

The Worst Scars Are in The Mind: Red Cross Committee: Healing the Hidden Scars

Dr. R. VALARMATHI

Ms. TEENA R CHANDRAN



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E-Mail: director@jpc.in.net

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TEENA R CHANDRAN

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Dr. R. Valarmathi

Professor

CMR School of Legal Studies



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ABBREVIATIONS

IHL – International Humanitarian Law IHRL – International Human Rights Law ICRC – International Committee Red Cross NRSC – Nepal Red Cross Society

SLRCS– Sre-Lanka Red Cross Society

ACRWC – African Charter on the Rights and Welfare of the Child IOM– International Organization of Migration

MHPSS– Mental Health and Psychosocial Support ECHO – European Commission Humanitarian Office

UNICEF– United Nations International Children's Emergency Fund. PTSD– Post Traumatic Stress Disorder

IASC – Inter Agency Standing Committee

UNHRC – United Nation Human Rights Commission WHO– World Health Organization

ICD – International Classification of Diseases MHAP – Mental Health Action Plan

CAPS –Centers-Psychosocial Cares PHC –Primary Health Care

FMRs – First Medical Responders

CBFA – Community-Based First Aid

CBHFA – Community-Based Health and First Aid

Chapter 1

INTRODUCTION

1.1 The International committee of The Red Cross (ICRC): It is a committee organised by Swiss organisation to helps those affected by armed conflict. It positively promotes International Humanitarian Law. Its mandate was conferred on it by the states. international humanitarian law clearly recognizes the rights of the ICRC and any other impartial humanitarian body to undertake relief and protection operation, in conformity with the applicable conventions. ICRC defines the general principles of humanitarian law, in case of which the text is not clear, the interpretation is to be given so that it should be more reachable to the victims. ICRC strives to provide protection and assistance to victims of international and non- international armed conflict or internal disturbance and tension. it is also guardian of Geneva Conventions. Hence ICRC has the implied power to intervene in all situations of armed conflict to ensure the protection of, and assistance to, victims of war. The healing power of words are more supportive than any other form of help, it became necessary to adopt certain committee to provide psychological support for families. The psychological effects of armed conflict and violence can be hard to recognize which makes it necessary for Red Cross committee to take steps for this support.

1.2 STATEMENT OF PROBLEM: Victims are the most vulnerable group at the time of war. It is a necessity to contribute more towards the victims of armed conflict. It is important for the international conference for the protection of war victims to encourage the work of the international red cross and red crescent movement, in consultation with various non-governmental organizations, so as to draw up a code of conduct for organizations engaged in emergency aid. But sometimes this reach of help in time of conflict is neglected due to various reasons. The ICRC set up the mental health and psychological support team with the aim of reducing the emotional and social elements of psychological suffering. But how far it is reachable to the victims is questionable.

1.2.1 OBJECTIVE OF THE STUDY:

- 1) to attain a deeper knowledge of ICRC administration in India.
- 2) to check the psychological condition of victims in conflicted areas.
- 3) to highlight contribution of volunteers in administrator of ICRC

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4) possibility to contribute an idea for better support and understanding of victims of conflict in a smaller or larger scale.

1.2.3 HYPOTHESIS:

The psychological effects of armed conflict and violence are hard to recognize; assistance of the committee reduces emotional difficulties in order to help them lead a functional life.

1.2.4 RESEARCH METHODOLOGY:

In this research descriptive and analytical method will be applied at the time of research work and studies.

CHAPTER 2

INTERNATIONAL COMMITTEE OF RED CROSS UNDER INTERNATIONAL HUMANITARIAN LAW

"I may be compelled to face danger, but never fear it, and while our soldiers can stand and fight, I can stand and feed and nurse them"

-Clara Barton

2.1 Introduction:

The law of war, renamed humanitarian law, is not an ideal body of law nor is the product of a humanist consciousness that supposedly arose in the 20th century. This century is characterized more by mass crimes than by humanitarian practices¹. Humanitarian law, is a law for war. Rules and regulation followed in time of war can be classified into humanitarian law. War can be considered as "a legal condition of Armed hostility between States usually accompanied by the commission of acts of violence. A state in which subjects to the operation of the rules of war and neutrality, States may apply against one another all forms of pressure"² War is considered to be violence that affects two or more nations, it is governed by certain rules of armed conflict known as "international humanitarian law".

A principle concerning the right to assistance and protection for the most vulnerable has been added to longstanding principles limiting means and method of warfare. As the end of World War II, states no longer have sole direction over this right to assistance and protection. Humanitarian law assigns the task of monitoring and partial implementation to non- state intermediated external to the conflict. This responsibility falls, explicitly to the international committee of the Red Cross and other impartial humanitarian organisation³. Protective role⁴: the international committee of the Red Cross (ICRC) is an impartial, neutral armed independent organisation whose

¹ Françoise Bouchet-Saulnier/The practical guide to humanitarian law/3rd ed./2014/Delhi/ Rowman & Littlefield Publishers,Inc.

² Maj.Gen Nilendra Kumar & Kush Chaturvedi/Military Law Lexicon/ 2006/Delhi/Universal Law Publication CO.Pvt.LTD:pg.230.

³ Supra 1

⁴ Ibid

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exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance⁵.

As a sovereign nation, the tendency of conflict is likely to happen. World war, where two or more than two Nation are included have long lasting effect of war in their culture, religion, laws. In a situation of conflict, armed forces use methods of violence. This act affects the nation itself and to cope with these situation is very difficult. Hence the nation required some help from international organisation at domestic level and international level to handle the situation. The American Red Cross was organized (1881) by Clara Barton and received its first federal charter in 1900⁶.

Clara Barton was an American nurse, suffragist and humanitarian who is best remembered for organizing the American Red Cross. Following the outbreak of the Civil War, she independently organized relief for the wounded, often bringing her own supplies to front lines. As the war ended, she helped locate thousands of missing soldiers, including identifying the dead at Andersonville prison in Georgia. Barton lobbied for U.S. recognition of the International Committee of the Red Cross, and became president of the American branch when it was founded in 1881. Barton continued her humanitarian work throughout several foreign wars and domestic crises before her death in 1912⁷.

The work of the Red Cross has been greatly expanded since the end of World War II, and it has moved into many fields. It has taken on extensive refugee relief activities, helping to care for refugees of warfare, drought, and ethnic conflicts all over the world, including Hungary (1956), Somalia (1992), Rwanda (1994), and the former Yugoslavia (throughout the 1990s). During the Korean War, the International Red Cross suggested (1952) the first exchange of prisoners and sick and wounded combatants. The group also coordinated international relief efforts following natural disasters, such as the massive cyclone and storm surge that hit East Pakistan (now Bangladesh) in 1970 and left almost a half million dead, the hurricane that hit Honduras in 1974, and the earthquakes in Armenia (1988) and Turkey (1999) ⁸.

⁵ What is the ICRC's role in developing and ensuring respect for IHL?/ available at. <http://blogs.icrc/pilot/14.08.2017..>

⁶ <https://www.encyclopedia.com/social-sciences-and-law/political-science-and-government/international-organizations/red-cross/visited> on 20.04.18.

⁷ <https://www.history.com/topics/womens-history/clara-barton/> visited on 20.04.2018

⁸ <https://www.encyclopedia.com/social-sciences-and-law/political-science-and-government/international-organizations/red-cross/> visited at 12;00/24th April 2017

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Civil conflict is not an explicit term as defined by any U.N. resolution. Rather, it is a phrase intended to encompass the many types of strife which occur within the geographical boundaries of a single sovereign country. Referring to these conflicts as “civil wars” or “internal strife” does not detract from the seriousness of the problems countries that are embroiled in them face⁹. Customary international law is made up of rules that come from “a general practice accepted as law” and that exist independent of treaty law. Customary international humanitarian law (IHL) is of crucial importance in today's armed conflicts because it fills gaps left by treaty law in both international and non-international conflicts and so strengthens the protection offered to victims¹⁰. International humanitarian law represents the ultimate reference in situation of crisis and conflict.¹¹

Contemporary IHL came into being with the original Geneva Convention of 1864. It has evolved in stages, to meet the ever-growing need for humanitarian aid arising from advances in weapons technology and changes in the nature of armed conflict; all too often, these developments in the law have taken place after the events for which they were sorely needed.¹²

“We believe that peace and freedom are indivisible and the denial of freedom anywhere must endanger freedom elsewhere and lead to conflict and war”¹³.

An attempt was made to categorize the causes of violations of IHL. The categories identified are as follows:

- (1) the encouragement to crime that is part of the nature of war,
- (2) the definition of war aims,
- (3) reasons of opportunity,
- (4) psycho-sociological reasons and,
- (5) reasons connected with the individual.

⁹ Dr. Y.S. Mathur /United Nations Organisation/Anmol Publication Pvt. Ltd./ first edition/ 2010

¹⁰ <https://www.icrc.org/en/document/customary-international-humanitarian-law-0> (last visited 14:26, 21-4-2018) Article 29 OCTOBER 2010

¹¹ Supra 1

¹² <https://www.icrc.org/en/document/what-treaties-make-ihl-what-customary-ihl>:visited at 12:00:24th April 2018

¹³ Speech by Jawaharlal Nehru, the then vice-president of the Interim Government of India, 7 September 1946, reprinted in Mansingh Surjit (ed.), *Nehru's foreign policy*, New Delhi: Mosaic Books and India International Centre (1998), pp.19-24

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It goes without saying that these categories are not rigidly compartmentalized. The present study focused mainly on psych sociological factors universally present in any group of armed combatants taking part in a war, such as the influence of the group, integration within a hierarchy and moral disengagement. These are also the areas in which ICRC prevention activities are most likely to bear fruit¹⁴.

On the basis of the development of IHL culminating in the 1949 Geneva Protocols, the following fundamental principles of IHL can be said to exist in modern international law¹⁵:

1. The principle of elementary consideration of humanity.
2. The principle of discrimination, between
 - a) Belligerents and neutrals
 - b) Combatants and non-combatants-civilians,
 - c) Military objects and civilian objects.
3. The principle of prohibition of weapon, means, and methods of warfare that cause unnecessary suffering or superfluous injury.
4. The principle of prohibition of method or means of warfare that are likely to cause widespread, long –term and severe damage to the natural environment.
5. The principle of prohibition of study, development, acquisition, or adoption of any new weapon means or method of warfare whose employment in war is prohibited by IHL or some other rule of international law.

Every civilized government is financially able to provide for its armies, but the great and seemingly insuperable difficulty is to always have what they wanted at the place where it is most needed. To avoid the situation of war was impossible, hence there was no such boundaries prescribed by any nation. People at the time of war has to undergo many challenges. To overcome these challenges united nation adopted Geneva convention of 1949, which contains the guideline of war.

Even after twenty years that followed the adoption of the Geneva Conventions, the world has undergone a number of non-international armed conflicts and wars of national liberation. The war after the Conventions increased in number in such a way that the existence of this Convention was not felt. The condition of victims at the time of war remained the same hence, two Protocols Additional to the four 1949 Geneva

¹⁴ Danielmunoz Rojas and Jean Jacques Fresard/The roots of behaviour in war: Understanding and preventing IHL violations/International Committee of Red Cross.

¹⁵ V.S.Mani/ handbook of international humanitarian law in south Asia/ Oxford India Paperbacks/ 2009.

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Conventions were adopted in 1977. They gave more power to the protection of victims of international (Protocol I) and non-international (Protocol II) armed conflicts and place limits on the way wars are fought. The conditions that existed during the campaign and the suffering that had to be endured, were by no means peculiar to the Spanish American. Suffering, sickness, confusion, and death. These are inseparable from every armed conflict. They have always existed under such circumstances; they are a part of war itself, against which no human foresight can wholly provide.

It was for these reasons that a body of gentlemen, now known as the International Committee of Geneva, aided by National Associations in each country, planned, urged and finally succeeded in securing the adoption of the Treaty of the Red Cross. For these reasons the Treaty of Geneva and the National Committees of the Red Cross exist today. It is through the National Committees of the Red Cross in each treaty nation, that the people seek to assist the government in times of great emergency, in war or other calamity.

June 24, 1859, occurred the memorable battle of Solferino, in which the French and Sardinians were arrayed against the Austrians. The battle raged over a wide reach of country and continued for sixteen hours; at the end of which sixteen thousand French and Sardinian soldiers and twenty thousand Austrians lay dead or were wounded and disabled on that field. The old and ever-recurring fact reappeared: the medical staff was wholly inadequate to the immense task suddenly cast upon them. For days after the battle the dead in part remained unburied, and the wounded where they fell, or crawled as they could for shelter and help.

2.2 ICRC during its early times:

In the middle of the nineteenth century the major European military powers in their great wisdom provided more veterinarians to care for horses than doctors to care for soldiers wounded in battle. This was the human situation that Henry Dunant discovered in 1859 when he happened upon the aftermath of the battle of Solferino, this murderous "one-day tournament" in what is now northern Italy. The Austro-Hungarian and French empires were much more interested in reasons of state (or actually in the prestige and power of the political elite that spoke for the state) than the fate of human beings who served the state—in this case its wounded soldiers. The

weakness of the state opened the way for private “charity.” Hence the early motto of the ICRC: *inter arm caritas*¹⁶.

The International Red Cross and Red Crescent Movement is dedicated to preventing and alleviating human suffering in warfare and in emergencies such as epidemics, floods and earthquakes.

2.3 Fundamental Principles

It is not a single organization. It is composed of the International Committee of the Red Cross (ICRC), the International Federation of Red Cross and Red Crescent Societies and the 190 individual National Societies. Each has its own legal identity and role, but they are all united by seven Fundamental Principles¹⁷.

1. **Humanity:** International Red Cross and Red Crescent movement, was born to help the people in need and protect their humanity. It was evolved for giving assistance without discrimination to the wounded on the battlefield, endeavours to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace among all peoples.
2. **Impartiality:** ICRC should not be partial towards a particular kind of people. It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It should try to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress
3. **Neutrality:** In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.
4. **Independence:** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.
5. **Voluntary service:** It is a voluntary relief movement not prompted in any manner by desire for gain.

¹⁶ David P. Forsythe/ THE Humanitarians/ The International Committee of the Red Cross/ First published in print format 2005.

¹⁷ The Movement/International Committee of Red Cross/available at. <https://www.icrc.org/en/movement/visited> at 30,04.18

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6. **Unity:** There can be only one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory. The main idea behind this particular principle is that all the national society working for different countries should follow only one particular set of rules for guidance.
7. **Universality:** The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide¹⁸.

The conditions that existed during the campaign and the suffering that had to be endured, were by no means peculiar to the Spanish-American/year. Suffering, sickness, confusion, and death --these are inseparable from every armed conflict. They have always existed under such circumstances; they are a part of war itself, against which no human foresight can wholly provide¹⁹.

The Red Cross means, not an order of knighthood, not a commander, not a secret society, not a society at all by itself, but the powerful, peaceful sign and the reducing to practical usefulness of one of the broadest and most needed humanities the world has ever known.

2.4 Internal war

International law plays a small enough role in controlling the methods of hostilities in international law: and in civil war its role is still smaller. Yet the reasons underlying the rules of war conduct apply equally to internal war.

Article 3 of the four Geneva convention of 1949²⁰ provides:

In the case of armed conflict not of an international character occurring in the territory of one of the High Contracting Parties, each Party to the conflict shall be bound to apply, as a minimum, the following provisions:

- a. Persons taking no active part in the hostilities, including members of armed forces who have laid down their arms and those placed hors de combat by sickness,

¹⁸ The Seven Fundamental Principles/International Federation of Red Cross and Red crescent societies/available at.<http://www.ifrc.org/en/who-we-are/vision-and-mission/the-seven-fundamental-principles>.

¹⁹ Barton, Clara /The Red cross in peace and war/1821-1912/Washington, D.C./American Historical Press.

²⁰ Rosalyn Higgins /international Law and Civil Conflict.

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wounds, detention or any other cause, shall in all circumstances be treated humanely, without any adverse distinction founded on race, colour, religion or faith, sex, birth, or wealth or any other similar criteria.

- b. To this end, the following acts are small remain prohibited at any time and in any place whatsoever with respect to the above-mentioned persons:
 - I. Violence to life and person, in particular murder of all kinds, mutilation, cruel treatment and torture;
 - II. Taking of hostage;
 - III. Outrage upon personal dignity in particular humiliating and degrading treatment
 - IV. The passion of sentence and the carrying out of executions without previous judgement pronounced by a regularly constituted court, affording all the judicial guarantees which are recognized as indispensable by civilized peoples.
- c. The wounded and sick shall be collected and cared for. An impartial humanitarian body, such as the International Committee of the Red Cross, may offer its services to the parties to the conflict.

The ICRC sets priorities on the basis of the following criteria:

The extent of victims' suffering and the urgency of their needs are tested according to the principle of impartiality, mentioned in humanitarian law, remains the pillar of the ICRC's work, which is non-discriminatory and proportionate to the needs of the people requiring protection and assistance. Its unique capabilities deriving from its distinctiveness act as a neutral and independent organization and intermediary and its experience in assisting the victims of armed conflict (local knowledge, human resources, logistics, tracing work, etc.).

The particular merit of the ICRC, which results from its principles and its operational experience, is recognized by the international community. It fits into the scheme of an environment for humanitarian work that is characterized by numerous very different agencies. The legal basis of the ICRC endeavours to take action in situations where international humanitarian law is applicable and carefully considers the advisability of taking action in the context of the direct results of these situations and in other situations of violence not covered by international humanitarian law (internal disturbances and tensions). In all cases, it tailors its action according to the criteria set out above.²¹

²¹ THE ICRC ITS MISSION AND WORK:

2.5 Conflict preventing efforts:

1. **Conflict Indicator:** There is no simple explanation for cause of conflict and the way they fuel an escalation of violence. To understand the dynamic of internal conflict a multitude of specific indicators need to be taken into account, such as poverty and high population growth, resource scarcity, discrimination and disempowerment of minorities and other groups in society, military threats and resources of insecurity. A certain mix of these variable can, but must not necessary, lead to societal stress, violence and war.
2. **Short- Term and Structure Prevention:** short term prevention is an immediate help to people in need. Basic necessities should be provided so that they are not deprived of the necessities. Whereas, structure cause include factors related to state weakness, poverty, political injustice and economic deprivation.
3. **Bad Leadership:** it can lead to insecurity. The use of violence becomes a weapon to cause conflict. Bad leastate. If the state is governed by a bad leader, then the condition of state at time of conflict can be uplifted.
4. **Lack of Political Will:** Conflict prevention have failed not because of insufficient time to respond, but because of a lack of political will to react to the warning. Early warning becomes a saviour in time of war, but it can only help if the warning signals are analysed correctly and transmitted to the relevant decision authority. If this authority is unable to perform his duty due to lack of will, then there is no use of early warning.
5. **Force:** force is considered a mean to prevent conflict. But this should not always be adopted by the authorities. If force is used to resolve conflict it can lead to future conflicts. It is a duty of an authority not only to reduce the present conflict but also to prevent future conflicts. Hence one should not always resolve problem with force, he should analyse the problem and take steps that will directly prevent conflict.
6. **Internal Struggle:** Though international committee is not directly related to solve the issue raised at national level. Under IHL, is the duty of international committee to take major steps to reduce the conflict and prevent any future conflict. Conflicts with states sometimes require early warning and prevention different from those for traditional within states. Issues such as sovereignty, local rivalries and bad neighbourhoods can make the use of preventive diplomacy towards States prone to civil war very difficult.

