** | Street Name and Number of Separated Child/UAM’s location |
| **Address Line 2** | - |
| **City/Village** | Of Separated Child/UAM’s location |
| **Country** | Of Separated Child/UAM’s location |
| **Visit Done By** |  |
| **Organization** | which will receive the transferred child |
| **Caseworker** | Name of staff/volunteer who visited the Separated Child/UAM |
| **Description** | Details of the visit |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

|  |
| --- |
| FAMILY NEWSService type |

| ***RCM IN (FAMILY NEWS)*** | |
| --- | --- |
| ***Definition:  This activity is used when an RCM is received from other NSs or ICRC delegation***  ***RCM in should be specified through the following precisions:***   * ***Back To Sender – Used in the following circumstances:***   + ***When the receiver is not found***   + ***When the address is incorrect***   + ***When*** * ***Reply*** | |
| ***General Fields*** |  |
| ***Activity Type\**** | ***RCM In*** |
| ***Service Type\**** | ***Family News*** |
| ***Activity Precision*** | ***Look up relevant precision***  ***BTS, First Go or Reply*** |
| ***Details*** |  |
| ***Column One*** |  |
| ***Date\**** | ***when RCM was collected*** |
| ***Column Two*** |  |
| ***Is Date Complete?*** | ***If YES, tick the box. If NO, leave the box empty*** |
| ***DESTINATION (Addressee)*** |  |
| ***Country*** | ***Where RCM is being transmitted to*** |
| ***Organization*** | ***NS/ICRC Delegation receiving the RCM***  ***N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad*** |
| ***Origin (Source)*** |  |
| ***Organization*** | ***NS/ICRC Delegation receiving the RCM***  ***N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad*** |
| ***Caseworker*** | ***Name of staff/volunteer who collected the RCM***  ***Alternatively: Leave Field Blank*** |
| ***Description*** | ***Details of the RCM*** |
| ***History Details*** |  |
| ***Change Order of Activity in the history*** |  |
| ***Sequence Order\**** | ***{For Data Admin Only} – By default is Source date else to be manually modified to reorder History*** |
| ***Closure information*** |  |
| ***Stop the follow up of the beneficiary*** | ***Tick the box to close the follow up – Beneficiary becomes Passive***  ***Untick the box to continue follow up – beneficiary stays active*** |
| ***Closing activity*** |  |
| ***Closing activity*** | ***Look up relevant closing activity***  ***Alternatively: Leave Field Empty*** |

| ***RCM OUT (FAMILY NEWS)*** | |
| --- | --- |
| ***Definition:  This activity is used when ZRCS collects and sends an RCM to another country or ICRC delegation abroad***  ***RCM in should be specified through the following precisions:***   * ***Back To Sender – Used in the following circumstances:***   + ***When the receiver is not found***   + ***When the address is incorrect***   + ***When*** * ***Reply*** | |
| ***General Fields*** |  |
| ***Activity Type\**** | ***RCM Out*** |
| ***Service Type\**** | ***Family News*** |
| ***Activity Precision+*** | ***Look up relevant precision***  ***Alternatively: Leave Field Blank*** |
| ***Details of Request*** |  |
| ***Column One*** |  |
| ***Date\**** | ***when RCM was collected*** |
| ***Column Two*** |  |
| ***Is Date Complete?*** | ***If YES, tick the box. If NO, leave the box empty*** |
| ***Remarks on Date*** | ***Brief comment on the date of the RCM Collection*** |
| ***DESTINATION (Addressee)*** |  |
| ***Country*** | ***Where RCM is being transmitted to*** |
| ***Organization*** | ***NS/ICRC Delegation receiving the RCM***  ***N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad*** |
| ***Origin (Source)*** |  |
| ***Organization*** | ***NS/ICRC Delegation which collected the RCM***  ***N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad*** |
| ***Caseworker*** | ***Name of staff/volunteer who collected the RCM***  ***Alternatively: Leave Field Blank*** |
| ***Description*** | ***Details of the RCM*** |
| ***History Details*** |  |
| ***Change Order of Activity in the history*** |  |
| ***Sequence Order\**** | ***{For Data Admin Only} – By default is Source date else to be manually modified to reorder History*** |
| ***Closure information*** |  |
| ***Stop the follow up of the beneficiary*** | ***Tick the box to close the follow up – Beneficiary becomes Passive***  ***Untick the box to continue follow up – beneficiary stays active*** |
| ***Closing activity*** |  |
| ***Closing activity*** | ***Look up relevant closing activity***  ***Alternatively: Leave Field Empty*** |

| ***RCM TRANSMITTED (FAMILY NEWS)*** | |
| --- | --- |
| ***Definition:  Use this activity when an RCM has been delivered to the branches/NSs/ICRC delegation for delivery to the recipient.*** | |
| ***Remark: RCM transmitted has no precision*** | |
| ***General Fields*** |  |
| ***Activity Type\**** | ***RCM Transmitted*** |
| ***Service Type\**** | ***Family News*** |
| ***Activity Precision*** | ***Look up relevant precision***  ***Alternatively: Leave Field Blank*** |
| ***Details of Transmission*** |  |
| ***Column One*** |  |
| ***Date\**** | ***Date of RCM Transmission*** |
| ***Column Two*** |  |
| ***Is Date Complete?*** | ***If YES, tick the box. If NO, leave the box empty*** |
| ***Transmitted to (Addressee)*** |  |
| ***Organization*** | ***NS/ICRC Delegation which will receive the RCM***  ***N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad.*** |
| ***Transmitted by (Source)*** |  |
| ***Organization*** | ***NS/ICRC Delegation which collected the RCM***  ***N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad*** |
| ***Description*** | ***Details of the RCM*** |
| ***History Details*** |  |
| ***Change Order of Activity in the history*** |  |
| ***Sequence Order\**** | ***{For Data Admin Only} – By default is Source date else to be manually modified to reorder History*** |
| ***Closure information*** |  |
| ***Stop the follow up of the beneficiary*** | ***Tick the box to close the follow up – Beneficiary becomes Passive***  ***Untick the box to continue follow up – Beneficiary remains active*** |
| ***Closing activity*** |  |
| ***Closing activity*** | ***If closing activity, link to TR Opened***  ***Alternatively: Leave Field Empty*** |

| ***SAFE & WELL IN (FAMILY NEWS)*** | |
| --- | --- |
| ***Definition: This activity is used when a message with the standard text "Safe and Well" or "I am Alive" that allows refugees and internally displaced persons to promptly inform relatives of their whereabouts is received from other NSs or ICRC delegation.*** | |
| ***General Fields*** |  |
| ***Activity Type\**** | ***RCM Out*** |
| ***Service Type\**** | ***Family News*** |
| ***Activity Precision*** | ***Look up relevant precision***  ***Alternatively: Leave Field Blank*** |
| ***Details of Request*** |  |
| ***Column One*** |  |
| ***Date\**** | ***when Safe & Well notice was collected*** |
| ***Column Two*** |  |
| ***Is Date Complete?*** | ***If YES, tick the box. If NO, leave the box empty*** |
| ***DESTINATION (Addressee)*** |  |
| ***Organization*** | ***NS/ICRC Delegation receiving the Safe & Well notice***  ***N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad*** |
| ***Origin (Source)*** |  |
| ***Country*** | ***Where Safe and Well is transmitted from*** |
| ***Organization*** | ***NS/ICRC Delegation which collected Safe & Well notice***  ***N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad*** |
| ***Description*** | ***Details of the of the Safe & Well notice*** |
| ***History Details*** |  |
| ***Change Order of Activity in the history*** |  |
| ***Sequence Order\**** | ***{For Data Admin Only} – By default is Source date else to be manually modified to reorder History*** |
| ***Closure information*** |  |
| ***Stop the follow up of the beneficiary*** | ***Tick the box to close the follow up – Beneficiary becomes Passive***  ***Untick the box to continue follow up – beneficiary stays active*** |
| ***Closing activity*** |  |
| ***Closing activity*** | ***Look up relevant closing activity***  ***Alternatively: Leave Field Empty*** |

