## **RESTORING FAMILY LINKS (RFL) IN NUMBERS - 2015** 38,594 free phone calls National/International direct calls 48,739 free phone calls 23,538 Red Cross messages exchanged National/International direct calls Hand-delivery family news 764 Red Cross messages exchanged 1,013 tracing requests Hand-delivery family news On-the-ground individual search 8 tracing requests 7.351 **names** On-the-ground individual search Publicized in the media (BBC radio programme) 12,847 free phone calls 158 salamats National/International direct calls **Ethiopia** 3.069 Red Cross 19,652 free phone calls messages exchanged National/International direct calls Hand-delivery family news Sudan 6,103 Red Cross messages 86 tracing requests exchanged On-the-ground individual search Hand-delivery family news 47 unaccompanied minors 374 tracing requests Reaistered On-the-ground individual search 1,119 Red Cross snapshots 1,129 Red Cross snapshots Published Published 33 separated children 97,416 free phone calls Registered National/International direct calls Tanzania Kenya 3,977 Red Cross messages exchanged Hand-delivery family news 95,458 free phone calls 173 tracing requests National/International direct calls On-the-ground individual search 21,833 Red Cross messages exchanged 91 unaccompanied minors Hand-delivery family news Registered 776 tracing requests 3 family reunification On-the-ground individual search For unaccompanied minors and vulnerable 13 unaccompanied minors - Unaccompanied minors: Children separated from both parents or the customary/legal quardian who is usually responsible for taking care of them.

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<sup>-</sup> Separated children: Those separated from both parents or the customary/legal guardian who is usually responsible for taking care of them but not necessarily from other relatives.

<sup>-</sup> Phone call service: The provision of free telephone calls to people affected by conflicts or disasters to establish and maintain contact with their relatives.

<sup>-</sup> Red Cross Messages: Brief written messages that enable people separated from their loved ones to connect and continue exchanging family news.

<sup>-</sup> Tracing Requests: Formal request from the family of a missing person to get assistance in locating the individual and to restoring contact.

<sup>-</sup> Salamats: Messages exchanged between detainees and their family members