It is evident from the above points that conflict prevention today can only be carried out successfully in a society at large setting with a multidisciplinary approach²².

2.6 Role of International committee of Red Cross in India, Nepal and Sri Lanka

2.6.1 Indian Red Cross Society

With the development of nation, threat to overcome other state become so evident. Nations are bonded by various treaties and other convention which stop them to indulge into any conflict. But conflict is a phenomenon which is hard to Crescent Societies (then League) on 7th August 1929. The President of the India is the President of the Society.

2.6.1.1 History behind development ICRC in India: When the first World War broke out in 1914, India had no machinery for organizing relief to those affected by the war, except a branch of the St. John Ambulance Association. Following the example of Britain where war relief services were being rendered by a Joint Committee of the British Red Cross, a branch of the same Committee was started to undertake the much needed relief services in collaboration with the St. John Ambulance Association in aid of the soldiers as well as civilian sufferers of the horrors of the war.

A bill to constitute the Indian Red Cross Society, Independent of the British Red Cross, was introduced in the Indian Legislative Council on 3rd March 1920 by Sir Claud Hill, member of the Viceroy's Executive Council who was also the Chairman of the Joint War Committee in India. The Bill was passed on 17th March 1920 and became Act XV of 1920 with the assent of the Governor General on the 20th March 1920.

On the 7th June 1920 , fifty members were formally nominated to constitute the Indian Red Cross Society and the first Managing Body was elected from among them with Sir Malcolm Haily as Chairman. Thus, the Indian Red Cross Society was born in 1920.²³

2.6.1.2 Organisation

The National Headquarters of the society is located at 1 Red Cross Road, New Delhi. Recognized by the International Committee of the Red Cross (ICRC) on 28th February 1929, it was affiliated with the International Federation of the Red Cross & Red Crescent

²² Fred Tanner / International Review of the Red Cross, No. 839/30-09-2000 Article/visited on 20.05.18

²³ <http://www.indianredcross.org/rti.htm>/visited at 24.04.18

Societies (then League) on 7th August 1929. The President of the India is the President of the Society.

2.6.1.3 Activities

The activities of the Indian Red Cross may be broadly grouped under the following categories:

1. Relief work during floods, famine, earthquake, epidemic etc.
2. Training health visitors, nurses, dais and public health education
3. Cooperation with the St. John Ambulance Association in the training of men and women in First-Aid, Home Nursing etc.
4. Running a Home at Bangalore for disabled Ex-servicemen
5. Welfare services in military hospitals
6. Medical after-care of ex-service personnel
7. Maternity & Child Welfare
8. Junior Red Cross
9. Voluntary Blood Donation

2.6.2 ICRC: NEPAL

Nepal Red Cross Society (NRCS) is a member of the International Red Cross and Red Crescent Movement. NRCS was established on 4 September 1963 to reduce human suffering without any sort of discrimination on any ground. On 1 October 1964, the International Committee of the Red Cross (ICRC) recognized NRCS. Likewise, NRCS affiliated to the International Federation of Red Cross and Red Crescent Society as a member national society. Now, NRCS has maintained its identity as a large humanitarian organization in Nepal with its network across the country. The main purpose of the NRCS is to reduce human suffering through mobilization of volunteers and building capacity at different levels with special focus on vulnerable communities.²⁴

2.6.2.1 Nepal's IHL Obligation: The Geneva Convention and additional protocols are the main reasons of implication of IHL in Nepal. It has an obligation to implement the

²⁴ <http://www.indianredcross.org/rti.htm/visited> at 24.04.18

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convention during war time as well as at peace time. Some of the major obligation of a state party are to:

1. Ensure implementation of respect for IHL
2. In peace time, formulate a legislation and adopt administrative measure at the national level.
3. Translate the Geneva Convention into Nepal language and disseminate them.
4. Repress grave breaches of IHL at the national level.
5. Protect Red Cross/Red crescent emblem and prevent its misuse by law.
6. Provide knowledge of rules to the Army, Police, Politicians, Civil servants, lawyers, Media, People, Academicians, Teachers, Students, Youth in general, and the general public.
7. Train qualified personnel in peace time and utilize their service as legal advisors to implement IHL during armed conflict.
8. Constitute an inter-ministerial National Commission for the implantation of IHL at the national level.
9. Take advice of ICRC and involve the National society of Red Cross in dissemination and other IHL related activities.
10. Prepare and produce IEC (information, education, communication) materials and distribute them to different government and other related agencies, especially to the Army, Police, Medical Personnel, and Civil servant.
11. Update national law according to the provision of Geneva Convention.²⁵

2.6.2.2 Work done by ICRC AND NRCS

At the beginning of all crises, ICRC and NRCS is working widely in all districts of Nepal. They organise many activities for the betterment of the people of Nepal. These activities get sanctioned by international convention. Following are the activities that is carried by Nepal Red Cross Society (NRCS):

1. Disaster preparedness
2. Disaster response
3. Community development
4. Youth development
5. Ambulance service
6. Drinking water and sanitation

²⁵ <http://www.indianredcross.org/rti.htm>/visited at 24.04.18

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7. Safe motherhood
8. Donation programmes
9. Family planning
10. HIV/AIDS awareness programmes
11. Organizational development
12. Financial and human resources development
13. Human value development
14. Dissemination of IHL
15. Volunteer management

NRCS is an organisation led by volunteers and managed by professionals. It receives strong support from the International Federation of Red Cross and Red Crescent Societies, the ICRC and many sister societies and International NGOs for its different activities in Nepal²⁶.

Nepal Red Cross Society Governance Structure - 2012 (National Committee)

1. Central Executive Committee
2. National Disaster & Crisis Management Committee
3. National Health & Community Resilience Committee
4. National Humanitarian Principles & Diplomacy Committee
5. National Organization & Capacity Development Committee

2.6.2.3 PREPARING FOR AND RESPONDING TO EMERGENCIES

Supporting the Nepal Red Cross Society (NRCS) The ICRC supports the NRCS in strengthening its organisational and operational capacities as a first responder to the needs of people affected by violence or disasters. This involves:

- Improving NRCS skills in operating in tense situations to ensure safe and unhindered access to those in need of humanitarian assistance
- Developing the capacity of the NRCS to trace persons separated from their relatives to restore family contact Humanitarian Forensic Action and Supporting Other Institutions The ICRC complements the efforts of the national institutions to develop their emergency preparedness and response capacity. This involves:
- Recognition of the dead in disasters as victims and working with institutions and local authorities in applying standard procedures and guidelines for dignified

²⁶ Supra.15.pg130

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management of the dead and forensic human identification and by so doing helping affected families and communities achieve closure

- Collaborating with Dhulikhel Hospital of Kathmandu University to enhance the capacity of medical personnel in the management of emergency trauma cases
- Providing medical consumables to health structures during emergencies for the treatment of wounded.

2.6.3 ICRC: SRI LANKA

The International Committee of the Red Cross (ICRC) has been in Sri Lanka since 1989. At the time they responds to the needs arising from the uprising of the Janatha Vimukthi Peramuna and the country's armed conflict between the Government of Sri Lanka and the Liberation Tigers of Tamil Eelam²⁷.

It promotes and strengthen knowledge of international humanitarian law among armed forces, national authorities, civil society and academic circles and train the police in applicable international legal standards on search, arrest and detention procedures.

2.6.3.1 Responding to the needs of families of missing people: During the past conflict they registered more than 34,000 tracing requests from families whose relative had gone missing. They currently have a caseload of over 16,000 tracing requests from families of missing people island-wide, some of which date back to 1990. ICRC guide them the procedure for re-contacting these families to update each case.

In 2014-2015, they carried out an island-wide Family Needs Assessment with 395 families of missing people to identify their needs. According to the majority of families interviewed their most pressing need is to know the fate and whereabouts of their missing relatives followed by the need for emotional support. Families also need help to restart their livelihoods and to deal with administrative and legal difficulties. To help them, the committee started to address these needs with a support programme implemented through local organisations. Local organisation also a part of ICRC in Sri Lanka making it more effective and approachable to common people.

Families of missing people experience a loss known as ambiguous loss, which is defined by the state of uncertainty they live in. We conduct lectures in universities on the concept of ambiguous loss to raise awareness of it with the aim of having it added to psychology

²⁷ THE ICRC IN SRI LANKA/international committee of Red Cross/11.2017.

and counselling curricula. Understanding ambiguous loss is essential to provide families emotional support to cope while they wait for answers.

The ICRC worked with the authorities to introduce the Certificate of Absence as an alternative to the death certificate in Sri Lanka for missing persons whose fate is yet to be ascertained. When requested, we offer expert guidance on laws pertaining to missing people and in the scientific process of identifying human remains.

Strengthening Forensic Capacity

People whose remains are found but not identified by authorities are sent to forensic, for identification. Worldwide, they work to ensure that the remains of people who die during armed conflict, disasters or migration are handled with dignity and professionally managed. In Sri Lanka they train the judicial medical community on the application of forensic archaeology and anthropology in the recovery, analysis and identification of human remains. They also sponsor judicial medical officers to attend trainings abroad to enhance their knowledge.

Workshops are held for better understanding of the situations and to address the challenges in the management of the dead in disaster or any conflict. They have improved the technologies for quality-assurance. The Institute of Forensic Medicine and Toxicology, are responsible to gather information and to collect data and all the relevant information of the bodies. They of the responsibility to take care of the documents and give information when the relative shows up.

2.6.3.2 WORKING IN COOPERATION WITH THE SRI LANKA RED CROSS SOCIETY (SLRCS)

The ICRC works closely with the Sri Lanka Red Cross Society. They provide financial, technical and material support for its work to restore contact between family members separated by the past conflict or natural disasters, the dissemination and promotion of the Fundamental Principles

and humanitarian values, and to develop its staff and volunteers' emergency response capacity and first aid skills. We also provide them training on Safer Access, which are actions and measures to ensure acceptance and security when delivering services²⁸.

²⁸ *ibid*

2.7 Different Mandate for Geneva Convention and ICRC

The Geneva Convention and their Additional Protocols establish a number of rights and obligations to ensure the relief for and protection of victims of war. Some of these rights are reserved for ICRC activities (exclusive mandate), while other are foreseen for the ICRC and all other impartial humanitarian organisations (general humanitarian mandate).

1. **Exclusive Mandate:** The Geneva Convention and the ICRC statutes give the organisation an exclusive mandate for certain interventions.
 - a. **Visiting places of internment and detention:** ICRC delegates have “permission to go to all places where protected persons are, particularly to places of internment, detention and work. They shall have access to all premises occupied by protected person and shall be able to interview them without witness”.²⁹
 - b. **Monitoring the implementation of conventions:** the ICRC has the mandate to receive any complaints based on alleged breaches of international humanitarian law applicable in armed conflicts³⁰. It promotes the development and dissemination of humanitarian law. It publishes commentaries on the conventions and their protocols and other reference text concerning humanitarian law, to contribute to a better understanding of the issues by states, which act as legislators in such manners. The ICRC also defines the general principles of such law. In cases in which the text is not clear, its role is not necessarily to define an interpretation that favours the victims. However, it does for an improvement of the text and regularly presents resolutions to be voted on by the International Diplomatic conference³¹.
 - c. **Restoring family links:** searching for missing persons, exchanging correspondence: families have great to know the fate of their relatives. The Geneva Convention therefore provide for a system through which information is received and transmitted to dispersed families. The ICRC arranges for this exchange of correspondence and traces individual who have disappeared. This is carried out under a strict guarantee of confidentiality of information, since it

²⁹ Treaties, States Parties and Commentaries/Convention (IV) relative to the Protection of Civilian Persons in Time of War. Geneva/ ICRC/ 12 August 1949/GCIV art.143

³⁰ Doctors without borders-the practical guide to humanitarian law/Art.4.1.c of ICRC statute/available at <http://guide-humanitarian-law.org/content/article/3/the-red-cross-and-the-red-crescent>.

³¹ *ibid*.

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is crucial to prevent those who are threatening the protected persons from carrying out reprisals or other exaction against them³².

2. Humanitarian Mandate: The Geneva convention state that any impartial humanitarian organisation may act as a substitute protecting power. In practice, however only ICRC has the diplomatic and effective potential to take on this role. Thus, it frequently participates in negotiations – for instance, concerning the freeing of prisoners of war.
3. Geneva humanitarian mandate: International humanitarian law clearly recognizes the right of the ICRC and any other impartial humanitarian body to undertake relief and protection operations, in conformity with the applicable conventions. This rights is established in the articles concerning the right of humanitarian initiative³³. It is reinforced by certain specific provisions, for instances concerning the sick and wounded, protected persons and relief for populations.

Rights granted to the ICRC have become norms of customary law:

- a. In international armed conflict, the ICRC must be granted regular access to all persons deprived of their liberty in order to verify the conditions of their detention and to restore contacts between those persons and their families.
- b. In non- international armed conflicts, the ICRC may offer its services to the parties to the conflict with a view to visiting all persons deprived of their liberty for reasons related to the conflict in order to verify the conditions of their detention and to restore contacts between those persons and their families.³⁴

Within the Red Cross Movement, the ICRC remains independent, as guaranteed by its separate statute. Although it is a private organisation, its mission is explicitly defined by the Geneva Convention. It is therefore recognized and accepted by the state parties to these conventions.

- Geneva Conventions and their additional protocols, the ICRC strives to provide protection and assistance to victims of international and non- international armed conflicts or internal disturbances and tensions.

³² Supra pg.18. Arts. 136-141

³³ Treaties, States Parties and Commentaries/ Convention (III) relative to the Protection of Civilian Persons in Time of War/ Geneva, ICRC/12 August 1949/GCI –III art 9.

³⁴ Jean-Marie Henckaerts and Louise Doswald-Beck /Customary International Humanitarian Law Volume I: Rules/ICRC/2009/Chapter 37/rule 124/pg442.

- It is also the guardian of the Geneva conventions. It promotes the understanding and dissemination of humanitarian law and prepares eventual developments thereof.
- It enjoys the status of observer at UN, in the session and work of the Geneva Assembly. It maintains a permanent office at UN headquarters.

2.8 Acts considering serious violations of International Humanitarian Law.

Violations of IHL are serious if they endanger protected persons (e.g. civilians, prisoners of war, the wounded and sick) or objects (e.g. civilian objects or infrastructure) or if they breach important universal values. The most serious violations of IHL involve causing death or injury or the destruction or unlawful taking of property. War crimes are serious violations of IHL that entail individual criminal responsibility and that States have the obligation to prosecute and punish pursuant to treaty or customary law. Serious violations of IHL include grave breaches of the four Geneva Conventions of 1949. Each Convention contains definitions of what conduct constitutes a grave breach (Articles 50, 51, 130 and 147 respectively). Articles 11 and 85 of Additional Protocol I of 1977 specify a broader range of acts to be regarded as grave breaches of the Protocol. In addition to grave breaches of the Geneva Conventions, the 1998 Rome Statute of the International Criminal Court includes other serious violations of the laws and customs applicable in international and non-international armed conflicts, which it defines as war crimes (Article 8, sub-sections b, c and e). Serious violations also include other war crimes in international and non-international armed conflicts under customary IHL.

2.9 Other Entities as Recipient for IHL.

Some of the existing arms transfer instruments specifically require an assessment of the recipient country's likely compliance with IHL, while others refer to recipients more broadly. An assessment of the risk that transferred weapons could be used to commit IHL violations should be conducted regardless of whether the recipient is a State or a non-State entity (e.g. a non-State entity

authorized to import weapons on a State's behalf, a private military company or an armed group).³⁵

³⁵ 35 Some States have committed themselves to supplying small arms only to governments (either directly or through duly licensed entities authorized to procure weapons on their behalf), but most States have not. In addition, during the negotiation of the ATT, a large number of States sought a blanket prohibition on arms transfers to "non-State actors", but no consensus on such a provision was achieved.

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The risk of diversion to recipients other than the stated end-user is an additional reason why a broad risk assessment is required. Several of the indicators proposed (e.g. whether strict control is maintained over stocks of arms and ammunition) are relevant for any entity requesting arms, ammunition or military equipment. Other indicators (e.g. a formal commitment to respect IHL, the prevention of recruitment of children) apply mainly to States or non-State armed groups. The last indicator (penal repression of serious violations), however, is applicable only to a recipient State.

The responsibility to “ensure respect” for IHL in arms transfer decisions Common Article 1 to the Geneva Conventions of 1949 is generally interpreted as conferring on third-party States not involved in an armed conflict a duty to “ensure respect” for IHL by the parties to the conflict. Such third-party States have a particular responsibility to intervene with States or armed groups over which they might have some influence. States that transfer weapons can be considered particularly influential in “ensuring respect” for IHL owing to their ability to provide or withhold the means by which violations may be committed.

The obligation of a State to ensure respect for IHL includes: a negative obligation to refrain from encouraging a party to violate IHL and to not take action that would aid or assist in such violations; and a positive obligation to take all appropriate steps to prevent IHL violations being committed and to cause such violations to cease. In the view of the ICRC, when applied to arms transfer decisions, the negative obligation would require a State to assess whether the recipient is likely to use the weapons to commit IHL violations and, if there is a substantial or clear risk of this happening, to refrain from transferring the weapons.