| ***SAFE & WELL OUT (FAMILY NEWS)*** | |
| --- | --- |
| ***Definition: This activity is used when a message with the standard text "Safe and Well" or "I am Alive" that allows refugees and internally displaced persons to promptly inform relatives of their whereabouts is collected by the ZRCS and sent to other NSs or ICRC delegations.*** | |
| ***General Fields*** |  |
| ***Activity Type\**** | ***Safe & Well Out*** |
| ***Service Type\**** | ***Family News*** |
| ***Activity Precision+*** | ***Look up relevant precision***  ***Alternatively: Leave Field Blank*** |
| ***Details of Request*** |  |
| ***Column One*** |  |
| ***Date\**** | ***when Safe & Well notice was collected*** |
| ***Column Two*** |  |
| ***Is Date Complete?*** | ***If YES, tick the box. If NO, leave the box empty*** |
| ***Remarks on Date*** | ***Brief comment on the date of the Safe & Well Collection*** |
| ***DESTINATION (Addressee)*** |  |
| ***Country*** | ***Where the Safe & Well Notice will be delivered*** |
| ***Organization*** | ***NS/ICRC Delegation receiving the Safe & Well notice***  ***N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad*** |
| ***Origin (Source)*** |  |
| ***Organization*** | ***NS/ICRC Delegation which collected Safe & Well notice***  ***N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad*** |
| ***Caseworker*** | ***Name of staff/volunteer who collected the Safe & Well notice***  ***Alternatively: Leave Field Blank*** |
| ***Description*** | ***Details of the of the Safe & Well notice*** |
| ***History Details*** |  |
| ***Change Order of Activity in the history*** |  |
| ***Sequence Order\**** | ***{For Data Admin Only} – By default is Source date else to be manually modified to reorder History*** |
| ***Closure information*** |  |
| ***Stop the follow up of the beneficiary*** | ***Tick the box to close the follow up – Beneficiary becomes Passive***  ***Untick the box to continue follow up – beneficiary stays active*** |
| ***Closing activity*** |  |
| ***Closing activity*** | ***Look up relevant closing activity***  ***Alternatively: Leave Field Empty*** |

| ***SAFE & WELL TRANSMITTED (FAMILY NEWS)*** | |
| --- | --- |
| ***Definition: This activity is used when a message with the standard text "Safe and Well" or "I am Alive" that allows refugees and internally displaced persons to promptly inform relatives of their whereabouts has been delivered to the branches/NSs/ICRC delegation for delivery to the recipient.*** | |
| ***General Fields*** |  |
| ***Activity Type\**** | ***Safe & Well Transmitted*** |
| ***Service Type\**** | ***Family News*** |
| ***Activity Precision*** | ***Look up relevant precision***  ***Alternatively: Leave Field Blank*** |
| ***Details of Transmission*** |  |
| ***Column One*** |  |
| ***Date\**** | ***Date of Safe & Well transmission*** |
| ***Column Two*** |  |
| ***Is Date Complete?*** | ***If YES, tick the box. If NO, leave the box empty*** |
| ***Transmitted to (Addressee)*** |  |
| ***Organization*** | ***NS/ICRC Delegation which will receive the Safe & Well notice***  ***N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad.*** |
| ***Transmitted by (Source)*** |  |
| ***Organization*** | ***NS/ICRC Delegation which transmitted the Safe & Well notice***  ***N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad*** |
| ***Caseworker*** | ***Name of staff/volunteer who transmitted the Safe & Well notice***  ***Alternatively: Leave Field Blank*** |
| ***Description*** | ***Details of the Safe & Well notice*** |
| ***History Details*** |  |
| ***Change Order of Activity in the history*** |  |
| ***Sequence Order\**** | ***{For Data Admin Only} – By default is Source date else to be manually modified to reorder History*** |
| ***Closure information*** |  |
| ***Stop the follow up of the beneficiary*** | ***Tick the box to close the follow up – Beneficiary becomes Passive***  ***Untick the box to continue follow up – Beneficiary remains active*** |
| ***Closing activity*** |  |
| ***Closing activity*** | ***If closing activity, link to TR Opened***  ***Alternatively: Leave Field Empty*** |

|  |
| --- |
| FAMILY REUNIFICATION *Service type* |

| ***ADDITIONAL INFORMATION COLLECTED (Family Reunification)*** | |
| --- | --- |
| **Definition**:This activity is used when additional information is collected for the service type “Additional information collected” | |
| **General Fields** |  |
| **Activity Type\*** | Additional Information Collected |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details of Collection** |  |
| **Column One** |  |
| **Date\*** | when Additional Information was collected |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Collected From (Addressee)** |  |
| **Organization** | NS/ICRC Delegation receiving the Additional Information collected  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing Additional Information collected  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Collected By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for collecting the Additional Information  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of person collecting Additional Information  Alternatively: Leave Field Blank |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***ADDITIONAL INFORMATION REQUESTED (Family Reunification)*** | |
| --- | --- |
| **Definition**:This activity is used when an additional information is requested for the service type “Family reunification”. It can be used independently or precede additional information collected. | |
| **General Fields** |  |
| **Activity Type\*** | Additional Information Requested |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details of Collection** |  |
| **Column One** |  |
| **Date\*** | when Additional Information was requested |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Requested To (Addressee)** |  |
| **Organization** | NS/ICRC Delegation receiving the Additional Information requested  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing Additional Information requested  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Requested By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for requesting the Additional Information  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of staff/volunteer requesting Additional Information  Alternatively: Leave Field Blank |
| **Description** | Summary of the Additional Information Requested |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |
|  |  |
|  |  |

| ***ADDITIONAL INFORMATION TANSMITTED (Family Reunification)***  *Definition: This activity is done when information collected from a beneficiary/enquirer for family reunification purposes is transmitted to an appropriate NS/ICRC for further action* | |
| --- | --- |
| **General Fields** |  |
| **Activity Type\*** | Additional information Transmitted |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when Additional Information was Transmitted |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Transmitted To (Addressee)** |  |
| **Organization** | NS/ICRC Delegation receiving Additional Information Transmitted  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Means** | of receiving/sharing Additional Information  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Transmitted By (Source)** |  |
| **Organization** | NS/ICRC Delegation Transmitting the Additional Information  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Caseworker** | Name of staff/volunteer transmitting Additional Information  Alternatively: Leave Field Blank |
| **Description** | Details of the kind of additional information transmitted |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Alternatively: Leave Field Empty |