Under the positive obligation, the State would have to use its leverage based on the means at its disposal to ensure respect for IHL at all levels of authority of the party that it is supporting through arms transfers, in particular where there is a foreseeable risk that IHL violations may be committed. A State would have a variety of ways of doing so, including by deciding not to transfer the weapons.³⁶

War crimes/serious violations of IHL under treaty and customary law³⁷.

³⁶ Arms Transfer Decision Applying International Humanitarian Law Criteria a Practical Guide. pg.1

³⁷ Ibid. pg 18

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All four Geneva Conventions of 1949 (Art. 50, 51, 130, 147 respectively)	Third Geneva Convention of 1949(Art. 130)	Fourth Geneva Convention of 1949 (Art. 147)
<ul style="list-style-type: none"> ● wilful killing; ● torture or inhuman treatment, including biological experiments; ● wilfully causing great suffering or serious injury to body or health; ● extensive destruction and appropriation of property, not justified by military necessity and carried out unlawfully and wantonly (not included in Art. 130 of the Third Geneva Convention). 	<ul style="list-style-type: none"> ● compelling a prisoner of war to serve in the forces of the hostile Power; ● wilfully depriving a prisoner of war of the rights of fair and regular trial prescribed in the Convention. 	<ul style="list-style-type: none"> ● compelling a protected person to serve in the forces of a hostile Power; ● wilfully depriving a protected person of the rights of fair and regular trial prescribed in the Convention; ● unlawful deportation or transfer or unlawful confinement of a protected person; ● taking of hostages.

Table 1: Violation of human rights under humanitarian law

Recalling their obligation to respect and ensure respect for international humanitarian law, States strengthen controls on the transfer of weapons so that they do not end up in the hands of those who may be expected to use them to violate international humanitarian law³⁸.

ICRC may work on the following situation:

The ICRC directly responds to protection needs in four types of situation as defined by IHL, the Statutes of the Movement, and its own institutional policies:

- International armed conflicts;
- Non-international armed conflicts;
- Internal disturbances;
- Other situations of internal violence.

³⁸ 31st International Conference of the Red Cross and Red Crescent, Resolution 2: 4-year action plan for the implementation of international humanitarian law, Annex 1: Action plan for implementing international humanitarian law, Objective 5: Arms transfers (adopted by consensus on 1 December 2011)

ICRC Action focuses on the Individual

The individual remains the primary concern of the ICRC. The basis of all protection activities is the identification of individuals or groups who are affected or at risk: those who are victims of violations or who face threats or risks that jeopardize their rights and well-being. The ICRC's protection work requires professional integrity of its personnel and respect for ethical standards and values in the following areas:

- the interests of individuals, especially with respect to the collection and use of information (particularly in the transmission of personal data);
- the express wishes of affected persons;
- respect for the individual's dignity.

However, the ICRC's protection activities are aimed mainly at authorities and other actors and/or must be carried out in relation to them. The perpetrators or those responsible for violations, as well as those who have influence over these actors, must, of course, be identified.

2.10 Guiding principles of International Committee of Red Cross

2.10.1 Neutral and Independent Approach:

A neutral and independent approach is essential for the ICRC to gain the acceptance of all stakeholders while working. ICRC adopted this approach in all the phase because it gives the committee the credibility it need to conduct its operations. Once the organisation becomes instrumental zed then it is very hard to cope up instant conflict. Once it become instrumental zed it loses its originality or its real identification. This approach should be neutral and should be based solely on needs and should discriminate at any cost. The ICRC is able to play the role of neutral intermediary and to offer its mediation and good offices whenever required.

2.10.2 Dialogue and Confidentiality

Dialogue is a key element of the ICRC's protection approach. While dealing with affected persons, with authorities, with those suspected of having committed violations and those who control these persons, should be done properly. all person or organisation that can influence the fate of the victims of acts of violence or of persons at risk should be treated with utmost care. Confidential dialogue is the ICRC's preferred

method of working and a strategic choice. Victims get confidence when they are dealt in private. They tend to tell all the problems more clearly and more efficiently. It enables the ICRC to understand the root cause of victim's emotional conflict. The justification for confidentiality thus depends on the quality of the ICRC's dialogue with authorities and other actors and on the humanitarian impact of its bilateral confidential representations. The ICRC reserves the right, should this dialogue not have the desired impact, to resort to other action, including public denunciation.

2.10.3 Holistic and Multidisciplinary character of ICRC action:

The ICRC's protection strategies are based on analyses of protection problems and on their causes and consequences. The ICRC has as its primary obligation to protect the people in need. Sometimes it's not the duty of ICRC to protect certain situation. The ICRC sets its priorities on the basis of the following criteria:

- the nature and gravity of the violations or risks
- the effects of the violations or risks on victims
- the impact on victims that the ICRC can reasonably expect its action to have
- the ICRC's capacities and the means at its disposal.

2.10.4 Search for Results and Impact

Protection activities aim to achieve results, to have an impact, and to put in place effective and lasting solutions to the problems they address. They are carried out in conformity with the highest ethical and professional standards. All activities are performed officially and subject to internal monitoring and to evaluations of their results. They adopt different strategies to be carried by. The ICRC's modes of action are: raising awareness of responsibility (persuasion, mobilization, and denunciation), support, and substitution (direct provision of services). It tries to combine all the strategy together to find a new approach to resolve and to maintain a balance between them.

1. The aim of raising awareness of responsibility is to remind people of their obligations and, where necessary, persuade them to change their behaviour. Three methods are used for this purpose:

- a. Persuasion aims to convince the authorities and other actors, through bilateral confidential dialogue, to do something (protect people at risk, for instance), which falls within their area of responsibility or competence.
 - b. Mobilization entails the seeking of outside interest and action, from influential third parties (e.g. States, regional organizations, private companies, members of civil society or eminent persons who have a good relationship with the authorities in question). The ICRC chooses such third parties with care, contacting only those who it thinks will be able to respect the confidential nature of the information that they receive.
 - c. Denunciation is the public exposure of specific imminent or established violations of IHL or other norms protecting individuals. When it is faced with an authority that has chosen to neglect or deliberately violate its obligations, and when other methods have failed, the ICRC might decide to break with its practice of confidentiality.
2. Support aims to reinforce the capacity of the authorities and existing structures so that they are able to assume their responsibilities and fulfil their functions.
 3. Substitution (or direct action) is the direct provision by the ICRC of services that the authorities are unable to provide (owing to lack of means, or unwillingness, or when no such authorities exist). If the situation is critical, the ICRC acts immediately and speaks to the authorities to persuade them to take appropriate measures or to help them examine possible solutions.

2.11 Directives related to persons affected by violations

2.11.1 Proximity:

Increases empathy with the persons affected, and raises awareness of their best interests and their express wishes; makes it easier to reach a better understanding of the situation; facilitates contact with those who have committed violations and with those who control them, and makes it possible to maintain a dialogue with all persons concerned; and increases the credibility of the dialogue with authorities and other actors. Except in special circumstances, the ICRC does not directly carry out protection activities in contexts where it has no access to affected persons and no first-hand knowledge of the situation.

2.11.2 Individual follow-up

The extent to which the ICRC attempts to follow up on vulnerable or “targeted” persons individually depends on the severity of the risks faced by these persons. In particular, the ICRC does follow up on protected persons individually in situations of international armed conflict, as required under IHL. It also informs their families of their fate. Individual follow-up includes the registration and preservation of personal data. Registration – although not an end in itself – is the basis for conducting various activities adapted to the circumstances and problems at hand, and a necessary tool.

2.11.3 Participatory Approach and Empowerment

The ICRC takes into account the capacity of individuals and communities to protect themselves and is careful not to weaken any such mechanisms that exist. When possible, the ICRC conducts activities that empower persons and communities, and that strengthen and develop mechanisms, by: building the capacity of individuals and communities, and adding to their knowledge, to ensure respect for their rights and to avoid certain risks; providing them with the means to prevent and avoid risks.

The following outlines the main elements of the ICRC’s protection response:

2.11.4 Rapid Response

Following the onset of an armed conflict or other situation of violence, the ICRC responds to needs as rapidly as possible. To this end, the ICRC has developed a rapid response mechanism, and trained the necessary personnel, for carrying out various protection activities that can be undertaken at very short notice.

2.11.5 Long-term Commitment

The ICRC remains engaged for as long as is required by the situation of those it seeks to protect. Its engagement is often long-term (e.g. chronic crises or certain activities related to missing persons). The ICRC is careful to draw up a graduated exit strategy beforehand, but it makes certain that its disengagement will have no adverse consequences for those whom it seeks to protect. The ICRC also tries to prevent its engagement from resulting in the abandonment of their responsibilities by authorities and other actors. It strives not to involuntarily obstruct the involvement of other humanitarian actors or the development of internal regulatory mechanisms (e.g. the strengthening of civil society).

2.11.6 Operational Innovation

The ICRC encourages operational innovation. When the effectiveness of its innovations has been confirmed, they are communicated to other ICRC operations, so that they may contribute to the development of institutional knowledge and expertise as well as to exchanges with other humanitarian actors.

2.11.7 Interaction with Humanitarian Actors

The following outlines the key elements and the scope of the ICRC's interaction with others and its commitment to operational complementarity

The aim of all ICRC activities is to improve the situation of victims of violations and of persons at risk. However, the organization distinguishes between two major categories of activity:

- activities targeting those responsible for violations: the aim to reduce the threat posed by authorities and other actors and to strengthen the protection they are meant to offer;
- activities developed directly to benefit affected individuals and communities: the aim to reduce vulnerability and exposure to violence³⁹.

³⁹ ICRC Protection policy Institutional Policy: REPORTS AND DOCUMENTS: Volume 90 Number 871
September 2008

CHAPTER 3

VICTIMS OF WAR

'There are no real heroes in war, but victims of it'.

-Christopher Holliday

3.1 Introduction:

The notion of 'war victims' has several connotations: from its narrow sense in international law - where it denotes a person who has been harmed by the consequences of an internationally unlawful act - to its broader sense where it refers to all persons whom humanitarian law seeks to protect in armed conflict. Indeed, it is this latter understanding which is used in the domain of humanitarian action. From a humanitarian perspective, armed conflicts and violence are about people – the risks, vulnerabilities and suffering they are exposed to, and the actions that must be undertaken to prevent, mitigate or put an end to that suffering. In this spirit, the present edition focuses on the people affected by armed violence, and on how they can be better protected, assisted, and treated with dignity.⁴⁰ In international law, however, the notion of 'victim' is normally defined more restrictively, applying only to those persons who have been harmed by the consequences of an internationally unlawful act.⁴¹

When a crime is committed there exist two kind of people one is the person who cause harm and another is a person who is harmed. The main concern is to find the offender and punish him. The state determined to check the proceeding after a particular crime is committed. In this whole criminal proceeding the focus of the criminal justice system is on the offender where the victims of crime are the forgotten people in the system. The concept of victimology was first studied by Dr. Hans Von Hentig and Dr. Henry Ellenbager. These two treated victimology as a part of criminology since it relates to causation and prevention of crime while Mendelsohn thought it to be a separate discipline having regard to its aim and structure. Von Hentig made the first ever study of the role of victims in crime and found some general characteristics among them which may be summarized as follows:

⁴⁰ <https://www.icrc.org/en/international-review/war-victims/> IRCC NO.874/visited at 20.04.2018.

⁴¹ Dr. Toni Pfanner/War victims/International Review of the Red Cross/30 JUNE 2009. available at. <https://www.icrc.org/en/international-review/article/editorial-war-victims>

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- 1) The poor and ignorant immigrants and those who are requisite or greedy are the victims of offences involving frauds.
- 2) Quite often, the victim of larceny (theft) are intoxicated or sleeping persons.
- 3) The depressed or apathetic person is a victim because he is "deprived of warning posts" and is indifferent to harm or "injury in prospect"
- 4) Wanton or sensual person may become victims due to situations precipitated by themselves.
- 5) A lonesome and heartbroken person may become especially vulnerable because of the loss of critical faculties in him.

Among "general classes of victims", Von Henting includes the young, female, the old, the mentally defective and deranged, the intoxicated, immigrants, members of the minority groups and the "dull normal".⁴²

Victim means an individual who suffer losses, injuries and hardship for any reason. Any person, group, or entity who have suffered harm, injury or loss due to illegal activities of others. The harm may be economical, mental, or physical.

A person will be considered as a victim even when the offender is not identified or prosecuted. Term victim also includes individuals who have suffered harm as a result of assisting victims in distress or to prevent victimization.

Not only the person who suffered loss or injury are the victim, but in some cases, the near and dear of victims (family members) are also the victims.

Even with the adequate arrangement in law for the victim of crime, victims are being neglected, mistreated. Basic rights given by constitution and by other declaration, are not upheld for victim justice.

3.2 Definition:

Under UN charter: "Victims" means persons who, individually or collectively, have suffered harm, including physical or mental injury, emotional suffering, economic loss or substantial impairment of their fundamental rights, through acts or omissions that are in violation of criminal laws operative within Member States, including those laws proscribing criminal abuse of power.

⁴² Ahmad Siddiques/Criminology and penology/6th edition/ pg.

A person may be considered a victim, under this Declaration, regardless of whether the perpetrator is identified, apprehended, prosecuted or convicted and regardless of the familial relationship between the perpetrator and the victim. The term "victim" also includes, where appropriate, the immediate family or dependants of the direct victim and persons who have suffered harm in intervening to assist victims in distress or to prevent victimization⁴³. War will create winners and heroes, but they also generate suffering and sacrifices. These suffering are for those who are left behind in the war. The term victim as an identity can have different implication, depending on who is using it, calming it, rejecting it or attributing it to others. Hence the usage can identify the victim in need.

3.3 Victim of war:

The term can be understood to mean all people whom humanitarian law seeks to protect in the event of international or non-international armed conflict. A person who is harmed physically or mentally in war or as an aftereffect of war can called as victims of war. They are basically deprived of their fundamental rights and suffer from mental, emotional distress. They have loss of their property, loss of their loved ones.

Humanitarian assistance is given to the people affected in war both at national level and international level. They try to compensate for the loss, many international organisation are a part of giving relief to the victims of war. The damage incurred by victim of war cannot be measured by grief. From humanitarian perspective, armed conflict and violence are about people – the risks, vulnerability and suffering they are exposed to, and the actions that must be undertaken to prevent, mitigate or put an end to that suffering⁴⁴. For ICRC, victims are people negatively affective by war and collective violence in a larger sense. The term 'victim' is therefore applied in a particular situation whose contextual framework is largely determined by international law and political factors⁴⁵.

3.4 Understanding different uses of the term 'victim'.

While talking about victims, it can be defined in various forms. One has to understand to what the word actually refers to whom it refers and in what context it is used. The

⁴³ General Assembly/Declaration for Victims of crime and abuse of power/29.11.1985/96th plenary meeting/available at. <http://www.un.org/documents/ga/res/40/a40r034.htm>

⁴⁴ Toni pfanner/war victim/30.06.2009/at pg. 1 available at. www.icrc.org/en/international-review/article/editorial-war-victims.

⁴⁵ www.icrc.org/en/international-review/article/editorial-war-victims

word “victim” cannot be used so lightly taking it in a singular or the plural sense. The scope is wider when it comes to its usage. Hence it can reflect different stand points.

3.5 Victimhood

State of being a victim is called victimhood. If a person is or has been the direct or indirect victim of some harm, caused intentionally or due to unintentional event, that person is in a state of victimhood. If he is injured as a result of:

- Crime
- Accident
- Cheating
- Tricked

Are often associated with a term of victimhood suffering can be physical or psychological. vulnerability arise due to the occurrence of certain Act or incident. The victim is weak, distress, discouragement and helplessness because they are highly dependent on

- Medical
- Psychological
- Material
- Financial

3.6 Victim identity

Victims of war can be understood in different forms. The status of an individual differs at some of conflict. The status can be used to describe people who directly got affected by crime or any accidents or conflict or people’s relatives, family member who considered themselves as indirect victim to a crime.

The term victim does not indicate the actual vulnerability state of a person or group of person and their needs, it tries to describe self-perception of victim, i.e. how he considers himself after any conflict and how he represents himself to others and the feelings after the harm i.e. questing self-worth, self-respect, confidence dignity or on the contrary demoralization, depression hurt and loss of confidence. Victim’s identity can sometimes be understood according to their interest. Firstly, it is the duty of state to

recognise victim of conflict and give relief accordingly. Secondly when victim is not identified by any government the desire to gain recognition becomes his motive.

Victims primary want is to get relief from government and get recognition in society, but if they are not socially recognised, it becomes very difficult for government to give relief or justice to them. Secondary motive can be considered as to influence public opinion to highlight the guilt of perpetrators, to highlight the living condition of them after conflict, to make perpetrators realize their wrong, to realize government of their duty, to highlight victim contribution towards others victims.

Government has a duty to identify victim sometimes tries to reshape the image of victim as its own. When a conflict arises between two states the identity of victims is demanded by one state and refused by others. The government which did not identify itself as victim usually integrate the conflict into the history but will not include the victimhood in a new national identity. Naming oneself other person or any group as a victim can become performative act that has power to validate and produce a subject with this identity and its attributes together. It sends a powerful message to the world, also reflect certain goals that they want to achieve and provide though its achievement is very difficult.

3.7 Country as victim:

Sometime a country can identify itself as victim. This recognition is very crucial and should be backed by evident that proves the particular country as a victim. To achieve political need, a country can define itself a victim of crime. Claiming oneself as victims do not always share the same reason for this identification, by doing so one should describe reason which makes it suffering different from others. It should be conveyed in such a way that it cannot be compared with others. Hence to identify victim of crime is difficult as due to many reason one can identify himself as victim that create confusion among people. But once the identification of victim is identified it the duty of state to provide relief accordingly.

3.8 Exclusion of other identities

The 'victim' identity is one of several identities by which subjects can define themselves. When someone refers to a person as a victim in their discourse, they are potentially excluding other identities that may better define that person, at least in his or her own eyes. Deliberately or not, the enunciator may run the risk of excluding the other identities the individual persons possess that would reflect other attributes or states they

define themselves by, for example their nationality, their profession, their cultural or religious beliefs, their motivations, their role or position in their family.

3.9 'Victims' in the humanitarian discourse of the ICRC

Victims are omnipresent in the humanitarian discourse. This is hardly surprising since at face value the presence of the former justifies the existence of the latter. 'Everything that humanitarian organizations such as the Red Cross do must be undertaken with the sole aim of helping the victims – and potential victims – of armed conflicts and other situations of violence, and of respecting their rights'.⁴⁶

In the legal framework of IHL, ICRC aid workers, research should carefully use the term victim. The usage by these delegates actually help, ICRC to identify the victim and provide relief, as international committee it should use the term properly and try to define in such a way that people should not get confused. Officials, aid workers, internal publication and researcher shall use the term 'victim' very carefully because they are considered to be people who define all terminologies in times of war. Hence they are more or less aware of the care required when using the term victim, it should be considered as a simple and straightforward term, the use of which does not give any additional meaning. It should have a prime motive that the impact should not devalue the people concerned.

3.10 Analysis of different dimensions:

There are various reasons why it is important that ICRC representatives should be aware of the potential implications when using the term 'victim'. They should be aware of the potential implication when using the term victim. They should be able to distinguish between identities who claim themselves to be victims. Member of ICRC with high experience is able to see beyond the victim label and recognise its true meaning. An important part of the humanitarian duty is it respect a person's human dignity. As human dignity is related to sense of identity that is a part of human beings, to respect and protect someone's dignity implies that identification of that person is taken as he defines himself not by someone else. hence protection shall be given to all irrespective of their status but once the identity is taken his protection is placed at utmost stage. The notion of 'victim' has been discussed from three different perspectives:

- International law,

⁴⁶ Cornelio Sommaruga, in Daniel Thürer, 'Dunant's pyramid: Thoughts on the "humanitarian space"', International Review of the Red Cross, Vol. 89, No. 865, March 2007, pp. 47–61 and 57.

- Criminal law, and
- The Humanitarian discourse.

3.11 Emphasis on human dignity

The notion of human dignity is central to the discourse of the ICRC and what it wants for the victims of conflicts – to protect their dignity⁴⁷. Recognition of a person by the identity they personally claim should be treated with human dignity. The whole idea of ICRC is to protect human dignity of victim. They include self-worth involving self-perception need to recognize worth and a sense of belonging by others either by family member or by community at wider. In this regard human dignity relates to one's own sense of indigent and worth. The act resigning the identity by ICRC member is thus an act of respect to human dignity of gesture. A failure to identity can have a negative impact on the person concerned. denial of recognition and misrecognition of someone can lead to a grave effect on his mental health. One's own identity and humanity should go hand in hand. therefore, when a member of any international committee like ICRC, when recognise someone's identity and restore his identity with humanity given that person a reason to live with sense of dignity.

The idea that humanitarian action is centred not only on improving a person's living conditions, but also on restoring a person's dignity, informs all ICRC activities. It is expressed clearly in key documents and guidelines⁴⁸.

3.12 War in cities: a microcosm of total war

Until the twentieth century, the standard model of war on land involved two main types of military operation: a confrontation on a battlefield in open country, or a siege of a city or fortress. The cities of Europe and Asia were protected by fortifications that were manned by troops when attacked, requiring the attacker to mobilize a greater force and commit to an operation that often proved long and costly if the city had sufficient provisions. A little like an insect that has a shell but no internal skeleton, a city's defences were concentrated around its perimeter. Streets and buildings very rarely turned into battlefields, except during popular uprisings such as the Paris revolutions with their

⁴⁷ Marion Harroff-Tavel, 'Do wars ever end? The work of the International Committee of the Red Cross when the guns fall silent', *International Review of the Red Cross*, Vol. 85, No. 851, September 2003, pp. 471ff.

⁴⁸ See for example: ICRC, 'Assistance: General Introduction', available at http://www.icrc.org/web/eng/siteeng0.nsf/html/assistance_general_intro

barricades. Once the besieging force broke through the ramparts, the whole city fell into its hands.

This happened to Rome and Constantinople on several occasions. Jerusalem was besieged forty times and completely destroyed on two occasions.³ Despite the perception that more civilians were spared in past wars than in modern wars, the fate of a city's population during the sieges was inextricably linked with that of its defenders. Up to the time of the Napoleonic wars, a victorious military commander would allow or even encourage his troops to pillage the city.

The population was then subjected to all kinds of violence, and sometimes enslaved or completely massacred, as in the Bible's description of the fall of Jericho: "And they utterly destroyed all that was in the city, both man and woman, young and old, and ox, and sheep, and ass, with the edge of the sword." In that vein, ancient and medieval siege warfare could be seen as the precursor to genocide and total war. Urban warfare as we know it today was relatively rare until the twentieth century, only really coming to prominence during the Spanish Civil War and the Sino-Japanese War in the 1930s. From Barcelona to Fallujah, via Hue and Grozny, the tactics involved in street battles have hardly changed.⁶ A city's outer walls are no match for modern artillery and getting through them is no longer a problem, so it is the urban fabric itself that becomes the battleground⁴⁹.

3.13 Vulnerable victims at war

1. Women
2. Children
3. Family member
4. Participants of war
5. Civilian
6. prisoners

At the time of war, people involved in war are the most affected, then the people left behind and relatives. International organisation has their implied duty to improve the condition of the victims. They formed various national and international groups to

⁴⁹ International Review of the Red Cross: Humanitarian debate: Law, policy, action: Volume 98 Number 901 April 2016.

support victims. They are called as victim support group. Their foremost duty is to identify the group of victims and provide aid accordingly. ICRC has a great role to play to put all the victims of armed conflict and collective violence at the heart of its protection and assistance action- irrespective of the contextual legal and political framework of the violence or the category to which victims belong. They should not be treated as a mere victim but also should be treated with human dignity. Hence by implementing the provision of ICRC, one should keep in mind the humanitarian ground with which they should be guided. The emphasis on improvement of condition of ICRC volunteers should be present.

3.13.1 Women victim:

Women being very vulnerable to this situation becomes 1st victims of conflict. In many conflict women have been targeted for sexual violence because they are considered as “easy target” and can be used to influence the men of targeted group. Rape and other gender biased violence are prohibited in wartime. This violence should not be used domestically as well as internationally, but during war time these crimes are often prosecuted. Rape is considered to be one of the heinous crimes of human nature but it is being happening in not only war time but also in peace time. The rate is more in war time than in any situation. Sexual offence should be avoided and violators should be punished for the offence and the violates should be punished for the same. The duty of ICRC is to identify rape victims and provide whatever remedy they can provide as soon as possible and should be looked that the stigma of being raped shall be removed from the society effected.

3.13.1.1 Stigma of war on women:

Women being one of the vulnerable group, are affected the most in time of war. They should be treated with utmost care, and should not be allowed to get exploited again.

Femicide, is considered to be very common crime in the time of war. Femicide is an important component of armed violence and includes violence in the domestic sphere, such as that perpetrated by intimate partners and strangers. When it was coined by the feminist movement in the 1970s, the term ‘femicide’ implied the killing of women specifically because they were women⁵⁰. Armed conflicts has a greater tendency of Femicide.

⁵⁰ Radford and Russell, 1992, p. 3; Bloom, 2008, p. 178

International law

- International human rights law obliges states to respect and protect the rights and dignity of all human beings at all times and without discrimination. State has a responsibility to intervene when private individuals act in ways that affect the rights of others. During emergency and armed conflict, states have the right to place limitation and restrictions on certain rights. But there are some rights which must be respected in all circumstances. These include the right not to be arbitrarily killed, and the rights to freedom from discrimination, slavery, and torture and ill-treatment.
- International refugee law protects people who have fled from a country to another different country. People who escape to other areas within their own country (internally displaced people) are covered by different and as yet only partly developed international standards.
- International humanitarian law applies only in situations of armed conflict. It lays down rules to conduct conflict or war. In other words, it limits the means and method of warfare and it protect those who are not directly taking part in this conflict.
- International criminal law aims to prosecute and, where appropriate, punish people accused of international crimes, including war crimes, crimes against humanity and genocide⁵¹.

In situations of conflict the prospect of justice is even more remote.

3.13.2 Child victims:

The protection of children in armed conflict has always been high on the international political agenda. The Security Council has a special working group which pays specific attention each year to the most serious violations of children's rights in armed conflict: the recruitment and use of children by armed forces or armed groups, the killing and maiming of children, rape and sexual violence,

⁵¹ Casualties of war women's bodies, women's lives: Stop crimes against women in armed conflict.

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abduction, attacks on schools and hospitals, and the denial of humanitarian access by parties to armed conflict⁵².

Millions of children are caught up in conflicts as targets, even as mere bystander's. Some fall victim to a general aggression against civilians; others die as part of a calculated genocide. Many other children suffer from sexual violence and most of them are deprived to hunger or disease as a result of conflict. Thousands of young people cynically exploited as combatants.

Rights of a child is violated in war. Basic rights they possess - the right to life, the right to be with family and community, the right to health, the right to the development of the personality and the right to be nurtured and protected. But these days those rights are highly affected due to war. The childhood has been exploited as a result of conflict. They are forced to live in the society where constant fear of war prevails. As a result, they will have everlasting effect from their birth to early childhood to adulthood. They will suffer multiple and accumulative assaults during and after the conflict. Children physical, emotional, moral, cognitive and social development are directly affected during war and as a result they can have profound physical and psychological implications.

A child is a person who does not have an individual legal personality. The protection of children thus very natural for ICRC or any other social or judicial services. Children are greatly affected by situation of tension; hence immediate relief action is given for children. Around 40 percentage of victims in any conflict is child victims. Their specific vulnerability puts them at higher risk to be deprived of food, water and medical attention and otherwise abused.

Absolute care should be given to children as they are most likely to get affected both mentally or physical or psychologically. For protection of children international committee has adopted certain conventions:

- Geneva Convention and additional Protocol to the Geneva Conventions of 12 August 1949, which directs the party to the conflict to provide care and aid required by children. Further Article 14 states that, as soon as the conflict breaks out, children under fifteen, pregnant women and mother of children under seven shall be protected. The occupying power should not refuse the basic requirement

⁵² General Assembly, 1. Impact of armed conflict on children: Report of the expert of the Secretary-General, Ms. Graça Machel, submitted pursuant to General Assembly resolution 48/157, UN document A/51/306, 26 August 1996.

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of a child. They should be given opportunities for education, nutrition and basic health treatment.⁵³

- Convention on the Rights of the Child (CRC), adopted in 1989 states that to strengthen the implementation of rights recognized in the convention on the rights of the child there is a need to increase the protection of children from involvement in armed conflict. At the 26th conference of Red Cross and Red Crescent in Dec 1995, it recommended that parties to the conflict should take every feasible steps to ensure that children under age of 18 years do not take part in hostilities.
- African Charter on the Rights and Welfare of the Child (ACRWC), adopted in 1990 has described in different article the protection of child. Article 22: Children should not be recruited as soldiers, nor should they take a direct part in fighting wars. Article 23: Refugee Children should receive appropriate protection and humanitarian assistance. Article 25: Children who are separated from their parents should get special protection and should be provided with alternative family care. States should also take all possible steps to trace and re-unite children with parents.⁵⁴
- Rome Statute of the International Criminal Court (Rome Statute), adopted in 1998 states that recruiting children under the age of fifteen and using them to be an active part in hostile should be treated as a war crime.
- Convention concerning the Prohibition and Immediate Action for the Elimination
- Worst Forms of Child Labour (ILO Convention 182), adopted in 1999 Optional Protocol to the Convention on the Rights of the Child on the involvement of
- (Paris Principles), adopted in 2007. The Paris Principles are the operational guidelines related to sustainable reintegration of children formerly associated with armed forces and groups.⁵⁵

Even with all above protection, Children makes up 40 % of civilian victims in conflicts and over 50 % of the refugees and internally displaced person. Their higher vulnerability

⁵³ Optional protocol to the convention on the rights of the child on the involvement of children in armed conflict/vol.2173/A-27531/Avl at.www.un.org/Doc.22_crc-conflict.pdf.

⁵⁴ https://www.unicef.org/esaro/African_Charter_articles_in_full.pdf/pg.2/ visited on 18.05.18

⁵⁵ Children and conflict: united Nations Institute for Disarmament Research(UNIDIR):

puts them at higher risks to get exploited and deprived then from food, shelter, water and basic medical facilities.

3.13.3 Family member:

People left behind the war are also adversely affected and are in desperate need of help. ICRC while explaining the term victim considered all the people left behind as a 1st degree victim who shall be in need of extreme help. Aftereffect of war can leave both visible as well as invisible scars to the people left behind in the war. Proper medical assistance should be given to those affected. The main objective of ICRC is to provide basic medical relief at the time of war and at time of peace for improving the condition of the affected people.

On the other hand, hidden scars are healed by providing psychological support. Family members who are left behind find it very difficult to continue their life, as a result motives to live deteriorate. Major support to all those people are the only way in which they can be protected. ICRC has a major role in healing the hidden scars of family members who are left behind.

Sometimes a family member goes missing due to conflict. It becomes ICRC priority to find the missing person in the family member and reunite them. The formality of one country is to protect a stateless person at the time of war is a humanitarian rule. But they are usually avoided and kept in captivity for long time. The reason for their captivity is due to missing of proper documents, prohibiting a person to enter or go back to his own nation. To avoid this situation ICRC, provide travel documents for their protection while travelling.

Established in 1945, the ICRC travel documents is given free of charge to displaced persons, stateless persons and refugees who cannot return to their country of origin or residence or go to a country willing to receive them, because they are missing some papers. The documents are delivered only in certain circumstances and once the journey has been complete the document must be given back to ICRC.

3.13.4 Civilians at time of war

The civilian is defined in opposition to the combatant. he is a person who is not a member of armed forces. They are one of the major victims at war. Civilians have the capacities to change their identity from being mere civilian to a direct participant to the conflict. Once they have direct and voluntarily participation in war they are no more considered as civilian and shall be treated as any other member of armed forces.

International humanitarian law has taken major steps to distinguish combatants from the civilian population in both in term of law and practice.

Generally speaking, civilian population include all civilians. According to rule 5 of the ICRC study on customary international humanitarian law defines civilians as “person who are not member of the armed forces. The civilian’s population comprises all persons who are civilians”.⁵⁶

According rule 6, “civilians are protected against attack, unless and for such times as they take a direct part in hostilities”.⁵⁷

Protection should be given to all civilians from the effect of military operations. Humanitarian law specifies that civilians in power of a party to the conflict shall be granted protection. There are certain categories of civilians that should be protected, according to Geneva convention following categories of civilians who should be protected are:

- Civilian population in occupied territories
- Civilian detainees in occupied territories
- Civilians in power of a party to the conflict
- Civilian internees
- Foreigners, refugees and stateless person

All these members should have the right to receive assistance and it’s the major duty of ICRC to provide sufficient food, medical facilities, clothing, bedding, and other necessities essential for survival.

3.13.4.1 Civilians as shield

Human shielding involves the use of persons protected by international humanitarian law, civilians, to deter attacks on combatants and military objectives. Labelled “counter-targeting” in military parlance⁵⁸. Civilians should not be taken as a mere object to defence oneself. At the time of a conflict the protector of the state should think about the

⁵⁶ Jean-Marie Henckarts and Louise Doswald-Beck/international committee of the red cross/customary international humanitarian law/vol.I:Rules/2009/united kingdom/Cambridge university press/pg.17.

⁵⁷ Ibid pg.19.

⁵⁸ Article on human shield: from international law to legitimate political violence – Andreas hacki

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protection of a common man. In this process one should not include a civilian in war. Using people as a shield in conflict infringes the basic rights of human being. He loses his dignity in the eyes of the society.

Human shield is usage of people as a weapon in inter or intra state conflict. There is provision under international law for its usage but the militants are resort to this method to control the situations. When the mob is out of control and they act as a passive combatant, the question arises how to stop the agitation without sacrificing the civilians around. In the context of international armed conflict, this rule is set forth in the 3rd, 4th and additional protocol. Under the statute of the international criminal court "utilising the presence of a civilians or other protected person to render certain points, areas or military forces immune from military operation "constitute a war in international armed conflict⁵⁹.

The 1949 Geneva Convention sought to protect civilians in war to avoid a repeat of the horrific slaughter of civilians in world war II. This convention however states that prosecution of those who harm civilians was to be carried out only if harm they inflicted on civilians was not justified by military necessity.⁶⁰ This concept of protection of civilians has been discussed over time but the fact remains the same that while performing their duty, they should uphold the human rights of all the civilians. But this principle can be avoided only one the condition that if civilians themselves interrupt in the working of any armed force, the rights of the interrupting party can be ignored.

⁵⁹ ICC Statutes, Article 8(2)(b)(xxii)

⁶⁰ Article – the human shield and the ethics of non – international armed conflict (NIAC)

Chapter 4

Role of ICRC in providing Mental and Psychosocial Support

You are a Big –Hearted soul whose stock of peace and good wishes serves as a sources of comfort for others.

-Clara Barton

4.1 Introduction:

Among the consequences of war, the impact on the mental health of the civilian population is one of the most significant⁶¹. We are living in a state of constant fear. It affects both participated and non-participate in both physical and emotionally. Among all the consequences of war the impact on the mental health of the civilian population is one of the most significant.

The effect of war is so strong that the future generation is living in fear of upcoming war. Minor conflict at national level lead to the conflict at international level. It adversely affects bat national and international level. Though we are living in an era where we are bound with so many treaties that protects us from war, but at the same time we are of the opinion that war can take place any time.

The horror that we live today is directly related to the aftereffect of the war. People are in constant fear of war which make them very reluctant to conflicts.

The process of victimization does not end with crime, similarly the process of healing does not end with war.it echoes with the cries of victims. The condition of victim is very delicate. Hence they should be treated with care and with the belief that the situation will be handled by giving support by both emotional and physical.

Initial discussions of and approaches to addressing the mental health needs of populations affected by traumatic events, torture and conflict emerged post-World War II, with research focusing specifically on psychiatric problems of resettled refugees from Europe, adopting a clinical approach to treatment needs of these refugees⁶². There were

⁶¹R. SRINIVASA MURTHY, RASHMI LAKSHMINARAYANA/Mental health consequences of war/ a brief review of research findings.

⁶² Ager (1993); Agger (2002)

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no recognition of and response to the mental health and psychosocial needs of refugees in humanitarian contexts during this period⁶³.