| ***APPEAL MADE (Family Reunification)*** | |
| --- | --- |
| ***Definition****:**This activity is an activity done when ZRCS request made to authority (e.g Commissioner for refugees) to request for documents such as Voluntary Repatriation Forms (VRFs) which are requirements for cross-broader travel* | |
| **General Fields** |  |
| **Activity Type\*** | Appeal Made |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details of Request** |  |
| **Column One** |  |
| **Date\*** | when the appeal was made |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Appeal to (Addresse)** |  |
| **Authority** | Name of authority to which the appeal is made by ZRCS  (Example, Commissioner for refugees) |
| **Appeal By (Source)** |  |
| Organisation | Initiating the appeal e.g ZRCS |
| Case Worker | The name of person responsible for the appeal |
| **Description** | information that will assist with the appeal |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***APPLICATION SUBMITTED (Family Reunification)*** | |
| --- | --- |
| ***Definition****:**This activity is an activity done when ZRCS submits an application to NS/ICRC for family reunification requested submitted.* | |
| **General Fields** |  |
| **Activity Type\*** | Application Submitted |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision: Sub Visa or Visa Direct by NS  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when the application was submitted |
| **Type** | Of application made |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Submitted at (Addresse)** |  |
| **Organisation** | NS/ICRC Delegation receiving the application form  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Submitted By (Source)** |  |
| Organisation | Submitting the application (ZRCS) |
| **Description** | information that will assist with application form |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***ASSISTANCE PROVIDED (Family Reunification)*** | |
| --- | --- |
| ***Definition****:**This activity is an activity done when ZRCS provides assistance to the beneficiary who is supposed to be reunited with the family in an original country (e.g transport, clothes, psycho-social support and other support)* | |
| **General Fields** |  |
| **Activity Type\*** | Assistance Provided |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when the assistance was provided |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Provide To (Addresse)** |  |
| **Organisation** | NS/ICRC Delegation providing the assistance to the beneficiary  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Provided By (Source)** |  |
| Organisation | NS/ICIRC Delegation providing the assistance to the beneficiary  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Type of Assistance** |  |
| **Type of assistance** | Specific assistance provided to the beneficiary  (Cash, DHL, DNA, transport etc) |
| **Amount/ participation** | In cash assisted |
| **Duration (only applicable to volunteers)** |  |
| **Initiated on** | Specific date |
| **Ended on** | Specified time when it ended |
| **Description** | Additional information on the duration |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***ASSISTANCE REQUESTED (Family Reunification)*** | |
| --- | --- |
| ***Definition****:* ***This activity is an activity done when ZRCS request for assistance to other NS/ICRC to facilitate family reunification (e.g transport, clothes, psycho-social support and other support)*** | |
| **General Fields** |  |
| **Activity Type\*** | Assistance Requested |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when the assistance when requested |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Requested To (Addresse)** |  |
| **Organisation** | NS/ICRC Delegation requesting the assistance  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Requested By (Source)** |  |
| Organisation | NS/ICIRC Delegation requesting the assistance  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Type of Assistance** |  |
| **Type of assistance** | Specific assistance requested  (Cash, DHL, DNA, transport etc) |
| **Amount/ participation** | In cash requested |
| **Description** | Additional information on the assistance requested |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***AUTHORITIES CONTACTED (Family Reunification)*** | |
| --- | --- |
| ***Definition****:* | |
| **General Fields** |  |
| **Activity Type\*** | Authorities Contacted |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when the appeal was made |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Contact with (Addresse)** |  |
| **Organisation** | NS/ICRC delegation contacted |
| **Contacted By (Source)** |  |
| Organisation | NS/ICRC |
| Case Worker | The name of person responsible for contacting the authorities |
| **Description** | Specific/additional information |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***BENEFICIARY CONTACTED (Family Reunification)*** | |
| --- | --- |
| ***Definition****:* ***This is an activity undertaken by ZRCS when a beneficiary is contacted for specific purpose*** | |
| **General Fields** |  |
| **Activity Type\*** | Beneficiary Contacted |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when the beneficiary was contacted |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Contact with (Addresse)** |  |
| **Organisation** | NS/ICRC delegation contacted the beneficiary |
| **Contacted By (Source)** |  |
| Organisation | NS/ICRC delegation responsible for contacting the beneficiary |
| Case Worker | The name of person responsible for contacting the beneficiary |
| **Description** | Specific/additional information for contacting the beneficiary |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***BID REPORT FOR CHILD COLLECTED (Family Reunification)*** | |
| --- | --- |
| ***Definition****:* | |
| **General Fields** |  |
| **Activity Type\*** | BID report for Child Collected |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when the BID report for child collected |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Collected from (Addresse)** |  |
| **Organization** | That is responsible for sending the BID report (e.g UNHRC/COR etc) |
| **Means** | of receiving/sharing the report  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Collected By (Source)** |  |
| Organisation | NS/ICRC delegation responsible for collecting the BID report |
| Case Worker | The name of person responsible for collecting the BID report |
| **Description** | Recommendation of the BID report |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***BID REPORT FOR CHILD REFUSED (Family Reunification)*** | |
| --- | --- |
| ***Definition****:* | |
| **General Fields** |  |
| **Activity Type\*** | BID report for Child Refused |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when the BID report when the child was refused |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Refusal received by (Addresse)** |  |
| **Organization** | NS/ICRC delegation that is receives feedback |
| **Means** | of receiving/sharing the refusal  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Refused by (Source)** |  |
| Organisation | Sending the refusal |
| Case Worker | The name of person responsible for sending the refusal |
| **Description** | Recommendations contained in the refusal letter |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***BID REPORT FOR CHILD REQUESTED (Family Reunification)*** | |
| --- | --- |
| ***Definition****:* | |
| **General Fields** |  |
| **Activity Type\*** | BID report for Child Requested |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when the BID report for child requested |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Request to (Addresse)** |  |
| **Organization** | NS/ICRC delegation that is responsible for requesting the BID report requested |
| **Means** | of receiving/sharing the report  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Request By (Source)** |  |
| Organisation | NS/ICRC delegation responsible for receiving the BID report for child requested |
| Case Worker | The name of person responsible for receiving the BID report for child requested |
| **Description** | Recommendation of the BID report for child requested |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***BID REPORT FOR CHILD TRANSMITTED (Family Reunification)*** | |
| --- | --- |
| ***Definition****:* | |
| **General Fields** |  |
| **Activity Type\*** | BID report for Child Transmitted |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when the BID report for child transmitted |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Transmitted to (Addresse)** |  |
| **Organization** | NS/ICRC delegation that is responsible for receiving the BID report for child transmitted |
| **Means** | of receiving/sharing the report  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Transmitted By (Source)** |  |
| Organisation | NS/ICRC delegation responsible for sending the BID report for child transmitted |
| Case Worker | The name of person responsible for sending the BID report for child transmitted |
| **Description** | Recommendation of the BID report for child transmitted |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***FAMILY REUNION REQUEST OPENED (Family Reunification)*** | |
| --- | --- |
| **Definition**:This activity is used when a form is completed by family members, during an interview with a Movement staff member or volunteer, and signed by the relative requesting family reunion. | |
| **General Fields** |  |
| **Activity Type\*** | Family Reunion Requested Opened |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details of Request** |  |
| **Column One** |  |
| **Date\*** | when Family Reunion Request was opened |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Request Opened At (Source)** |  |
| **Organization** | NS/ICRC Delegation which opened the Family Reunion Request  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Caseworker** | Name of staff/volunteer that opened the Family Reunion Request |
| **Request Opened By** |  |
| **Name of the Family Member** | That requested Family Reunion |
| **Description** | Additional information that will assist with the reunion process |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***FAMILY REUNIFICATION ACCEPTED (Family Reunification)*** | |
| --- | --- |
| **Definition**: | |
| **General Fields** |  |
| **Activity Type\*** | Family Reunification Accepted |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when Family Reunification was accepted |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Collected by (Source)** |  |
| **Organization** | NS/ICRC Delegation which is responsible for collecting the case  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Caseworker** | Name of staff/volunteer that collected the case |
| **Reunification Accepted with** |  |
| **Name of the Family Member** | That accepted family reunification |
| **Description** | Additional information that will assist with the reunion process |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***FAMILY REUNIFICATION REFUSED (Family Reunification)*** | |
| --- | --- |
| **Definition**: | |
| **General Fields** |  |
| **Activity Type\*** | Family Reunification Refused |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision: All means exhausted |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when Family Reunification was refused |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Refused collected by (Source)** |  |
| **Organization** | NS/ICRC Delegation which is responsible for collecting the case  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Caseworker** | Name of staff/volunteer that collected the case |
| **Child Refuses to be reunified with** |  |
| **Name of the Family Member** | That refused family reunification |
| **Description** | Specific details on refusal of family reunification |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***FAMILY REUNIFIED (Family Reunification)*** | |
| --- | --- |
| **Definition**: | |
| **General Fields** |  |
| **Activity Type\*** | Family Reunified |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when Family Reunification took place |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Place where reunified** |  |
| **Column One** |  |
| **City/Village** | Of reunification |
| **Country** | Of reunification |
| **Column Two** |  |
| **Remarks on address** | Specific address of the child/family |
| **Place where reunified from (source)** |  |
| Country | That refused family reunification |
| Confirmed by (source) |  |
| Organisation | NS/ICRC responsible for family reunification |
| Caseworker | Name of staff/volunteer responsible for handling family reunification |
| Description | Specified information on place where family reunification took place |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***CASE CANCELLED (Family Reunification)*** | |
| --- | --- |
| ***Definition:***This activity is used whena case is cancelled  Family reunification cases can be cancelled for various reasons. The reason for the cancellation must be specified through the following activity precisions:   * Upon enquirer / beneficiary’s request * Enquirer moved abroad | |
| **General Fields** |  |
| **Activity Type\*** | Case Cancelled |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision: enquirer move abroad, no more contact with/ enquirer, out of criteria, upon child’s request and upon enquirer’s request  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | Date of case cancelled |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Cancelled By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for cancelling the case  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Case worker** | Name of staff/volunteer responsible for collection of the Cancellation Information |
| **Description** | Summary of reason(s) for case cancellation |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***CHILD VISITED (Post FR) (Family Reunification)*** | |
| --- | --- |
| ***Definition:  Activity undertaken by ZRCS to visit the reunified child to ascertain any protection concerns/needs*** | |
| **General Fields** |  |
| **Activity Type\*** | Child visited (Post FR) |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | When the child was visited |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Changes regarding protection concerns** |  |
|  | Fill accordingly |
| **Place Visited** |  |
| Address line 1 | Of child |
| City/Village | Of child Visited |
| Country | Of residence of child after reunification |
| Visit done by |  |
| Organisation | NS/ICRC delegation visiting the child |
| Case Worker | Responsible person for visiting the child |
| Description | Assessments made for child’s reintegration after family reunification |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***CONFIRMATION RECEIVED (Family Reunification)*** | |
| --- | --- |
| **Definition:** This activity is used when ZRCS receive confirmation of the family reunification | |
| **General Fields** |  |
| **Activity Type\*** | Confirmation Received |
| **Service Type\*** | Family Reunification |
| **Activity Precision+** | BID report for child |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when confirmation was received |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Received by (Addressee)** |  |
| **Organization** | NS/ICRC Delegation receiving the confirmation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Received from (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible providing confirmation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing confirmation  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Description** | details of the confirmation received |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Alternatively: Leave Field Empty |