A number of humanitarian emergencies has been recognised by MHPSS, they try to highlight the needs of those affected by conflict and displacement, and increasing attention to the role of MHPSS activities within humanitarian responses. They try to combine the needs of refugees and their authority's problems, so that they can solve it all together. They prioritise the condition of victims to get them fast recovery. The humanitarian response to the crises in Bosnia-Herzegovina and Croatia was a turning point in terms of inclusion of and emphasis on the MHPSS component of humanitarian response⁶⁴. Many humanitarian organisations developed to support activities of Mental Health and Psychosocial needs, which was developed in early stages of the crises. They try to conduct various activities to support and improve the condition of victims. Some of these activities, including programs supported by the European Commission Humanitarian Office (ECHO), UNICEF, the International Organisation for Migration (IOM), and the International Federation for the Red Cross, has grown for non-psychiatric, community-based interventions to address psychosocial needs, recognising the need to address mental health and psychosocial problems beyond post-traumatic stress disorder (PTSD). The need to provide integrated services, addressing community and family supports as well as individual symptoms were recognised by the authorities⁶⁵.

The treatment of all victim should basically focus on trauma from a psychological perspective. With the realization that to cope up with the emotional support there should be direct treatment of people with mind. Therefore, humanitarian emergency can impact the mental health and psychological well- being of local population. The Inter Agency standing committee and Mental Health Psychosocial Support Reference Group developed the 4Ws tool, to map who is where, when, doing what in the field of MHPSS activities. As listed in the guide, the tool can serve the following purposes:

- the size and nature of the MHPSS response
- Identifying gaps in the MHPSS response to enable coordinated action between them

⁶³Harrell-Bond (1988); Ratnavale (1981)

⁶⁴ Agger (2002).

⁶⁵ UNHCR's Mental Health and psychosocial support for Persons of Concern: Global Review – 2013: Sarah Meyer, Consultant Policy Development and evaluation service.

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- Improving the tracking services and making information available about who is where, when, doing what
- Informing appeal processes (e.g. Consolidated Appeal Process)
- Improving the act in such a way that it is transparent in itself and legalising the activity of MHPSS through structured documentation
- Improving possibilities for reviewing patterns of practice and for drawing lessons for future response⁶⁶.

Mental health and psychosocial support(MHPSS) is one of the way seeking to manage the consequences, reduce the negative impact and provide support to affected populations. We aim to review existing primary research examining the extent to which MHPSS impacts mental health and psychosocial well-being and if the effectiveness and delivery of MHPSS varies and affected by characteristics of populations (e.g. age, gender, individual risks) and/or contextual factors (e.g. types of disasters or humanitarian emergencies, culture, geographical locations).⁶⁷

MHPSS describes a wide range of activities carried out by the ICRC to address the psychological and psychosocial problems caused or exacerbated by armed conflict and other situations of violence.

MHPSS support aims to protect and promote psychosocial well-being, prevent mental health disorders and treat such disorders when they occur⁶⁸.

4.2 What is a traumatic event?

Trauma is a very personal thing and cannot be identified easily. It differs from each person, what traumatizes one person can be of less significance to others. This variation in peoples' reactions occurs because of their individual personality, beliefs, personal values, and previous experiences. It also occurs because each person's experience of the incident is unique. However, in all cases the individual has experienced a threatening event that has caused him or her to respond with intense fear, helplessness, or horror.

⁶⁶ IASC MHPSS Reference Group. (2012).

⁶⁷ Bangpan M, Felix L, Chiumento A, Dickson, K (2015)/he impact of Mental Health and Psychosocial Support interventions on people affected by humanitarian emergencies/a systematic review protocol./ Oxford/ Oxfam GB.

⁶⁸ C. Von Toggenburg/ICRC/ Mental Health and Psychosocial Support/intro.

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In respect for military combatants, the trauma may relate to direct combat duties, being directly related to and involved in a war zone, or taking part in peacekeeping missions under difficult and stressful conditions. For civilians, the trauma can stem from either man-made events such as physical or sexual assault, accidents, and witnessing the death or injury of others or natural disasters such as fires, earthquakes, floods, and ice storms. There are no specific rules to define trauma.

Traumatic stress can be seen as part of a normal human response to intense experiences. In the majority of people, the symptoms reduce or disappear over the first few months, particularly with the help of caring family members and friends. In a significant minority, however, the symptoms do not seem to resolve quickly and, in some cases, may continue to cause problems for the rest of the person's life. It is also common for symptoms to vary in intensity over time. Some people go for long periods without any significant problems, only to relapse when they have to deal with other major life stress. In rare cases, the symptoms may not appear for months, or even years, after the trauma⁶⁹.

4.3 Definition:

1. **Mental Health:** a state of well-being in which an individual realises his or her own abilities, can cope with the normal stresses of life, can work productively and is able to make a contribution to his or her community. In this positive sense, mental health is the foundation for individual wellbeing and the effective functioning of a community⁷⁰.
2. **Psychosocial:** The term psychosocial is often used in the field of humanitarian response to “emphasise the close connection between psychological aspects of experience and wider social aspects of experience, inclusive of human capacity, social ecology, and culture and values.”⁷¹ Psychosocial interventions are designed to address the psychological effects of conflict, including the effects on behaviour, emotion, thoughts, memory and functioning, and social effects, including changes in relationships, social support and economic status⁷².

⁶⁹ Post-traumatic stress disorder (PTSD) and war-related stress /available at: http://www.veterans.gc.ca/pdf/mental-health/ptsd_warstress_e.pdf/last visited on

⁷⁰ Mental health organisation/mental health/ August 2014/ available at: http://www.who.int/features/factfiles/mental_health/en/

⁷¹ Sarah Meyer, Consultant Policy Development and evaluation servi/UNHCR’s Mental Health and psychosocial support/ Global Review – 2013/ pg15

⁷² Supra.71

3. **Mental Health and Psychosocial Support (MHPSS):** Any type of local or outside support that aims to protect or promote psychosocial wellbeing and/ or prevent or treat mental disorder⁷³.
4. **Psychosocial supports:** Psychosocial supports helps individuals and communities to heal the psychological wounds and rebuild social structures after an emergency or a critical event. It can help change people into active survivors rather than passive victims.

Early and adequate psychosocial support can:

- 1) prevent distress and suffering developing into something more severe.
- 2) help people cope better and become reconciled to everyday life
- 3) help beneficiaries to resume their normal lives
- 4) meet community-identified needs

4.4 Effect of war:

War breakout for many reasons, its effect remains in the minds of the participants and non-participants. Survivors of war suffer from both physical and psychological traumata. Its effects are wider and include many spheres of life, like social and economic. These conflict results into various loss:

- loss of property
- displacement of people
- loss of human life

A high number of casualties from both the military and civilian's population are recorded. survivors of these war has to undergo many challenges to continue their life. Among all the consequences of war physical and psychological effects are long lasting in nature. Both civilian and militants may suffer from these disabilities during war. Following are the major effect of war.

- Post –traumatic Stress Disorder(PTSD)
- Depression

⁷³ IASC (2007).p.9

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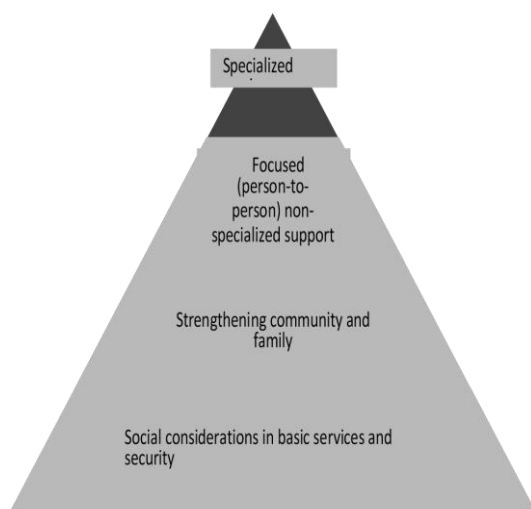
- Insomnia
- Anxiety
- Constant fear
- Poverty
- Malnutrition

The character of war has always been directly related to consequences in which it directly effects the people and has always displaced people, broken apart families, and in many instances, erased the only home people have ever had⁷⁴.

4.5 Principles of MHPSS

MHPSS follows certain principle to heal the wounds of the survivors. These principles include the following:

Figure 1: Intervention pyramid for MHPSS in emergencies⁷⁵



⁷⁴ “what are the effect of war on people’s lives?”/eNotes,21 Apr. 2015/available at <https://www.enotes.com>. Accessed 27 Apr.2018.

⁷⁵ Mark J D Jordans a.d others/evidence based resilience-enhancing intervention methods for children affected by armed conflict/springer/march 2013/pg 70.

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In emergencies, people are affected in different ways and require different kinds of support. One of the key principles is ensuring the availability of complementary types of support. MHPSS services require a layered system of complementary and interconnecting kinds of support that meet the needs of different groups (see Figure 1). All layers of the pyramid are important and should ideally be implemented concurrently, with the aim of keeping the affected persons at the lowest possible level of service-care.

Another key principle is that in the early stages of an emergency, it is important to build local capacities, to support self-help and to strengthen existing resources. Whenever possible, humanitarian actors should build both government and civil society capacities. At each layer of the intervention pyramid, key tasks are to identify, mobilize and strengthen the skills and capacities of individuals, families, communities and society.

Activities and programming should be integrated, as much as possible, into wider systems (e.g. existing community support mechanisms, formal/non-formal school systems, general healthcare services, general mental health services and social services). The proliferation of stand-alone services or programmes, such as those dealing only with rape survivors or people having a specific diagnosis, tends to be problematic because it can fragment support systems. Activities that are integrated into wider family, community and governmental systems and humanitarian assistance in camps reach more people, are usually more sustainable and carry less stigma⁷⁶.

4.6 The IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings:

The Guidelines, developed in 2007, have had a considerable conceptual and practical impact on definitions and practices in the field. The Guidelines represent an important step towards generating consensus around minimum standards of MHPSS in emergencies, reflecting a political achievement that enables greater coordination in a field of practice with considerable theoretical and political disagreements. The Guidelines primarily sought to increase consensus around the main principles underlying MHPSS activities, thus promoting improved coordination and collaboration between agencies working on MHPSS issues.

⁷⁶Mental Health and Psychosocial Support in Emergency Settings: What Should Camp Coordination and Camp Management Actors Know?/Inter Agency standing committee/2012/available at <http://www.humanitarianinfo.org/iasc/content/products>.

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The Guidelines are based on six key principles: human rights and equity; participation; do no harm; building on available resources and capacities; integrated support systems; and multi-layered supports. The Guidelines are then comprised of a matrix of interventions under the categories: common functions, core mental health and psychosocial supports, and social considerations in sectors, with each function containing key steps in three phases of response: emergency preparedness, minimum response, and comprehensive response. This organisation of the Guidelines mirrors previous versions of IASC Guidelines on different topics, with the addition of a new set of activities, “community mobilisation and support.” These key activities include the following minimum responses actions:

1. “Facilitate conditions for community mobilisation, ownership and control of emergency response in all sectors;
2. Facilitate community self-help and social support;
3. Facilitate conditions for appropriate communal cultural, spiritual and religious healing practices; and
4. Facilitate support for young children (0–8 years) and their care-givers.”

These activities, while firmly within the realm of psychosocial approaches, are connected to the more clinically-focused, targeted mental health interventions⁷⁷.

4.7 United Nation Human Rights Council (UNHRC) and Mental Health and Psychosocial Support:

UNHCR and partners need to ensure that refugees and other persons of concern, including children, youth, women, older persons, sexual and other minorities, as well as groups with specific needs, are involved in all stages of design and implementation of the MHPSS activities.

Mitigating immediate and long-term risks and consequences for mental health and psychosocial wellbeing of individuals, families and communities are an integral part of UNHCR’s protection mandate. Therefore, MHPSS should be a regular element of UNHCR’s refugee response.

⁷⁷ Sarah Meyer, Consultant Policy Development and evaluation service/UNHCR’s Mental Health and Psychosocial support for Persons of concern/Global Review/ 2013/.

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All interventions in UNHCR, including those for MHPSS, should prioritize the interests of the refugees, show respect for their decisions, and be guided by principles of confidentiality, safety, security, respect, dignity and non-discrimination. Gender equality and respecting the rights of all refugees of all ages and backgrounds are central to the work of UNHCR.

This is reflected in the Age, Gender, and diversity Mainstreaming Approach (UNHCR, 2012a) that integrates three strongly interlinked approaches:

- A participatory approach that seeks to link refugee participation to programme design, and feedback.
- A community-based approach that recognizes the resilience, capacities, skills and resources of the refugees, and focuses on identifying and building on community capacities for self-protection.
- A rights-based approach that requires actively working towards the realization of human rights of refugees, seeking to redress discriminatory practices and unjust distributions of power that impede development progress and ensuring that plans, policies and processes of development are anchored in a system of rights and corresponding obligations established by international law.

Consult the community and people with mental and psychosocial problems when designing services. Community consultation should be the norm rather than the exception when designing and implementing interventions for mental and psychosocial problems. This implies:

- Determine how the refugee communities define, identify, and deal with people who have mental and psychosocial problems (including how communities may overlook them).
- determine how communities cope with disability and psychosocial stress and how the refugee context has perhaps ruptured those coping mechanisms.
- Use participatory methods for needs assessments, and ensure that the voice of people with mental and psychosocial problems and their families is included. Keep in mind that persons most in need may be the least likely to come forward to make their needs known.

Advocate for the economic and social rights of people with mental health and psychosocial problems

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- Encourage people with mental and psychosocial problems to take part in community activities and encourage communities to facilitate their participation.
- Arrange, jointly with the community, sensitive and systematic identification of individuals and/or groups with specific MHPSS needs
- Seek consensus for ways to provide basic services to people with specific MHPSS needs, in consultation with the community and affected persons.
- ensure equity of care and access

All refugees should have access to quality mental health and psychosocial support. This access must be provided to beneficiaries in ways that are similar to the services available to the host population and with at least a similar quality and at similar or lower costs and without discrimination within the refugee community. There may be various reasons why people with mental and psychosocial problems would not receive the assistance they need. This may be due to stigmatization and shame, social marginalization of certain groups and a lack of information about available services.⁷⁸

Rapid assessment methods can be used to quickly gather information on MHPSS issues and resources in an identified area or community. These methods can be used to quickly gather contextual, social and institutional information to develop intervention programmes.

Key aspects of these methods are: -

- Rapidity
- An intervention focus
- Multi-sectoral engagement – including health, community and protection
- Multi-level analysis – individual, community, structural
- A community-based approach – engaging community members from the beginning
- A predominantly qualitative nature.⁷⁹

4.8 World Health Organisation and Mental Health and Psychosocial Support:

The target group for WHO work on mental health and psychosocial support in emergencies is any population exposed to extreme stressors, such as refugees, internally

⁷⁸ Operational Guidance Mental Health and Psychosocial support programming for refugee operations/UNHRC/3013 available at <http://www.unhcr.org/525f94479.pdf>/pg.21

⁷⁹ <http://www.unhcr.org/525f94479.pdf>/ pg 25

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displaced persons, disaster survivors and terrorism-, war- or genocide- exposed populations.

The WHO Department of Mental Health and Substance Abuse emphasizes that the number of persons exposed to extreme stressors is large and that exposure to extreme stressors is a risk factor for mental health and social problems. The Department's work on mental health in emergencies focuses mostly on resource- poor countries, where most populations exposed to natural disasters and war live⁸⁰.

WHO defines mental health as a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to contribute to their community. Mental disorders encompass a wide range of mental and behavioural disorders described in the International Statistical Classification of Diseases (ICD) and Related Health Problems. The burdens of mental disorders worldwide is huge. Collectively, mental disorders are highly prevalent, and associated with both disability and premature mortality. The World Health Organization leads the global response to adequately address mental health issues. In 2013, the 65th World Health Assembly adopted the comprehensive Mental Health Action Plan (MHAP), developed in consultation with Member States, civil society and international partners. The WHO MHAP takes a comprehensive and multispectral approach to achieving this ambitious goal: to “promote mental well-being, prevent mental disorders, provide care, enhance recovery, promote human rights and reduce the mortality, morbidity and disability for persons with mental disorders⁸¹”

To increase the awareness WHO, the following recommendations were made:

1. Expand the community mental health centres – psychosocial care centres (CAPS) and psychiatric wards in general hospitals, and develop and scale up effective prevention programmes for mental disorders, including substance abuse.
2. Include all general hospitals in the network of mental health care to contribute to a further reduction in the number of beds in psychiatric hospitals, through an improved gateway system to regulate hospitalizations, respond effectively to emergencies in mental health and prevent long-term institutionalization,

⁸⁰ Mental Health and psychosocial support in emergencies /intro/available at.http://www.who.int/mental_health/emergencies/en/

⁸¹ Policy options on mental health/WHO/2017/pg.X/Available at.
<http://apps.who.int/iris/bitstream/handle/10665/259406/9789241513296-eng.pdf?sequence=1/>

particularly among those with substance use disorders, children, adolescents and the elderly.

3. Support the expansion of the “Going Back Home Program” (Brazil Ministry of Health, 2017), and of back-referral to community-level services of deinstitutionalized patients, while improving the provision of mental health care and collaborative care models at the primary care level, assuring training and supervision of health and social services staff (which) incorporates the principles of recovery.
4. Empower, support and actively involve health service users and their family members to develop and implement policies and actions that promote deinstitutionalization, expand housing and social support programmes in cooperation with social services.
5. Assure stable government funding to stimulate and support epidemiological research into mental disorders and their impact; and on needs, access to, use of, and the response of mental health services; and also to document this situation through routinely collected data.
6. Halt violations of human rights at all levels, embracing an ethical and human rights framework for mental health which is fully compliant with the Convention on The Rights of Person with Disabilities.
7. Broaden and deepen intersect oral actions aimed at comprehensive care, and promote effective coordination with the social welfare system.⁸²

4.9 PEOPLE AFFECTED BY VIOLENCE

In some situations, the ICRC addresses the MHPSS needs of victims of violence through Primary Health Care (PHC) facilities. This is a strategic choice. Because people routinely go to PHC facilities to seek physical health-care services, the likelihood of identifying civilian victims of violence is high. PHC facilities are very common, which means they are never far from victims and are even accessible for people living in isolated areas.

The integration of MHPSS support in PHC ensures a holistic health approach and continuum of patient care that responds to people’s needs. In some situations, the Health Unit builds the capacities of PHC practitioners by providing training, coaching

⁸² <http://apps.who.int/iris/bitstream/handle/10665/259406/9789241513296-eng.pdf?sequence=1/>
pg 6

and supervision in basic psychological support that helps them identify people with MHPSS issues and provide them with appropriate support and referrals. Through the training, the PHC practitioners learn how to identify more severe cases and how to record and refer cases appropriately⁸³.

Mental Health Action Plan –

Objectives: The WHO comprehensive MHAP has four objectives:

1. To strengthen effective leadership and governance for mental health.
2. To provide comprehensive, integrated and responsive mental health and social care services in community-based settings.
3. To implement strategies for promotion and prevention in mental health.
4. To strengthen information systems, evidence and research for mental health.

Hence to improve the condition of people worldwide WHO has adopted all above schemes. These schemes are very effective and helped many to overcome the bad situation in their life.

4.10 Core principle of Mental Health and Psychosocial Support:

1. **Human Rights and Equity:** Human Rights are the basic rights guaranteed to all individual irrespective of colour, caste, sex etc. Humanitarian actors should promote the human rights of all affected persons and protect individuals and groups who are at heightened risk of human rights violations. They should promote humanity, equality and non-discrimination. Fairness should be a part of ICRC activities and accessibility of mental health and psychosocial supports among affected populations, across gender, age groups, language groups, ethnic groups and localities, according to identified needs.
2. **Participation:** Involvement of population in humanitarian relief can reduce the burden of authority. Humanitarian action should maximise the participation of local affected populations in the humanitarian response. When the participation is done by the people from the affected area, the need of outsider participation is not needed. Many key mental health and psychosocial supports come from affected communities themselves rather than from outside agencies. Affected communities include both displaced and host populations and typically consist of

⁸³ Mental Health and psychosocial Support/ICRC/09.2016/pg.8

multiple groups, which may compete with one another. Participation should enable different sub-groups of local people to retain or resume control over decisions that affect their lives, and to build the sense of local ownership that is important for achieving programme quality, equity and sustainability. From the earliest phase of an emergency, local people should be involved to the greatest extent possible in the assessment, design, implementation, monitoring and evaluation of assistance

3. **Do No Harm:** The aid provide by the Humanitarian agency should be done in such a way that it should not affect the people in need. Humanitarian aid is an important means of helping people affected by emergencies, but aid can also cause unintentional harm. If they are not properly taken care of then it can affect the midst of people. Those scars created by negative help can lead to have hidden scars which only the victim feels. Work on mental health and psychosocial support has the potential to cause harm, as they with direct issues. These issues are highly sensitive and should be taken care, if it is not done in a professional manner then there exist a chance of doing harm to the victim. Also, this work lacks the extensive scientific evidence that is available for some other disciplines. Humanitarian actors may reduce the risk of harm in various ways, such as:
 - Participating in coordination groups to learn from others and to minimise duplication and gaps in response;
 - Designing interventions on the basis of sufficient information
 - committing to evaluation, openness to scrutiny and external review
 - Developing cultural sensitivity and competence in the areas in which they intervene/work
 - staying updated on the evidence base regarding effective practices; and
 - Developing an understanding of, and consistently reflecting on, universal human rights, power relations between outsiders and emergency-affected people, and the value of participatory approaches.
4. **Building on available resources and capacities:** All affected groups have assets or resources that support mental health and psychosocial well-being. A key principle of having their resources is the existence at that particular time. Building local capacities, supporting self-help and strengthening the resources already

present are the key factor of MHPSS. Externally driven and implemented programmes often lead to inappropriate MHPSS and frequently have limited sustainability. Where possible, it is important to build both government and civil society capacities. At each layer of the pyramid (see Figure 1), key tasks are to identify, mobilise and strengthen the skills and capacities of individuals, families, communities and society.

5. **Integrated Support Systems Activities and Programming:** It should be integrated as far as possible. Situations dealing only with rape survivors or only with people with a specific diagnosis, such as PTSD, can create a highly fragmented care system. Activities should be integrated with other systems that will support each problem separately (e.g. existing community support mechanisms, formal/non-formal school systems, general health services, general mental health services, social services, etc.) and tend to reach more people, often are more sustainable, and tend to carry less stigma.
6. **Multi-layered Supports in Emergencies:** Due to the conflict people can get direct or indirect affect. All the people affected are not similar with each other. Though the distress is caused by the same conflict but its effects can be different to different people. To meet the needs of the people affected, MHPSS develop a layered system of complementary supports that meets the needs of different groups. This is illustrated in pyramid (see Figure 1). All layers of the pyramid are important and should ideally be implemented concurrently.
 - i. **Basic Services and Security:** After the conflict, people are unable to cope up with their life due to many reasons. The government should establish security, adequate governance and services that address basic physical needs i.e. food, shelter, water, basic health care, control of communicable diseases. In most emergencies, specialists in sectors such as food, health and shelter provide basic services. It is the duty of MHPSS to respond to the need for basic services. They should be carried out by responsible actors, documentation can be done to record the impact on mental health and psychosocial well-being. It can influence humanitarian actors to deliver to the people affected in a way that promotes mental health and psychosocial well-being. These basic services should be established in participatory, safe and socially appropriate ways that protect local people's dignity, strengthen local social supports and mobilise community networks.

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- ii. **Community and Family Supports:** The second layer of the pyramid represents the emergency response for a smaller number of people who are able to maintain their mental health and psychosocial well-being if they receive help in accessing key community and family supports. Basic support denied by family member and community can affect a particular person in many ways. It can only be avoided by ensuring support from society as well as family member. In most emergencies, there are significant disruptions of family and community networks due to loss, displacement, family separation, community fears and distrust. The distress caused by can be reduced by the reunification, assisted mourning and communal healing ceremonies, mass communication on constructive coping methods, supportive parenting programmes, formal and non-formal educational activities, livelihood activities and the activation of social networks, such as through women's groups and youth clubs.
- iii. **Focused, Non-specialised Supports:** The third layer describes the need of people of smaller number. They are considered to be people who additionally require more focused individual, family or group interventions by trained and supervised workers for example, survivors of gender-based violence might need a mixture of emotional and livelihood support from community workers. This layer also includes psychological first aid (PFA) and basic mental health care by primary health care workers. They should be treated differently from others because they need special attention to cure their trauma. People who need special care are selected by ICRC and then provided with aid that will try to reduce their distress.
- iv. **Specialised Services:** The top layer of the pyramid represents the additional support required for the small percentage of the population whose suffering, despite the supports already mentioned, is intolerable and who may have significant difficulties in basic daily functioning. They should be treated with care because their mental ability to cope with aftereffect of conflict is very difficult. Proper assistance should be given by authorities. This assistance should include psychological or psychiatric supports for people with severe mental disorders whenever their needs exceed the capacities of existing primary/general health services. They should be treated by officials who have served as a medical officer for more than 8 years, so that they are properly cured. If at the time it is impossible to get an experienced person, such problems shall be handled by longer-term trainee. although specialised services are needed

only for a small percentage of the population, in largest emergencies this group amounts to thousands of individuals.

To tackle all layers in the pyramid the MHPSS can resolve to following aspects:

- Setting up focus groups
- Holding individual consultations
- Creating and gathering peer support groups
- Organizing stress management activities
- Working with those who manage helpers to develop logistical/structural rules and schedules to prevent burnout
- Establishing emergency procedures to handle trauma and critical incident care
- Making referrals to external clinical staff for MHPSS follow-up
- Creating awareness-raising materials about detecting and self-monitoring resilience, burnout, vicarious trauma and stress management.⁸⁴

4.11. Mental Health and Psychosocial Support in different countries:

1. Afghanistan

More than two decades of conflict have led to widespread human suffering and population displacement in Afghanistan. Two studies from this country are significant in terms of both their scope and their findings. The first study used a national multistage, cluster, population based survey including 799 adult household members aged 15 years and above. Sixty-two percent of respondents reported experiencing at least four trauma events during the previous ten years. Symptoms of depression were found in 67.7% of respondents, symptoms of anxiety in 72.2%, and post-traumatic stress disorder (PTSD) in 42%. The disabled and women had a poorer mental health status, and there was a significant relationship between the mental health status and traumatic events. Coping strategies included religious and spiritual practices. The second study, using a cross-sectional multi-cluster sample, was conducted in the Nangarhar province of Afghanistan, to estimate the prevalence of psychiatric symptoms, identify resources used for emotional support and risk factors, and assess the present coverage of basic needs. About 1011 respondents aged 15 years and above formed the sample. Nearly half

⁸⁴Ibid.

of the population had experienced traumatic events. Symptoms of depression were observed in 38.5% of respondents, symptoms of anxiety in 51.8% and PTSD in 20.4%. High rates of symptoms were associated with higher numbers of traumatic events experienced. Women had higher rates than men. The main sources of emotional support were religion and family.

4.11.2 Sri Lanka

The conflict between the majority Sinhala and minority Tamil population in Sri Lanka has been ongoing for nearly 30 years. One of the first studies that looked into the psychological effects of the conflict on the civilian population was an epidemiological survey, which reported that only 6% of the study population had not experienced any war stresses. Psychosocial sequelae were seen in 64% of the population, including somatization (41%), PTSD (27%), anxiety disorder (26%), major depression (25%), alcohol and drug misuse (15%), and functional disability (18%). The breakdown of the Tamil society led to women taking on more responsibilities, which in turn made them more vulnerable to stress. Children and adolescents had higher mental health morbidity.

4.11.3 Risk Factors for the Vulnerability of Victims

From the large amount of studies reviewed, some broad risk factors and associations can be drawn. Women have an increased vulnerability to the psychological consequences of war. There is evidence of a high correlation between mothers' and children's distress in a war situation. It is now known that maternal depression in the prenatal and postnatal period predicts poorer growth in a community based sample of infants. Social support and traditional birth attendants have a major role in promoting maternal psychosocial wellbeing in war-affected regions. The association between gender-based violence and common mental disorders is well known. Despite their vulnerability, women's resilience under stress and its role in sustaining their families has been recognized.

There is consistent evidence of higher rates of trauma-related psychological problems in children. The most impressive reports are those from Palestine. Of the different age groups, the most vulnerable are the adolescents. The direct correlation between the degree of trauma and the amount of the psychological problems is consistent across a number of studies. The greater the exposure to trauma – both physical and psychological – the more pronounced are the symptoms. Subsequent life events and their association with the occurrence of psychiatric problems have important

implications for fast and complete rehabilitation as a way of minimizing the ill effects of the conflict situations. Studies are consistent in showing the value of both physical support and psychological support in minimizing the effects of war-related traumas, as well as the role of religion and cultural practices as ways of coping with the conflict situations⁸⁵.

4.11.4 India: ICRC

The ICRC worked in India at the time of partition (1947-1948) and in the conflicts between India and Pakistan (1965 and 1971). We established a regional delegation in New Delhi in 1982, today covering India, Bhutan and Maldives. Its main focus is on visiting detainees held in Jammu and Kashmir, helping civilians affected by violence in India and promoting international humanitarian law.⁸⁶

The Indian Red Cross Society is scaling up relief efforts after floods in Andhra Pradesh, Karnataka and Tamil Nadu that have affected over 2 million people. The aid effort is being supplemented by nearly Rs 2 crore released from the disaster relief emergency fund of the International Federation of Red Cross and Red Crescent Societies.

The local Red Cross branch volunteers and staff are helping in evacuation of people from their homes, given first aid, water bottles/pouches, chapattis/other cooked food to them who have taken refuge in schools, places of worship or community centres. In the temporary shelters gas stoves and dry ration is also being supplied.

Topping up the efforts of the local branches the IRCS NHQ released non-food items to support 1000 families in TN and are further releasing similar items to support 2500 families in Tamil Nadu and Andhra Pradesh. The trained First Medical Responders (FMRs) and Red Cross volunteers, numbering over 500, have been mobilized for evacuation, providing relief and other response services in their areas of operation. The other relief items include family packs, cotton blankets, dhotis, sarees, cooking pots, sleeping mats, tarpaulins and mosquito nets.

The Tamil Nadu branch at Chennai is running a 24-hour emergency response centre. Calls are received for evacuation, medical aid, food supply and clearing of roads due to tree/electric pole falls all over the city. Red Cross teams in close coordination with the

⁸⁵ R. Srinivasa Murthi¹, Rashmi Lakshinarayana²/Mental health consequences of war: a brief review of research findings.

⁸⁶ The ICRC Regional delegation in New Delhi/2013/available.<https://www.icrc.org/eng/where-we-work/asia-pacific/india/overview-new-delhi.htm>

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fire & rescue department and Municipal Corporation are attending to the emergency needs of the affected population. Red Cross has also been preparing and using temporary rafts for navigation in flooded areas. The non- food items have been released from the Arakonnam warehouse, near Chennai, from the disaster preparedness stocks. Salt Lake (Kolkata) and Vikhroli (Mumbai) warehouses are ready with additional supplies of non-food items for immediate transportation. The national headquarters has also offered to provide solar lanterns which are available in its warehouses.

A Water Purification Unit (LMS) with the capacity of 4000 litres per hour stationed at Arakkonam has been readied for providing potable water. More units shall also be sent to the areas as per needs of the people. Dr Veer Bhushan added “Based on our quick assessment additional funding is being generated that will allow the Red Cross to reach out to 17,500 of the worst affected people, especially those displaced, with emergency shelter, household items, basic health care and safe drinking water.”⁸⁷

4.12 CASE STUDY:

Healing the hidden scars

Violence and conflict cause physical wounds, emotional, psychological and psychosocial suffering of victim is often overlooked, however it can be just painful. People who have gone through the trauma of rape, the disappearance of a close relative and repeated expose to incidents describe how they were affected. Through Mental health and psychological support offered but the ICRC, they have found inner resources and ways to cope up with traumatic effects of their experience.

Following are case study around the world, to describe how it is very important to support victims of war.

4.12.1 RAPE VICTIM: sexual violence has long been a dominant feature of conflict around the world.

Facts: In this particular case a woman from a village in democratic Republic Congo, was raped and due to this her husband rejected her. It happened during the conflict, where few men arrived at 2'o clock in the morning checked the whole village. They encircled the whole village, went into each house and found that everyone was in mourning. They

⁸⁷ Tamil Nadu Floods: Indian Red Cross Deploying Water-Sanitation Units/07.12.2015/available at. <http://blogs.icrc.org/new-delhi/2015/12/07/tamil-nadu-floods-indian-red-cross-deploying-water-sanitation-units/>

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started raping all the women. She was one among the victims.as a result of It she had a child out of it.

At the time of conflict her husband was in Bukavu and got to hear about the rape. As soon as he heard about this incident he came to give back the children. He had no longer wanted any kind of relationship with the women, since she had the child from the rape. At this stage she was broken emotionally. She did not know how to continue her life without her husband's support.

After the event, help arrived by the International Committee of Red Cross. The counselling team which was already established in that area came into light and gave a helping hand to the victim. She was introduced by the ICRC to Madame Mbila (psychologist ICRC), she started coming continually as she felt Madame Mbila showed her love and gave her support. To tackle this kind of trauma they started counselling sessions for the victim. Regular sessions were conducted by the ICRC member to make her comfortable at the beginning. This gave her light of hope that she was not alone and can manage her life without her husband. The support that they give to the victims plays a vital role in their day to day life because after the commission of crime victims stay in a place where nobody can go. To make the victims' lives visible and to let her live without fear is mainly dependent on supporters. This support is very essential for the victims. Most of the time this support should be given by the family members but in their absence external support plays a very important role.

Duty of ICRC: Their first and foremost duty is to identify the cause of distress. They try to recognise the Inner Resources. According to the psychologist in this particular case if she continues to be stigmatised, there are two possibilities i.e. she can commit suicide or she would live her entire life with shame along with constant fear. To resolve the problem, the committee had to spread awareness among the village about the incident and how it affected her physically and psychologically. Society is bound by certain rules and regulations which guide all the members living in that particular society. Lack of awareness leads to misleading consequences and hence to make people aware was the first and foremost duty. For this particular activity, they usually conduct skits related to particular topics. They try to relate stories to make people understand that it was never the victims' fault to undergo this kind of violence. This will reduce the wrong perception about the incident which will make both the victim as well as the society to lead a peaceful life.

Trauma of Sexual Violence

Sexual violence is an important documented correlate and consequence of conflict. Sexual violence can have multiple health and social effects on victims/survivors, their social networks and their communities.

Community-based initiatives, in which communities learn how to respond to sexual violence, make it easier to identify victims and care for them. Psychological initiatives ensure that victims' mental health needs are addressed.

Mental Health and Psychosocial Support needs:

- Guilt, shame and severe stigma surrounding sexual violence
- Anxiety
- Suicidal tendencies
- Fear, alarm, disorientation, anger
- Fears of coming forward after an attack

The MHPSS response:

- Outreach activities
- Sensitization and information sessions for whole communities to address the stigma surrounding sexual violence
- Awareness-raising about available services and the importance of using them immediately after an attack
- Intensive training and coaching of key community actors (who are trusted by the victims and easily accessible) so they can provide basic psychosocial and psychological support and, when necessary, refer to mental health professionals.

4.12.2 Missing people at the conflict: As a result of conflict, thousands of people are still missing in the area affected, forcing people to live with continuing uncertainty.

MHPSS Support for Families of Missing Persons

Not knowing whether a loved one is dead or alive defies emotional comprehension. It is an agonizing experience that can paralyze the families of missing persons and leave them susceptible to a variety of mental health and psychosocial difficulties.

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Families commonly experience a desperate need not to forget their loved ones. They actively struggle to keep their memory alive despite the psychological and psychosocial difficulties that may result. Psychosocial and relational problems may also arise within families of missing persons or within their community. When this happens within a community, the families are often left completely isolated.

MHPSS needs:

- Symptoms associated with depression and anxiety
- Physical complaints with no known medical condition
- Feelings of desperation
- Living in a state of paralysed decision making, coping and grieving as families remain in “waiting” mode
- Relationship conflicts within families.

The MHPSS response:

- Psychosocial support groups (sharing experiences with other families of missing persons)
- Group sessions to share information and develop life skills
- Community sensitization activities

MHPSS is a fundamental component of the accompaniment approach because many families experience critical mental health and psychosocial difficulties when loved ones go missing. The inherent objective of MHPSS is not to “fix” the families’ problems but to help them resume more functional lives. In order to achieve this, the programmes are designed to provide the support that families need in order to cope with the ambiguity and uncertainty of their situation.