| ***CONFIRMATION SENT (Family Reunification)*** | |
| --- | --- |
| **Definition:** This activity is used when ZRCS receive confirmation of the family reunification | |
| **General Fields** |  |
| **Activity Type\*** | Confirmation Sent |
| **Service Type\*** | Family Reunification |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when confirmation was sent |
| **Remarks on date** | When the confirmation was sent |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Sent to (Addressee)** |  |
| **Organization** | NS/ICRC Delegation receiving the confirmation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing confirmation  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Sent by (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible sending the confirmation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Case worker** | Name of person responsible for sending the confirmation |
| **Description** | details of the confirmation sent |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Alternatively: Leave Field Empty |

| ***ENQUIRER CONTACTED (Family Reunification)*** | |
| --- | --- |
| **Definition*:*** | |
| **General Fields** |  |
| **Activity Type\*** | Enquirer Contacted |
| **Service Type\*** | Family Reunification |
| **Activity Precision+** | Look up relevant precision: status check with the enquirer  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | When Enquirer was Contacted |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Contact with (Addressee)** |  |
| **Organization** | Contacting the enquirer |
| **Contacted By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for contacting the Enquirer  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Caseworker** | Name of staff/volunteer who contacted the Enquirer  Alternatively: Leave Field Blank |
| **Description** | Of communication with the enquirer |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick to close the follow up – Beneficiary becomes Passive - else leave empty |
| **Closing activity** |  |
| **Closing activity** | Deceased |

| ***RELATIVE CONTACTED (Family Reunification)*** | |
| --- | --- |
| **Definition*:*** | |
| **General Fields** |  |
| **Activity Type\*** | Relative Contacted |
| **Service Type\*** | Family Reunification |
| **Activity Precision+** | Look up relevant precision:  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | When relative was contacted |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Contact with (Addressee)** |  |
| **Organization** | Contacting the relative |
| **Contacted By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for contacting the relative  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Caseworker** | Name of staff/volunteer who contacted the relative  Alternatively: Leave Field Blank |
| **Description** | Of communication with the enquirer |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick to close the follow up – Beneficiary becomes Passive - else leave empty |
| **Closing activity** |  |
| **Closing activity** | Deceased |

| ***REVISION OF CASE (Family Reunification)*** | |
| --- | --- |
| **Definition*:*** | |
| **General Fields** |  |
| **Activity Type\*** | Revision of Case |
| **Service Type\*** | Family Reunification |
| **Activity Precision+** | Look up relevant precision:  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | When relative was contacted |
| **Description** | Specified details |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick to close the follow up – Beneficiary becomes Passive - else leave empty |
| **Closing activity** |  |
| **Closing activity** | Deceased |

| ***SOCIAL REPORT COLLECTED (Family Reunification)*** | |
| --- | --- |
| **Definition*:*** | |
| **General Fields** |  |
| **Activity Type\*** | Social Report Collected |
| **Service Type\*** | Family Reunification |
| **Activity Precision+** | Look up relevant precision:  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | When social report was collected |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Collected from (Addresse)** |  |
| **Organization** | NS/ICRC Delegation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Collected by (Source)** |  |
| **Organisation** | NS/ICRC Delegation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Case worker** | Name of staff/volunteer  Alternatively: Leave Field Blank |
| **Description** | Details on the collected report |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick to close the follow up – Beneficiary becomes Passive - else leave empty |
| **Closing activity** |  |
| **Closing activity** | Deceased |

| ***SOCIAL REPORT REFUSED (Family Reunification)*** | |
| --- | --- |
| **Definition*:*** | |
| **General Fields** |  |
| **Activity Type\*** | Social Report Refused |
| **Service Type\*** | Family Reunification |
| **Activity Precision+** | Look up relevant precision:  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | When social report was refused |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Refusal received by (Addresse)** |  |
| **Organization** | NS/ICRC Delegation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Refused by (Source)** |  |
| **Organisation** | NS/ICRC Delegation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Case worker** | Name of staff/volunteer  Alternatively: Leave Field Blank |
| **Description** | Details on the refused social report |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick to close the follow up – Beneficiary becomes Passive - else leave empty |
| **Closing activity** |  |
| **Closing activity** | Deceased |

| ***SOCIAL REPORT REQUESTED (Family Reunification)*** | |
| --- | --- |
| **Definition*:*** | |
| **General Fields** |  |
| **Activity Type\*** | Social Report Requested |
| **Service Type\*** | Family Reunification |
| **Activity Precision+** | Look up relevant precision:  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | When social report was requested |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Request to (Addresse)** |  |
| **Organization** | NS/ICRC Delegation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Request by (Source)** |  |
| **Organisation** | NS/ICRC Delegation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Case worker** | Name of staff/volunteer  Alternatively: Leave Field Blank |
| **Description** | Details on the requested social report |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick to close the follow up – Beneficiary becomes Passive - else leave empty |
| **Closing activity** |  |
| **Closing activity** | Deceased |

| ***SOCIAL REPORT TRANSMITTED (Family Reunification)*** | |
| --- | --- |
| **Definition*:*** | |
| **General Fields** |  |
| **Activity Type\*** | Social Report Transmitted |
| **Service Type\*** | Family Reunification |
| **Activity Precision+** | Look up relevant precision:  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | When social report was transmitted |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Transmitted to (Addresse)** |  |
| **Organization** | NS/ICRC Delegation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Transmitted by (Source)** |  |
| **Organisation** | NS/ICRC Delegation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Case worker** | Name of staff/volunteer  Alternatively: Leave Field Blank |
| **Description** | Details on the requested social report |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick to close the follow up – Beneficiary becomes Passive - else leave empty |
| **Closing activity** |  |
| **Closing activity** | Deceased |

| ***TRAVEL ARRANGEMENTS (Family Reunification)*** | |
| --- | --- |
| **Definition*:*** | |
| **General Fields** |  |
| **Activity Type\*** | Travel Arrangements |
| **Service Type\*** | Family Reunification |
| **Activity Precision+** | Look up relevant precision:  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date of booking requests\*** | Of travel arrangements |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Booking made at** |  |
| **Organization** | NS/ICRC Delegation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Booking made by** |  |
| **Organisation** | NS/ICRC Delegation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Booking details** |  |
| **Column One** |  |
| **Invoice received** |  |
| **Invoice transmitted to enquirer** |  |
| **Flight details** | Enter the details according |
| **Flight confirmed** | Yes or No |
| **Arrival Assistance** | IOM etc |
| **Column Two** |  |
| **Confirmation of payments to IOM** | Yes/No |
| **Confirmation of the enquirer’s payment** | Yes/No |
| **Confirmation departure and transit assistance** | ------------------ |
| **Flight details transmitted to enquirer** | Yes/No |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick to close the follow up – Beneficiary becomes Passive - else leave empty |
| **Closing activity** |  |
| **Closing activity** | Deceased |

| ***TRAVEL ASSISTANCE APPLICATION OPENED (Family Reunification)*** | |
| --- | --- |
| **Definition*:*** | |
| **General Fields** |  |
| **Activity Type\*** | Travel Assistance Application |
| **Service Type\*** | Family Reunification |
| **Activity Precision+** | Look up relevant precision:  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date of booking requests\*** | Of travel assistance application was opened |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Travelling to (Addresse)** |  |
| **City** | Of family reunification |
| **Country** | Of family reunification |
| **Travelling from (Source)** |  |
| **City** | Travelling from |
| **Country** | Travelling from |
| **Date ready to travel (earliest)** | Specify the details |
| **Application received by (source)** |  |
| **Organisation** | NS/ICRC |
| **Case Worker** | Staff/ volunteer |
| **Description** | Enter the details according |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick to close the follow up – Beneficiary becomes Passive - else leave empty |
| **Closing activity** |  |
| **Closing activity** | Deceased |

| ***FILE REFERRED TO OTHER (Family Reunification)*** | |
| --- | --- |
| **Definition**:This activity is used when  1. a child has protection needs that cannot be answered to by the NS. In this case the follow-up does not stop with the referral. Visits and tracing will still be handled by the NS.  2. a child needs Family Reunification, and the NS cannot provide the service. Once referral of the file is done to another actor, NS will stop the follow-up of the case.  ***Remark: A file can be referred to external stakeholders that have higher capacity of resolving the case i.e BID panel meeting*** | |
| **General Fields** |  |
| **Activity Type\*** | File Referred to Other |
| **Service Type\*** | Family Reunification |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details of Collection** |  |
| **Column One** |  |
| **Date\*** | when File was referred |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Referred To (Addressee)** |  |
| **Organization** | NS/ICRC Delegation or another external stakeholder receiving the File  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad or external stakeholder. |
| **Means** | of receiving/sharing File  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Referred By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for referring the File  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of staff/volunteer referring the File  Alternatively: Leave Field Blank |
| **Description** | Summary of the File being referred |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

|  |
| --- |
| TRACING(Service type) |

| ***ADDITIONAL INFORMATION COLLECTED (Tracing)*** | |
| --- | --- |
| **Definition**:This activity is used when an additional information is received for the service type “Tracing”, and no existing activity can properly translate the action conducted in FLA. It is used after the activity ‘additional information requested’ | |
| **General Fields** |  |
| **Activity Type\*** | Additional Information Collected |
| **Service Type\*** | Tracing |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details of Collection** |  |
| **Column One** |  |
| **Date\*** | When Additional Information was collected |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Collected From (Addressee)** |  |
| **Organization** | NS/ICRC Delegation receiving the Additional Information collected  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing Additional Information collected  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Collected By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for collecting the Additional Information  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of person collecting Additional Information  Alternatively: Leave Field Blank |
| **Description** | Summary of the Additional Information Collected |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***ADDITIONAL INFORMATION REQUESTED (Tracing)*** | |
| --- | --- |
| **Definition**:This activity is used when additional information is required/requested for the service type “Tracing” | |
| **General Fields** |  |
| **Activity Type\*** | Additional Information Requested |
| **Service Type\*** | Tracing |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details of Collection** |  |
| **Column One** |  |
| **Date\*** | when Additional Information was requested |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Request To (Addressee)** |  |
| **Organization** | NS/ICRC Delegation receiving the Additional Information requested  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing Additional Information requested  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Request By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for requesting the Additional Information  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of staff/volunteer requesting Additional Information  Alternatively: Leave Field Blank |
| **Description** | Summary of the Additional Information Requested |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***ADDITIONAL INFORMATION TANSMITTED (Tracing)***  *Definition: This activity is done when information collected from an enquirer for tracing purposes is transmitted to an appropriate NS/ICRC for further action* | |
| --- | --- |
| **General Fields** |  |
| **Activity Type\*** | Additional information Transmitted |
| **Service Type\*** | Tracing |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details of Request** |  |
| **Column One** |  |
| **Date\*** | when Additional Information was Transmitted |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Transmitted To (Addressee)** |  |
| **Organization** | NS/ICRC Delegation receiving Additional Information Transmitted  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Means** | of receiving/sharing Additional Information  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Transmitted By (Source)** |  |
| **Organization** | NS/ICRC Delegation Transmitting the Additional Information  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Caseworker** | Name of staff/volunteer transmitting Additional Information  Alternatively: Leave Field Blank |
| **Description** | Details of the kind of additional information transmitted |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Alternatively: Leave Field Empty |