MHPSS support aims at helping families find some meaning in their distressingly ambiguous experiences and reducing isolation within families and communities. Psychosocial activities are crucial in this process.

The ICRC’s approach takes into account the observation that many families of missing persons experience psychological difficulties.

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MHPSS monitoring mechanisms are put in place in these programmes in order to measure changes in symptoms associated with depression, anxiety, psychosomatic pain and distressing memories and to assess aspects related to daily functioning. Available data shows lasting improvements in mental health in all regions where MHPSS is provided. While the accompaniment approach provides a general framework, the MHPSS component is adapted to the specific situation and the culture.

The MHPSS response:

- Individual activities that address the families' mental well-being
- Family visits and support for individuals who are more psychologically or geographically isolated
- Referrals to local service providers for more specialized psychological support⁸⁸

The ICRC currently runs 57 programmes in 38 countries addressing the mental health and psychological , psychosocial needs of victims of conflicts and violence.

⁸⁸ Supra 83.

Chapter 5

VOLUNTEERING: AN ACT FOR HOPE

“Volunteers do not necessarily have the time; they just have the heart.”

-Elizabeth Andrew

5.1 Introduction:

Voluntarily service is heart of community service. It is done by the people for the benefit of society. It is based on trust which is reciprocate between two or more people. Volunteers serve vulnerable people, and work towards a more humane and peaceful world. They contribute their time, abilities, diversity and skills regularly or occasionally in the delivery of humanitarian services.

Societies at International level are here to improve the quantity and quality of people and volunteer contribution create a massive improvement in the society at national level. They have welcoming nature and are socially accepted, therefore they are encouraged. This environment means providing volunteers which means to carry out the work. It's the duty of ICRC to provide various means to improve the quality.

As living trends continue to change, number of people volunteer , the quantity of volunteers differed. A person who freely take part in an event or give his services to the need can be called as volunteers. The concept of volunteerism helps to understand the concept of volunteers around the world. volunteering is generally considered as an activity where an individual or group provides services for no social or financial gain.

Volunteers have been the backbone of ICRC since its birth in 1863⁸⁹. The concept of volunteers is grown since then and its contribution to Red Cross and Red Crescent have created many opportunities for youth to participate for good. Their support is the real contribution to the success of ICRC as they provide service in all emergencies.

5.2 Who can be considered as volunteer.

1. In the scope of ICRC the term volunteer can be defined as, someone who gives time , effort and talent to a need or cause without profiting monetarily⁹⁰.

⁸⁹ <http://media.ifrc.org/ifrc/what-we-do/volunteers/> Visited at 08.05.2018

⁹⁰ www.energizeinc.com/a-z/article-internal/49

2. A person who voluntarily offers himself or herself for a service or undertaking. A person who performs a service willingly and without pay⁹¹.

5.3 National Societies:

National Societies exist in 186 countries around the world. More are in process of formation. National Societies provide programmes in health, first aid, welfare, disaster preparedness and disaster management. The National Societies operate independently yet as a network form the backbone of the International Red Cross and Red Crescent Movement. In time of war, National Societies help in caring for the wounded and sick, refugees, prisoners and civilian returnees. Each National Society is made up of volunteers, members and staff who provide a wide variety of services. National Society volunteers are often the first on the scene when a disaster strikes.⁹² They are considered to be responsible for their particular states. National societies have their funding from International societies and different governmental and non- governmental organisation.

The main objective of international red cross and red crescent is to provide immediate help to the victims of violence. National societies are international bodies who provide first aid, social care, health, disaster management and all the other services that are in need at that particular type. Community-Based First Aid (CBFA) was the principal method of teaching First Aid to communities. Since the introduction of teaching First Aid to communities, national societies have accomplished a great position in improving the condition of people in need. After some time, ICRC has introduced a new plan to improve the injury and disease quickly by introducing Community-Based Health and First Aid (CBHFA).

CBHFA, has following characters to bring the condition of injured person better:

- Brings first aid for common injuries to the community
- identifies and addresses community health priorities
- advocates health promotion and disease prevention
- prepares you and your fellow volunteers to respond to disasters

They play a very important role in providing health services to a particular community. Each country has their own set of community including set of volunteers supporting and encouraging the principles of ICRC. They belonging to same community have the

⁹¹ www.dictionary.com/browse/volunteer

⁹² Volunteer manual for Community-based health and first aid in action (CBHFA) /March 2009/ICRC.

knowledge of the difficulties that they go through, making it very easy for them to help. Sometimes volunteers come from different countries as a part of international group and stay at the affected area and provide their services.

5.4 Volunteering Policy:

Adopted by the 18th session of the General Assembly held on 23-25 November 2011 in Geneva. To be reviewed by the 21st session of the General Assembly in 2017⁹³. To guide volunteers involved in these process and for their protection this policy was introduced, both at national and international level. Strategy adopted by them was “do more, do better and reach further” in saving lives and changing minds. According to them it was evident that people themselves are the ultimate resource of their development and progress. It should be guided by them as well as maintained by them to achieve all the goals of their need. Volunteering is a Strategy at the heart of community building. It also contributes to sustainable human development.

Volunteering is the essential foundation for making and sustaining strong National Societies. A national society’s achievements are directly related to the ability of the nation to provide necessities to people in need. It is the ability to mobilize, manage the crowd at state. It should have the ability to improve the quantity as well as quality of all the volunteers from across the world. This policy should operate with the recent changes of the society. It should operate in all circumstances irrespective of their social, economic, demographic and environment trends. Though the technological advancement is altering the functioning of communities and how people volunteer, national societies should make it as approachable as possible to people in need. National societies should make it clear that the condition should be improved and volunteers should be given proper care with all the changes in the societies.

The International Federation is committed to promoting a culture of volunteering in society in general and to position the Red Cross Red Crescent as the preferred choice of people seeking to volunteer.

5.5 Defining volunteering, volunteers and Youth:

A person who provide volunteering activities for national society, occasionally or regularly will be considered as a volunteer. They work for human rights and peace of the world. they provide services directly to the people in need i.e. vulnerable people, they try to reduce the pain that they are suffering. They lead the national societies and

⁹³ Youth Policy – International Federation of Red Cross and Red Crescent Societies/intro/available at <http://media.ifrc.org/ifrc/what-we-do/red-cross-and-red-crescent-youth/ifrc-youth-policy/>

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their international federation. The aim of the volunteering process is to uphold the fundamental principles of the ICRC and protect the people in need. They provide services and activities that will directly provide relief to the victims. It is carried out by people motivated by free will, and not by a desire for material or financial gain, or by external social, economic or political pressure. They don't have any ulterior motive towards their services. According to them it's the nature of people to help others which should be accepted by the governing authorities and should be given certain recognition at national level so that their involvement in further distress should not be decreased.

They become the central factor for ICRC's achievement and are highly recommended. Their struggle for better condition should be improved and equipment should be provided to accelerate their work. Volunteer should have all the resources to advance their equipment so that the people in need should be protected directly and efficiently. Hence it is considered as an act of god and should be recognised as the same.

The terms "youth" and "young people" in the International Federation cover people in the age range of 5 to 30 years. This includes children (5 to 11 years old), adolescents (12 to 17 years old), and young adults (18 to 30 years old). National Societies are guided reasonably by this range in adopting their own definitions according to local laws, social norms and cultural contexts.

The participation by young people as volunteer in ICRC has recognised them as a valuable member of national societies. The contribution of young people in addressing humanitarian and development challenges have opened a new dimension for its recognition. Their multiple roles include being:

- innovators,
- early adopters of communication,
- social media, and
- other technologies,
- inter-cultural ambassadors,
- peer-to-peer facilitators,
- community mobilizers,
- agents of behaviour change,

- advocates for vulnerable people.

5.6 Youth Policy:

Youth policy was also approved in the 21st session of the General Assembly in 2017. The purpose of this policy is to inform, guide and enhance the participation of young people in the International Federation of Red Cross and Red Crescent Societies (International Federation). The motive of this strategy is to “do more, do better, and reach further” in saving lives and changing minds. Its special focus is on young people. They are considered to be the future of our world hence they should be aware of the duty they should be performing morally in nature. Our new generation can influence the world’s policy and can change the world accordingly. They have the innovative ideas and strategies to cop up with all the situation. Hence recognising them to be a part of ICRC is a major step. It improved the condition of volunteering in present and in future. The young volunteers at service are considered to be trustworthy volunteers as the tendency of their involvement re- guaranteed. Sustainable participation is the result of young volunteers. The urges to improve the qualities of young people in matter of education, management, participation, governance. Awareness among the youth about their involvement in ICRC can empower the quality as well as the quantity of volunteers.

National Societies recognise the leadership role of young people in addressing contemporary and emerging issues. Young people are more skilled and they have the capacities to bring changes with needed requirement. They have absolute coordination with older people who are also the major volunteer of ICRC. There is an inter-generational transfer of experience that is vital to both progress and stability in society.

To strengthen the contribution of young people national societies educate them about the humanitarian values and Fundamental Principles of the Red Cross Red Crescent Movement and encourage them to nourish the practical skills needed to live, work, and relate to others accordingly. Adolescents and young adults in National Societies are provided with the opportunity to be engaged as active members and volunteers. Young people are involved in all the activities of their National Society, taking into account relevant age-specific requirements of needed skills and experience, safety and well-being. They are encouraged to be fully involved in the planning, design, delivery, and review of Red Cross Red Crescent services to which they contribute or from which they benefit. National Societies give opportunities to their young volunteers to become leaders at national and international level.

Young people are fully participated in governing and managing at headquarters and branch levels. They organise certain meetings, recreational activities and other activities helpful for the society. They may be organized through integrated or specific youth structures according to the institutional context that best optimizes their contribution in the National Society. National Societies treat young volunteers according to the International Federation's Volunteering Policy, and take care of all the need that they may have while rendering their services. Sometime young people may have different and additional needs to those of older volunteers. In particular, National Societies make sure that they are taken care of and are safeguarded among all the people.

National Societies provide their young volunteers, members, and staff with opportunities to advance their personal and professional development through learning and training, and preparing them for current and future leadership roles. All level of organisation i.e. international, National and regional networks are established by young people themselves and have an invaluable contribution to sharing knowledge and innovation across the Red Cross Red Crescent Movement. These societies have played an Important role in developing personality of young volunteer. They exchange ideas, innovation and activities for greater good. Young people are encouraged to continue in an active role with their National Societies as older adults, facilitated by effective working practices that support their transition between the youth and adult structures of the National Society.

5.7 Young people as beneficiaries:

Young people working in national societies have direct benefits. But there are all possibilities they being corrupted and can face unprecedented challenges in today's globalized society. These include violence, exploitation, discrimination, substance abuse, accidents and diseases, unemployment, poverty consequent to financial and economic crises, trafficking, migration, and urbanization. Additional risks may come from peer pressure. Peer pressure can be both negative as well as positive. They have negative pressure on personal and social behaviours, and the unsafe use of new communication and social networking technologies. In tackling these vulnerabilities, and in supporting young people to manage and mitigate the risks they face, the aim is to enable them to grow as well adjust, be responsible, and caring members of the communities they inhabit. Thus, their safety and protection, and their age and gender-specific development needs are given specific attention in the design and delivery of Red Cross Red Crescent services.

5.8 Impact of the policy:

The impact of the successful implementation of this policy is expected to be a growth in the numbers of young people involved with National Societies, and a growth in those staying on with them as older adults. National Societies' activities and measures involving youth, and the number of youth in their governance and leadership positions are also expected to grow. Youth will be engaged in high quality and high impact activities that contribute to the building of stronger National Societies. The impact will be measured by National Societies reporting through the Federation-wide Reporting System against a baseline to be established by 2012. National Societies are encouraged to develop additional specific measures for tracking the youth involvement in its activities and services.

5.9 Tendency to help others in need at time of emergency.

Volunteers are part of their local communities and can therefore help map the local environment in terms of factors that may affect their security and wellbeing, such as:

1. Health problems – quality of water, hygiene and sanitation, accidents, diseases, heat stroke, cold weather, mosquitoes, stress, sexually transmitted diseases, epidemics, etc.;
2. Security incidents in schools, houses, apartments, parks, restaurants, bars, shopping centres, open markets, banks, ATMs, religious places; local crime, bandits, gangs, burglary, theft;
3. Roads: traffic problems, lack of road safety and accidents;
4. Violence: against women, children, elderly, minorities, drug users, HIV/AIDS positive people and domestic violence;
5. Diversity – cultural differences and traditions; actions against minorities, immigrants, refugees and displaced people, discrimination, xenophobia and stigma;
6. Socio-economic problems – lack of opportunities; job-related problems: working conditions, type of contract, organizational environment, threats, opportunities, etc.;

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7. Relations with the police, armed forces and other security actors (formal, informal).

Volunteers can work in groups to address all these issues at branch level, taking into account the situation in their country and region and how the political and economic situations are perceived by volunteers. They should be aware of how they feel while performing a duty and whether they know what to do in each case. Throughout all planning and management, one should be aware that circumstances can change rapidly. Therefore, it is important to maintain constant awareness of surroundings and how they may affect security. Volunteers should always be aware of the situation happening around and should be ready for situation of conflict. They should understand that there are potential threats that could materialize and deliberately or accidentally harm you, your colleagues and the resources being used in the operation.

Keeping in good health during your volunteering activities is essential to ensure that you can do your job well. Being well prepared, for example, being adequately vaccinated, and taking certain precautions, for example, boiling drinking water, will improve your chances of staying well. Volunteers should have all the protection required while they perform their work. Following are some elements that should be taken care of for effective working of volunteers:

1. Insurance for volunteers
2. Vaccinations
3. Psychological Support Programme
4. Alcohol and substance abuse
5. HIV and sexually transmitted infections
6. Malaria
7. Food, water and diarrhoea
8. Skin protection

5.10 Need for volunteers:

The member of ICRC and all the committees are not enough to protect the people in need. Disaster can occur anytime and it is not necessary that in the place of mishap there is enough people to help. Hence there is always requirement of volunteers. National societies should have constant check on the number of volunteers at national as well as international level. Outside volunteers should be given more protection and should look after their requirement. Their participation is highly required and their safety is kept at priority. Against this background, the following list of the most common reasons to strengthen Red Cross and Red Crescent volunteering was developed by the International Federation Secretariat after consultation with National Societies.

External reasons:

- o Bigger and changing needs: with changing society and growing needs national society finds its very difficult to cope up with emergency. To deal with these aspects National Societies have to mobilize more volunteers. To deal with changing needs they have to adjust work programmes. They have to introduce new programme to meet new challenges and should close certain programme which is no longer in need. These processes cannot be accomplished at the National Society level without strong leadership and volunteer management.
- o Higher stakeholder expectations: national securities have higher expectation on the working of ICRC and to fulfil that Governments, companies and the general public are giving money and other resources. Requirement of higher quality and accountability standards from volunteer services, shall be provided by National Societies. The services provided by them with all the equipment that they get should be for beneficiaries, including the most vulnerable, and even the volunteers themselves.
- o Increased competition: volunteering service should never be taken as a negative concept. Even though the number of non-profit organisations seeking to attract qualified volunteers is growing fast all over the world. The vast majority of them are small, highly focused, community based organisations often using systematic volunteer management successfully to attract and involve volunteers. This intensifies the need for the Red Cross Red Crescent to provide a strong volunteer

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environment to ensure that services to the vulnerable are not affected by competition.

- o Volunteering is changing: the concept of volunteering changed during modern period. During inception the concept of helping other were wilful act without any monetary motive. But recently National Society volunteer structures has changed a lot. The single most important reason for that is the development of systematic volunteer management. The volunteers are so in need that they can easily take the benefit of wanting state. There expectation increased and changed due to demographic changes, increased education, changes in the labour market and so on. Today's volunteers have very different backgrounds, expectations and needs from those twenty years ago. This translates into higher demands on the tasks, the leadership, the support and the recognition they get.

Internal reasons:

- o New mission statement: "To improve the lives of vulnerable people by mobilizing the power of humanity" means mobilizing donors, members and others, but most of all it means mobilizing and organising volunteers.
- o Difficulty in recruiting and retaining volunteers: in the beginning it was seen that national and international committees had difficulties to evaluate certain volunteers and recruit them, which directly decreased the number of volunteers. Awareness was also a factor of less volunteering. But with passage of time they have the confidence and tricks to recruited them. They are chosen on the basis of their availability and constant involvement in time of crises. The volunteers are fully aware pf their rights, privileges and duty to be performed by them at time of conflict and had therefore increased the participation in the conflict.
- o Lack of knowledge: The breadth and diversity of the Red Cross and Red Crescent volunteer network has made it difficult for many of the components to benefit fully from the rapid development of volunteer management knowledge outside the Movement. As a result many leaders, volunteers, managers and staff in

National Societies and the Federation lack updated knowledge on volunteering and how to combine staff and volunteers.⁹⁴

5.11 Volunteering in the Red Cross and Red Crescent:

Encouraging local people to volunteer in order to meet local needs was Henry Dunant's response to the humanitarian tragedy he witnessed after the Battle of Solferino on 24th June 1859. It was the idea that volunteers should be systematically trained in every country in preparation for times of war, conflicts, disasters, crises and emergencies, which led to the formation of National Societies. Voluntary service is one of the Fundamental Principles of the International Red Cross and Red Crescent Movement. National Societies often deliver their services by means of volunteers. Volunteers help strengthen communities by learning skills and developing social ties. Volunteering is a way of helping community's builds capacities to cope with crises. They provide value to National Societies in many ways, yet this added value often goes unacknowledged. Volunteers are on the spot: When conflicts, disasters or epidemics strike, volunteers are already there and can act immediately. Outsiders will always arrive later, maybe too late.

Volunteers work part-time, normally about four hours a week. Ten volunteers would therefore be needed to do the work of one full-time staff member. In other words, ten times as many people are involved when services are delivered by volunteers

rather than by paid staff. As a result, volunteer-based services increase the number of local people involved in the National Society and thereby increase its strength. Also, by limiting their involvement to a few hours a week, volunteers can combine their volunteering with family life and work commitments and therefore continue to volunteer year after year.