| ***BENEFICIARY CONTACTED (Tracing)*** | |
| --- | --- |
| ***Definition:****This activity is used when SARCS contacts the beneficiary for the follow-up of the case.* | |
| **General Fields** |  |
| **Activity Type\*** | Beneficiary Contacted |
| **Service Type\*** | Tracing |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details of Collection** |  |
| **Column** |  |
| **Date\*** | when Beneficiary was contacted |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Contact With (Addressee)** |  |
| **Organization** | The Beneficiary |
| **Contacted By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for Contacting the Beneficiary  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of staff/volunteer responsible for contacting the Beneficiary  Alternatively: Leave Field Blank |
| **Description** | Description of communication with the beneficiary |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***CASE CANCELLED (Tracing)*** | |
| --- | --- |
| ***Definition:***  Tracing cases can be cancelled for various reason. The reason for the cancellation must be specified through the following activity precision:   * Lost Contact with Enquirer: The Enquirer disappears from any Contact * Upon Enquirer’s Request: the enquirer asks the NS to cancel the case * Out of Criteria: does not meet RFL tracing criteria * Insufficient Information.: not enough information provided to conduct tracing | |
| **General Fields** |  |
| **Activity Type\*** | Case Cancelled |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details** |  |
| **Column One** |  |
| **Date\*** | Date of Tracing Case Cancellation |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Cancelled By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for Contacting the Beneficiary  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Case worker** | Name of staff/volunteer responsible for collection of the Cancellation Information |
| **Description** | Summary of reason for Case Cancellation |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant Closing Activity  Alternate: Leave Empty |

| ***CONFIRMATION RECEIVED (Tracing)*** | |
| --- | --- |
| **Definition:** This activity is used when ZRCS received confirmation of the reception of a case from another NS | |
| **General Fields** |  |
| **Activity Type\*** | Confirmation Received |
| **Service Type\*** | Tracing |
| **Activity Precision+** | N/A |
| **Details of Request** |  |
| **Column One** |  |
| **Date\*** | when confirmation was received |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Received by (Addressee)** |  |
| **Organization** | NS/ICRC Delegation receiving the confirmation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Received from (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible providing confirmation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing confirmation  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Description** | details of the confirmation received |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Alternatively: Leave Field Empty |

| ***CONFIRMATION SENT (Tracing)*** | |
| --- | --- |
| **Definition:** Use this activity when ZRCS sends a confirmation to another NS or ICRC | |
| **General Fields** |  |
| **Activity Type\*** | Confirmation sent |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details of Request** |  |
| **Column One** |  |
| **Date\*** | when confirmation was sent |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Sent To (Addressee)** |  |
| **Organization** | NS/ICRC Delegation receiving the confirmation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | of receiving/sharing confirmation  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Sent By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible sending confirmation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of staff/volunteer responsible for sending confirmation  Alternatively: Leave Field Blank |
| **Description** | Details of the confirmation |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Alternatively: Leave Field Empty |

| ***DECEASED (Tracing)*** | |
| --- | --- |
| ***Definition:*** This activity is used when the Sought person has passed away and the information was confirmed | |
| ***Remarks:*** If the Deceased’s family **does** not agree, use the legal documents about the Deceased to verify the information again. Legal Documents about the Deceased most be used for this activity | |
| **General Fields** |  |
| **Activity Type\*** | Deceased |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Date of Death** | **Of the beneficiary** |
| **Column One** |  |
| **Date\*** | Of the beneficiary |
| **Remarks on date** | Specific information on the death of the beneficiary |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Place of Death** |  |
| **Column One** |  |
| **City/Village** | Of Death of the Beneficiary |
| **Country** | Of Death of the Beneficiary |
| **Column Two** |  |
| **Remarks on Address** | Additional information about place of death |
| **Confirmed By (Sources)** |  |
| **Organization** | NS/ICRC Delegation responsible confirming Death of Beneficiary  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Description** | details of family’s reaction to receiving news of Death |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick to close the follow up – Beneficiary becomes Passive - else leave empty |
| **Closing activity** |  |
| **Closing activity** | Deceased |

| ***ENQUIRER CONTACTED (TRACING)*** | |
| --- | --- |
| **Definition*:*** This activity is used when the ZRCS contacts the Enquirer/family contacted for re-localisation or additional information. The activity can also be used to keep track when the family was last contacted to be kept informed on the on-going developments of the file/keep contact.  This is also used when the enquirer is informed about the positive or negative outcome of the file.  Enquirer/NS can be contacted for various reasons. The reason for the contact must be specified via the following activity precision:  - **Failed To Reach:** When we can’t reach the enquirer  - **Intermediate** **Outcome Transmitted:** When we positively or negatively close the case and inform the enquirer  - **Outcome transmitted**:When either positive or negative feedback is transmitted  - **Status check:** with enquirer if case is still pending and get the status update  - **Still missing:** When the enquirer is still missing and cannot be reached | |
| ***Remark: Follow-up activity*** | |
| **General Fields** |  |
| **Activity Type\*** | Enquirer Contacted |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details Of Contact** |  |
| **Column One** |  |
| **Date\*** | When Enquirer was Contacted |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Contact with (Addressee)** |  |
| **Organization** | The Enquirer |
| **Contacted By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for contacting the Enquirer  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Caseworker** | Name of staff/volunteer who contacted the Enquirer  Alternatively: Leave Field Blank |
| **Description** | Of communication with the enquirer |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick to close the follow up – Beneficiary becomes Passive - else leave empty |
| **Closing activity** |  |
| **Closing activity** | Deceased |

| ***RELATIVE CONTACTED (TRACING)*** | |
| --- | --- |
| **Definition*:*** This activity is used when the ZRCS contacts the enquirer’s family contacted for additional information. The activity can also be used to keep track when the family was last contacted to be kept informed on the on-going developments of the file/keep contact.  This is also used when the enquirer is informed about the positive or negative outcome of the file.  Relative can be contacted for various reasons. The reason for the contact must be specified via the following activity precision:  - **Failed To Reach:** When we can’t reach the enquirer  - **Intermediate** **Outcome Transmitted:** When we positively or negatively close the case and inform the enquirer  - **Outcome transmitted**:When either positive or negative feedback is transmitted  - **Status check:** with enquirer if case is still pending and get the status update  - **Still missing:** When the enquirer is still missing and cannot be reached | |
| ***Remark: Follow-up activity*** | |
| **General Fields** |  |
| **Activity Type\*** | Relative Contacted |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | When relative was Contacted |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Contact with (Addressee)** |  |
| **Organization** | The relative |
| **Contacted By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for contacting the relative  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Caseworker** | Name of staff/volunteer who contacted the relative  Alternatively: Leave Field Blank |
| **Description** | Of communication with the relative |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick to close the follow up – Beneficiary becomes Passive - else leave empty |
| **Closing activity** |  |
| **Closing activity** | Deceased |

| ***FILE REFERRED TO OTHER (Tracing)*** | |
| --- | --- |
| ***Definition:*** This activity is used when the NS Refers the file to another Organization | |
| **General Fields** |  |
| **Activity Type\*** | File Referred to Other |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when File was referred |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Referred To (Addressee)** |  |
| **Organization** | NS/ICRC Delegation or another external stakeholder receiving the File  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad or external stakeholder. |
| **Means** | of receiving/sharing File  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Referred By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for referring the File  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of staff/volunteer referring the File  Alternatively: Leave Field Blank |
| **Description** | Summary of the File being referred |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***REFERRAL MADE (Tracing)*** | |
| --- | --- |
| ***Definition:*** This activity is used when the NS Refers the file to another Organization | |
| **General Fields** |  |
| **Activity Type\*** | Referral Made |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when referral was made |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Referred To (Addressee)** |  |
| **Organization** | NS/ICRC Delegation or another external stakeholder receiving the File  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad or external stakeholder. |
| **Means** | of receiving/sharing File  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Referred By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for referring the File  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of staff/volunteer referring the File  Alternatively: Leave Field Blank |
| **Description** | Summary of the File being referred |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***CASE SUMMARY HANDED-OVER (Tracing)*** | |
| --- | --- |
| ***Definition:*** | |
| **General Fields** |  |
| **Activity Type\*** | Case Summary Handed-over |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details** |  |
| **\_\_\_\_\_** | Enter accordingly |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***IDENTITY PUBLICATION REMOVED (Tracing)*** | |
| --- | --- |
| ***Definition:*** This activity is used when the photo/information of the Beneficiary or Enquirer is removed on Trace the Face or posters | |
| **General Fields** |  |
| **Activity Type\*** | Identity Publication Removed |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when Identity Publication was Removed |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Identity Removed From (Addressee)** |  |
| **Organization** | NS/ICRC Delegation that Published Identity  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad or external stakeholder. |
| **Means** | of receiving/sharing File  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Removed By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for removing Published Identity  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of staff/volunteer removing the published identity  Alternatively: Leave Field Blank |
| **Description** | Details of the published identity being removed |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***IDENTITY PUBLICATION REQUESTED (Tracing)*** | |
| --- | --- |
| ***Definition:*** | |
| **General Fields** |  |
| **Activity Type\*** | Identity Publication requested |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when Identity Publication identity publication was requested |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Request to (Addressee)** |  |
| **Organization** | NS/ICRC Delegation that should publish  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad or external stakeholder. |
| **Means** | of receiving/sharing File  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Request By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for requesting the publication identity  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of staff/volunteer for requesting the identity published  Alternatively: Leave Field Blank |
| **Description** | Details of the requested identity published |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***REQUEST FOR IDENTIFICATION PROCESS (Tracing)*** | |
| --- | --- |
| ***Definition:*** | |
| **General Fields** |  |
| **Activity Type\*** | Request for identification process |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Accepted and Refused  Look up relevant precision  Alternatively: Leave Field Empty |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when request for identification process was made |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Request to (Addressee)** |  |
| **Organization** | NS/ICRC Delegation responsible for identification processes  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad or external stakeholder. |
| **Means** | of receiving/sharing File  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Request By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for identification processes  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of staff/volunteer for requesting the identity published  Alternatively: Leave Field Blank |
| **Transmission to (DDMP)** |  |
| **Description** | Specific details on transmission processes and information |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***REVISION OF CASE (Tracing)*** | |
| --- | --- |
| ***Definition:*** | |
| **General Fields** |  |
| **Activity Type\*** | Revision of case |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when request for identification process was made |
| **Descriptions** | Details on the above |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***IDENTITY PUBLISHED (Tracing)*** | |
| --- | --- |
| ***Definition:*** This activity is used when the photo of the SP or Enquirer is published on Trace the face or posters | |
| **General Fields** |  |
| **Activity Type\*** | Identity Published |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Empty |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when Identity was Published |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Identity Published In (Addressee)** |  |
| **Organization** | NS/ICRC Delegation that Published Identity  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad or external stakeholder. |
| **Means** | of Publishing Identity  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Identity Published By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for Published Identity  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of staff/volunteer for publishing identity  Alternatively: Leave Field Blank |
| **Description** | Details of the published identity |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***LOCATED (Tracing)*** | |
| --- | --- |
| ***Definition:*** This activity is used when the Sought person is successfully traced/found | |
| **General Fields** |  |
| **Activity Type\*** | Located |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | which Beneficiary was Located. |
| **Remarks on Date** | short comment on the date of Located |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Place Where Located (\*Mandatory\*)** |  |
| **City/Village** | of Beneficiary Location. |
| **Country** | of Beneficiary Location. |
| **Remarks on Address** | short details about the Beneficiary Location. |
| **Transmissibility Details** | Does the beneficiary wish to disclose their location? |
| **Located By (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for tracing/locating the beneficiary  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Description** | Details related to the Beneficiary’s Location. |

| ***POTENTIAL BENEFICIARY CONTACTED (Tracing)*** | | | |
| --- | --- | --- | --- |
| ***Definition:*** | | | |
| **General Fields** |  | | |
| **Activity Type\*** | Potential Beneficiary Contacted | | |
| **Service Type\*** | Tracing | | |
| **Activity Precision+** | Failed to reach and No Match  Look up relevant precision  Alternatively: Leave Field Blank | | |
| **Details** |  | | |
| **Column One** |  | | |
| **Date\*** | which potential beneficiary was contacted | | |
| **Column Two** |  | | |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty | | |
| **Contact with (Addressee)** |  | | |
| **Organisation** | NS/ICRC/Stakeholders | | |
| **contacted by (Source)** |  | | |
| **Organization** | NS/ICRC | | |
| **Case Worker** | Staff/Volunteer | | |
| **Description** | Details related to the Beneficiary’s Location. | | |
|  |  | | |
| **History Details** | |  |
| **Change Order of Activity in the history** | |  |
| **Sequence Order\*** | | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** | |  |
| **Stop the follow up of the beneficiary** | | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** | |  |
| **Closing activity** | | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***NOT LOCATED (Tracing)*** | |
| --- | --- |
| ***Definition:*** This activity is used when sought person is unsuccessfully traced/not found. When the address of the sought person was not found | |
| **General Fields** |  |
| **Activity Type\*** | Not Located |
| **Service Type\*** | Tracing |
| **Activity Precision** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | Of attempt to restore contact/relocate Beneficiary/SP. |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Information From (Source)** |  |
| **Organization** | NS/ICRC Delegation responsible for tracing/locating the beneficiary  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Caseworker** | Name of staff/volunteer responsible for locating SP |
| **Description** | Details related to the Beneficiary’s not Located |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***NS / ICRC INFORMED (Tracing)*** | |
| --- | --- |
| **Definition:** This activity is used when updating the Tracing Information to the Organizations or Inform NS/ICRC on the result of the tracing | |
| **General Fields** |  |
| **Activity Type\*** | NS/ICRC Informed |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details** |  |
| **Column One** |  |
| **Date\*** | when the NS/ICRC, ETCS, Branches etc. was informed |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Information To (Addressee)** |  |
| **Organization** | NS/ICRC Delegation being informed  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Means** | of receiving/sharing Additional Information requested  (Email, Fax, Field Visit, Letter, Phone Call, Poster, Visit, Web, Web Poster) |
| **Information From (Source)** |  |
| **Organization** | NS/ICRC Delegation informing other NS/ICRC Delegation  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad |
| **Caseworker** | Name of staff/volunteer responsible for informing NS/ICRC |
| **Description** | Summary of the Information provided to the NS/ICRC |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – beneficiary stays active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant closing activity  Alternatively: Leave Field Empty |