5.12 Volunteers bring diversity and special abilities:

When recruiting staff, the choice is limited to those who are looking for a new job and accept the salary and conditions offered. When recruiting volunteers, a much wider choice is available, as almost anyone can be recruited as a volunteer, including people who have better qualifications, possess a special skill or can work odd hours. Volunteers can also be recruited from among beneficiaries and groups with backgrounds

⁹⁴ 28th International Conference of the Red Cross and Red Crescent 2-6 December 2003

completely different to those of paid staff. The International Federation of Red Cross and Red Crescent Societies is calling on governments and National Societies around the world to increase the protection of volunteers by identifying and removing gaps and barriers in laws and policies concerning issues, such as liability, insurance, health and safety, and by putting in place effective systems to support them.

5.13 Volunteers are a sustainable resource:

Local volunteer programmes can be easily adapted to changing environments and cost very little to maintain. At the same time, a dynamic organization with good volunteer management systems in place can readily renew its volunteer base by attracting and retaining new generations of volunteers. The Red Cross Red Crescent Volunteering and Youth development program at the branch level promotes the Initiative of the International Year of Volunteers (IYV) +10, the “Find the volunteer inside you” and the new Volunteering Policy adopted by the General Assembly in November 2011 and the Resolution No. 4 adopted by the International Conference on 1st of December, 2011, Furthering the auxiliary role: Partnership for stronger National Societies and volunteering development. As for the Federation, its main strategic and comparative advantage is that it is the only international humanitarian organization with a grassroots base throughout the world. The Federation is global, but, with its volunteers, also truly local.

This is important, because money cannot deliver assistance, only people can.

Time dedicated to volunteering:

Volunteers usually dedicate their time and effort as follows:

- Working regularly in a local activity for 3-4 hours a week in the evenings or on weekends;
- Spending 3-4 hours a month working on specific tasks, as in the case of leaders of the local board (Red Cross Red Crescent branch governance), providing legal or technical advice in their area of expertise, helping others using telephone or online systems, creating a humanitarian campaign, doing translations, teaching people etc.;

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- Dedicating time and effort to short-term projects lasting 1-3 months (advocacy and advertising campaigns, internships, concept development, updating a web page, etc.);
- Participating in one event a year (during one or more days) e.g. a training course or Conference, the Red Cross Red Crescent day on the 8th of May, HIV/ AIDS Day, campaigns against discrimination and violence, fund raising activities and other local events;
- A volunteer workforce can be expanded rapidly: in times of need the input from the existing volunteer workforce can be increased rapidly, as volunteers in emergencies contribute more time than they normally would and new volunteers can also be quickly deployed if proper leadership and support systems are in place.

Protecting and supporting volunteers National Societies have well-functioning management systems and practices to supervise, support and encourage volunteers. These are adapted to the specific context of their work and responsive to new trends in volunteering that may go beyond the established structures of National Societies including, for example, informal, on-line, and corporate or other institutional forms of volunteering. National Societies ensure that their volunteers are properly prepared to carry out their work, through providing them with relevant and timely information, training and equipment, feedback on their performance, as well as appropriately assessed safety and security measures. They insure their volunteers rescue the victims of accidents and provide them with appropriate psychosocial support when required. In certain circumstances, volunteers may themselves be vulnerable and National Societies ensure that their needs for assistance and protection are given due attention. National Societies provide volunteers with access to accredited learning and personal development opportunities so as to help them to better undertake their agreed tasks or roles, as well as to motivate them to grow their skills and capacity and undertake future roles within the Red Cross Red Crescent. When there is the need or opportunity for a volunteer with the National Society to carry out paid work as casual or contracted labour, the National Society recognizes this change in status and ensures that the employment complies with the relevant laws of the country.

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Recognise volunteers and their achievements National Societies recognise that volunteers have a significant stake in the organization. They take formal and informal opportunities to appreciate, individually and collectively, the work of volunteers and its impact. National Societies encourage volunteers to participate in its decision-making and in designing and improving the work in which they are involved. A volunteer has the right to become a member of the National Society, i.e. someone who has formally agreed to the conditions of membership as required under the National Society's statutes.

Promote volunteers and volunteering National Societies recognise the value of a diverse volunteer workforce, and actively recruit volunteers, irrespective of race, ethnicity, gender, sexual orientation, religious belief, disability or age. They remove physical, economic, social and cultural barriers to participation, and recruit volunteers based on their potential. National Societies reimburse volunteers for pre-approved expenditure related to their volunteering tasks. National Societies also work with governments, the corporate sector and other partners to promote an enabling environment for volunteering in national life. Agree volunteer rights and responsibilities National Societies provide volunteers with written guidance and rules that sets out the rights and responsibilities of both the National Society and its volunteers. All Red Cross and Red Crescent volunteers are expected to act, at all times, in accordance with the Fundamental Principles. Volunteers are expected to respect the regulations on the use of the emblem, and prevent its misuse. They should make themselves available to the National Society in case of emergency, according to their skills and abilities, as agreed with the National Society. In working with vulnerable people, volunteers are expected to strive for the highest standards of quality in the services that they deliver. They fulfil their duties without discrimination, responding to the needs of vulnerable people in a compassionate and respectful manner. They respect the confidentiality of those whom they assist.

Impact of the policy:

The policy of volunteering helped all the committee involved to make certain guidelines for recruitment of volunteers. In reinforcing the importance of volunteers and volunteering, this volunteering policy serves as guidance for National Societies in creating or updating their volunteering policies. This helped them to develop

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environments for volunteers and volunteering. The growth of this policy is directly related to the development of the Red Cross Red Crescent. With the introduction of this policy the rate of volunteers increased and their motive to stay in these services also remained static.

National Society achievements since 2012

	2012	2013	2014	2015	2016
Number of local units	164,518	159,531	116,306	170,732	165,822
People volunteering	16,501,334	16,028,877	14,542,563	14,216,795	11,649,519
Paid staff	431,331	452,631	431,754	445,121	473,161
Blood donors	20,863,417	20,746,474	22,435,799	19,711,524	19,384,589
People Reached	85,637,43	107,848,792	57,931,563	67,928,784	49,554,808
By Disaster Response and Early Recovery	8				
People Reached by Long Term Services and Programme Development	103,744,008	161,856,454	162,136,294	240,848,989	106,464,621
Total Income (CHF)	32,545,717,017	30,794,786,782	31,415,239,987	29,611,876,470	23,400,362,119
Total Expenditure (CHF)	32,196,192,428	30,394,278,665	31,653,295,058	29,542,773,315	23,090,314,900

Table 2: achievement by national society during 2012 to 2016

People volunteering with time started to decrease from 2012 to 2016. When the volunteers are not given importance, the participation started to decrease. To make them stay for long time can only be achieved by giving them more attention and freedom. on the other hand, the paid staff increased which implies that National Society have started recognising staff at national level.

5.14 MEASURES TO BE TAKEN TO PROTECT VICTIMS OF CRIME

As well as increasing the understanding of the impact of crime on the victims, we explored the needs of victims to help them cope with the effect of the crime. Our qualitative research with VS service users who had fallen victim to a variety of crime types provided us with valuable information about the expressed needs of victims.

Seven themes arose from the interviews and focus groups. Victims expressed a need for:

- a strong, trusting relationship with a caseworker
- support and assistance during legal proceedings
- sharing with people who had gone through similar experiences
- support during weekends and evenings
- long-term support
- support for other members of the family
- being informed about the CJS and kept updated on the progress of the case

These are explored further in this chapter. Due to the nature of our research into victims' needs, which was based on qualitative data, we were unable to examine differences between crime types and demographics.⁹⁵

5.15 Promoting volunteering and recognizing volunteers

Volunteers are considered as group of people who are willing to help in the middle of crises. During any conflict or crises, the need of help increased but soon after the conflict if the volunteers are not later recognized, then there is a possibility that the next time their involvement will be less, the trick is to encourage them to continue their services even after the conflict. To, make them indulge into social work, ICRC should recognise volunteers nationally and give them some projects to deal with so that the organisation don't have to start again with new group of volunteer when the next disaster strikes.

⁹⁵ Tamar Dinisman and Ania Moroz: Understanding victims of crime: April 2017: The impact of the crime and support needs.

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ICRC need volunteers at all nations society, they are considered as quick form of relief to people. But if they are not recognized or provided with minimum resources of reward, they will not be available to next rescue operation.

“volunteers are unpaid not because they are worthless but because they are priceless”⁹⁶

They should be provided with at least social benefits and should be recognised in that particular area. They help society as their own family hence the organisation should give protection and should be economically supported and socially recognised providing amenities to them. They should be never considered as liabilities but they should be considered as the assets of the society. They shall be given some income so that they can support their own family so that they won't be highly tensed about his family while he is working at humanitarian grounds. By following act value of volunteers should be promoted:

- Free passes for public transport
- Discounts at public universities
- Quantifying a volunteers when they apply for a public post.

Therefore, overall welfare should be provided for the volunteers.

“we don't want money, we just need tools to work”⁹⁷

Victor Manuel, an ICRC member of Colombia shares his time in working as volunteer for this organisation and gives his appreciation for the equipment provided by the ICRC like they are provided with uniform, helmet, jackets and in return they provide their services. He is covered by an accident insurance policy paid by the state. He also wanted to do his post-graduation, and this was taken care by the Red Cross Scholarship. It is one of the example in which ICRC provide economic security to the volunteers of ICRC.

Promotion of volunteers are hence done so that they will be protected and their services are attributed at higher rate. Therefore, while promoting volunteers and recognising them, it should be kept in mind that, “volunteering is a choice one makes in sacrifices of doing something else”

⁹⁶ Syed Mehmmud Hussain Shah Kazmi: ICRC member: Kashmir: Pakistan

⁹⁷ Victor Manuel: Colombia: ICRC

If they are not recognised for their work and sacrifices, then the rate of their contribution will decrease.

It should be kept in mind of organisation that these volunteers are trained in such a manner that they should be comfortable with each other and the authorities. If there is no coordination between all volunteers, then there won't be any major relief to the act. They should be trained in such a way that maximum effort is utilized in time of any conflict.

5.16 Latest Activities in India

India: Bihar Floods: During the monsoon season from June to September 2017, the intensity of rains leading to floods impacted millions of people across the northern part of India. The states of Bihar, Uttar Pradesh and West Bengal were the worst affected. Although floods are common in the northern part of the country, heavy rainfall and floods in Nepal worsened the situation resulting in flooding across the three states. According to media reports, 13 million people were affected in Bihar alone, with deaths mounting to approximately 500. Unofficial reports indicated many more deaths. Although the damages in Uttar Pradesh and West Bengal were comparatively less, floods affected these states too, disrupting normal life and causing heavy damages to infrastructure and livelihoods. People living along the low-lying areas were the worst affected, whose houses were either fully destroyed or damaged. Flood waters washed away household items leaving thousands of people in need of immediate relief support. It is important to note that the geographical area affected by the floods in 2017 was more than the area affected by the Kosi river floods a few years back, which displaced thousands of people overnight in 21 districts across Bihar.

Overview of Red Cross Red Crescent Movement in country IFRC and International Committee of the Red Cross (ICRC) have been present in the country and supported IRCS to launch the DREF appeal and coordinate relief support from other Movement partners. As part of the one Movement approach, ICRC provided the below mentioned relief items:

- 1,000 plastic buckets.
- 1,000 tarpaulin sheets.

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- 50 units of Life Straw community membrane water filters of 100,000 litres filtration capacity each.
- 3,000 water purification sachets and 50 kilograms of bleaching powder procured locally.
- INR 500,000 (CHF 7,293) as operation cost.

Non- government organization also participated and had a great role for helping the people in need. They were coordinated with Inter Agency Group to carry out the post disaster need. Water supply, sanitation and distribution were major concerned of these NGO's. Cash were given to people affected around 7500 per family. The operation has been largely managed by IRCS staff and volunteers at state and district levels, with further technical support and guidance from IRCS national headquarters and IFRC's team in Delhi.

However, there was delay in the receipt of relief items some of which were meant for distributions in Uttar Pradesh (2,000 tarps and 2,000 mosquito nets). The relief items container that arrived from Kuala Lumpur with tarpaulins and mosquito nets, was held up at the Kolkata port for about a month by the customs authorities due to lack of supporting documentation from IRCS. The containers were eventually released in November 2017.

An IFRC communications delegate was deployed to Bihar to support the Indian Red Cross and the IFRC CCST with their communications needs.

Challenges faced by ICRC

- Local elections in one of the targeted provinces (Uttar Pradesh) delayed distributions. According to model code of conduct issued by the Election Commission, relief distributions could not be carried out over a period of one month during the elections.
- The two containers with mosquito nets and tarpaulins that arrived from the Asia Pacific

Regional Logistics Unit, were held up by customs authorities at the Kolkata port for about a month due to lack of supporting documentation from IRCS.

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Following customs clearance in mid-November, 2,000 mosquito nets and 2,000 tarpaulins meant for distribution in Uttar Pradesh were transported to the state and were distributed from the second week of December onwards.

- The floods continued in the operational areas for about one and half months after the DREF operation was approved. Damaged roads were a major hurdle in the transportation of relief items.
- IRCS is exempt from any payment for relief items transportation through the Indian railway network.

Natural disaster being an act of God is impossible to be predicted. Therefore, it's the duty of all the authorities to be prepared for all the disaster.

To meet the needs of the people, ICRC have taken help from all the other non-organisations. During this mission they faced many problems like delivery of goods was not delivered on time due to flood. The whole area was blocked with water hence it was very difficult for the authorities circulate the needed material to the people. Hence, IRCS's first preference has always been the railways. During this operation, transportation of goods was delayed due to the damaged railway network because of flooding. Volunteers has a great part to play in this particular situation. They were providing basic facilities till the authorities arrived.

Following were the requirement needed and provided by ICRC for improving the condition of affected people:

1. Shelter provision by ICRC: all the disaster has a strong effect on the living condition of people. It has a direct effect on their only house and they are unable to find a proper place to live.

Indicators	Target	Actual
# of households provided with essential household items that meet agreed standards for the specific operational context	5,000	5,000
# of households provided with emergency shelter assistance that meet agreed standards for the specific operational context	5,000	5,000

Table3: Provision of Shelter by ICRC

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2. Water supply: fresh water supply was not available during the crises. Hence it's the duty of ICRC to provide adequate water to people a need.

Indicators:	Target	Actual
# people provided with safe water that meets Sphere standards	5,000	5,000
# volunteers trained in hygiene promotion	-----	50
# people reached with hygiene promotion	-----	2,250

Table 4: Provision of Safe water among people

3. Assessment needs: support is the only way through which the authorities can help the people affected. It is very necessary to give some kind of hope to them, so that they will have the courage to live ahead

Indicators	Target	Actual
# of post disaster needs assessments conducted	1	1
# of RDRT, NDRT and NDWRT deployed to support the operation	7	5

Table 5: Assessment given by ICRC

It is proven from the above table that the assessment given by ICRC is less and people were not willing to assess the people in need. Though we have provision for inclusion of volunteers, at time of conflict the number remains very less.

CHAPTER 6

CONCLUSION AND SUGGESTION

“Everywhere for everyone”

-International federation of red cross and red crescent.

The suffering does not end with war; it begins after the war. It has reached unprecedented levels and people are living in constant fear. People are in hope to cure oneself with the help of other as it became an only source to cure the hidden scars. War may come and go but the effect of it will remain forever in the minds of the people. State can make provision for betterment of people but the actual work is on the people who are directly governing these problems. Authorities are the real hero to help the people in need. Vulnerability leads to desperation; the want of help becomes more evident during the time of conflict.

Authorities are performing their duty and creating laws for themselves so that the powers are not misused. As an independent body International Red Cross Society has achieved many targets. It consists of experienced members, medical staff and number of volunteers to function with. Medical staff plays a very important role, as they provide instant remedy to the people.

Human dignity should be maintained during war time as well as during peace time. The constant fear of crime that will degrade human dignity will have a strong effect on people mind. Psychological condition of human being can only be understood by another human being. Therefore, the need to help those people in need becomes a duty for humanity. People at war does not have any choice to escape, hence it becomes humanitarian body to provide help to those who are in need.

Victims are the most vulnerable group at the time of war. It is a necessity to contribute more towards the victims of armed conflict. It is important for the international conference for the protection of war victims to encourage the work of the international red cross and red crescent movement, in consultation with various non-governmental organizations, so as to draw up a code of conduct for organizations engaged in emergency aid. But sometimes this reach of help in time of conflict is neglected due to various reasons. The ICRC set up the mental health and psychological support team with the aim of reducing the emotional and social elements of psychological suffering.

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But how far it is reachable to the victims is questionable. Authorities are present from the beginning of crises, but their contribution tends to decrease due to lack of interest in the issue. People once got into power tend to forget their duties; it not only affects the people in need but also affect the officers working under them who wants to contribute their part in the event. They try to put restriction on the officers working under them. The real motive of their appointment is lost when they come to power.

To have effective work by the authorities in position, it should be kept in mind that the work provided by them is a moral act. This act should not be confused by someone's legal duty. Hence the people in power can change the whole concept of providing support if they believe that the duty performed is not a mere obligation but as a moral behaviour.

The most tragic scars are the hidden scars. And these scars can only be destroyed if the provision of mental health and psychosocial support services at the community level are not only seen as a vertical or free-standing intervention offered in a health facility. Rather, it needs to be part of broad integrated platforms where population, community and health care authorities provide basic services and security. Through participatory approaches, they try to promote community and family support and strengthen coping mechanisms. The main objective is not only to improve people's daily functioning and wellbeing but also to protect the most vulnerable group of the society e.g., women and children, adolescents, elderly, and those with severe mental illness, from further adversity. They try to empower them through them participate in society and to take charge of their lives as valuable members of society.

Suggestions:

- To improve the condition of child victims, proper child care facilities should be established.
- Women victims shall have support group from the village they belong.
- Better communication skills between authorities responsible for improving the victim's conditions.
- Rehabilitation centres should be established.

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- Economic security should be backed by both governmental as well as non-governmental organisation.
- Forensic Interview with children victims should be promoted.
- Awareness among youth should be crated.
- Strengthen IHL law among the states and it should be included as a compulsory Paper for all academic purposes.
- Organise various Research Conference to make awareness among the general public.
- Improve condition of volunteers by giving them economic, social and educational benefits. They should be provided with scholarship so that they can be educationally supported by ICRC.
- Recognition of volunteers nationally and internationally, giving benefit to them directly so that they will be sustainable help from that generation.

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