| ***SEARCH CONDUCTED (TRACING)*** | |
| --- | --- |
| ***Definition:*** This activity is used when the search is ongoing with activity precision: in progress | |
| **General Fields** |  |
| **Activity Type\*** | Search Conducted |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  Alternatively: Leave Field Blank |
| **Details Of Search** |  |
| **Column One** |  |
| **Date+** | Date of Search Conducted |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Search Conducted At/With (Addressee)** |  |
| **Organization** | NS/ICRC Delegation assisting with Search Conducted  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | NS/ICRC searching methods |
| **Search Conducted By** |  |
| **Organization** | NS/ICRC Delegation responsible for Conducting Search  N.B: only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | Name of staff/volunteer conducting the search  Alternatively: Leave Field Blank |
| **Description** | All feedback charged with the branch regarding the case (File Summary sheet) |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | Look up relevant  Alternatively: Leave Field Empty |

| ***TRACING REQUEST OPENED (Tracing)*** | |
| --- | --- |
| **Definition:** This activity is used when anEnquirer opens a Tracing Request with SARCS, for the tracing of his family member (adult or child) that is unaccounted for, or when SARCS receives Tracing Request from abroad. | |
| **General Fields** |  |
| **Activity Type\*** | Tracing Request Opened |
| **Service Type\*** | Tracing |
| **Activity Precision+** | Look up relevant precision  *Incoming or outgoing* |
| **Details Of Enquiry** | **Date of Disappearance / Last News / Last Contact** |
| **Date of separation** |  |
| **Column One** |  |
| **Date\*** | Of Beneficiary’s disappearance or last news |
| **Remarks on Date** | short comment on the date of disappearance/last news  Example: the exact date of disappearance is unknown by the enquirer |
| **Column One** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Place of separation** |  |
| **City/village** | of Beneficiary separation |
| **Country** | of the Beneficiary’s separation |
| **Date and type of last news** | Precisions on address if needed |
| **Column One** |  |
| **Date of last news** | Exact or approximated date |
| **Type of last news** | About the beneficiary |
| **Column Two** |  |
| **Is date complete?** | If YES, tick the box. If NO, leave the box empty |
| **Circumstances leading to the loss of contact** | Summarize the information given regarding the loss of contact |
| **\_\_\_** | Indicate the circumstances that lead to loss of contact |
| **Additional Information** |  |
| **All information that may assist our investigation** | Additional information that may be provided in the TR Form.  *Example: information such as body features that distinguish the beneficiary, information about the surroundings of the possible address given of the beneficiaries whereabouts and possible job description and location*.) |
| **Other Contacts** |  |
| **Name, Address, Telephone, Email** | of persons able to supply information regarding the Beneficiary |
| **Any Step Taken by The Enquirer And Result** | other steps taken to find the Beneficiary |
| **Additional documents collected** |  |
| **Family News connected with the enquiry** | Any existing tracing activity related to the Beneficiary |
| **TtF Photo collected** | If Yes, Tick box, If No, Leave the check box blank |
| **Enquiry done by** |  |
| **Column One** |  |
| **Organisation** | Responsible for opening the case  For Tracing Requests coming from abroad, fill the National Society or ICRC Delegation that originally collected the Tracing Request from the enquirer.  For Tracing Requests to be sent abroad, fill the branch of the ERCS which collected the Tracing Request from the enquirer |
| **Case worker** | Name of the staff/volunteer responsible for collecting the case  Alternatively: Leave Field Blank |
| **Date of enquiry** | Of collection of the Tracing Request |
| **Column Two** |  |
| **Is date complete?** | If YES, tick the box. If NO, leave the box empty |
| **Transfer and/or Publication of Data** | |
| **Objection to share personal Data of the Enquirer** | No Objection/Partial Objection/Total Objection |
| **Objection to share picture of the enquirer** | No Objection/Partial Objection/Total Objection/No Picture collected |
| **Objection to share personal data of the sought person** | No Objection/Partial Objection/Total Objection |
| **Objection to share picture of the sought person** | No Objection/Partial Objection/Total Objection/No Picture collected |
| **Objection to publish personal data** | No Objection/Partial Objection/Total Objection |
| **Objection to publish picture** | No Objection/Partial Objection/Total Objection/ No picture collected |
| **Objection to orally disseminate personal data** | No Objection/Partial Objection/Total Objection |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | N/A |

| ***TRACING REQUEST TRANSMITTED (Tracing)*** | |
| --- | --- |
| ***Definition:*** This activity is used when a Tracing Request that was opened by the ZRCS, is sent abroad to another NS or ICRC Delegation. | |
| **General Fields** |  |
| **Activity Type\*** | Transmit the Tracing Request |
| **Service Type\*** | Tracing |
| **Activity Precision +** | Look up relevant precision  Outgoing TR |
| **Details of Transmission** |  |
| **Column One** |  |
| **Date\*** | Date of Tracing Request Transmission |
| **Column Two** |  |
| **Is Date Complete?** | If YES, tick the box. If NO, leave the box empty |
| **Transmitted to (Addressee)** |  |
| **Organization** | Organization receiving the case  \*\*\*only a RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Means** | Of transmitting e.g Interoperability or Aspera etc |
| **Transmitted by (Source)** |  |
| **Organization** | Organization responsible for transmitting the case  \*Only an RCS office, or another NS/HQ/Branches or ICRC Delegation abroad. |
| **Caseworker** | name of the person responsible for collecting the case  Alternatively: Leave Field Blank |
| **Description** | Additional information regarding the TR  Alternatively: Leave field blank |
| **History Details** |  |
| **Change Order of Activity in the history** |  |
| **Sequence Order\*** | {For Data Admin Only} – By default is Source date else to be manually modified to reorder History |
| **Closure information** |  |
| **Stop the follow up of the beneficiary** | Tick the box to close the follow up – Beneficiary becomes Passive  Untick the box to continue follow up – Beneficiary remains active |
| **Closing activity** |  |
| **Closing activity** | If closing activity, link to TR Opened  Alternatively: Leave Field Empty |

|  |
| --- |
| ANONYMOUS BENEFICIARY |

| ***ANONYMOUS BENEFICIARY*** | |
| --- | --- |
| ***When to update this form?***  When updating the database on all the other activities that do not need follow-up. These include   * RCMs * Redsafe * Safe and Well messages * Phone calls * Additional services * Wifi connectivity * Phone charging * Supplementary messages * RFL visitors/enquirers | |
| **General Fields** |  |
| **Activity Type\*** | Connectivity |
| **Branch\*** | Select from the list the branch which is being reported on  *Makeni Transit Camp*  *Mantapala*  *Meheba* |
| **Start date\*** | Date on which the reporting started (first day of the week) |
| **End date\*** | Date on which the reporting ended (last day of the week) |
| **Total number of persons of concerned\*** | Reached under period reported |

|  |  |  |
| --- | --- | --- |
| RCM | | |
| #RCM In | #RCM out | #RCM BTS |
| REDSAFE | | |
| #RedSafe Downloads | #DV Accounts Created |  |
| SAFE & WELL MESSAGES | | |
| #Safe and Well In | #Safe and Well Out |  |
| Phone Calls | | |
| # Phone Calls Successful | #Phone Calls Attempted |  |
| ADDITIONAL SERVICES | | |
| |  |  |  |  | | --- | --- | --- | --- | | #Wifi Connectivity | #Phone Charging | #Supplementary messages | #RFL Visitors/Enquires | | | |
| NOTES AND ATTACHMENTS | | |
|  | | |