

ANNUAL REPORT 2022

FAST (FIRST AID SUPPORT TEAM)



MISSION & VALUES

FAST (First Aid Support Team) is a non profit organisation of health professionals who provide high quality care to displaced people across Northern France. We strongly believe in the fundamental human right that everyone deserves to be treated with dignity and respect. We apply this fundamental human right in our day-to-day efforts when providing first aid to people forced from their homes by violence, persecution, and poverty.

We aim to deliver the highest quality care despite limited resources. We work in solidarity with displaced people providing first aid, first aid supplies, and assisting them to access appropriate medical, dental, or emergency healthcare services. Whilst we try not to medicalise displaced people, we treat them with the same respect we would as with patients in our own countries and provide them with confidential, culturally sensitive, and safe care.

FAST is an entirely volunteer led organisation, from its field volunteers to its board. We aim to have a continuous presence in Calais and Dunkirk, so that people are able to trust in the service we provide. Volunteer safety is paramount and we provide training before arrival, supervision during volunteering, and aftercare. We aim to nurture a culture of openness where volunteers are able to discuss first aid queries, support one another, and adapt the service as needed.

Ultimately, we envision that no one will need to suffer in the camps on Calais and Dunkirk. The United Kingdom and French governments must work to provide safe and legal routes of passage to stop this ongoing human rights abuse. We continually advocate for displaced people on our social media channels, and through our work with other organisations on the field. As part of the larger network, we hope that all displaced people can be safe and free from violence.

MESSAGE FROM THE BOARD

2022 marks a year since the tragic deaths of twenty-seven displaced people in the English Channel; the largest loss of life there since WW2. Despite this tragedy and the media coverage it received, the conditions faced by displaced people in Northern France remain dire. An estimated 500 men currently reside in makeshift camps in and around Calais, with another 1,000 in the Grande-Synthe area, where families are also present.

Access to healthcare is limited and inadequate for the needs of the vulnerable population. Many suffer from untreated illnesses and injuries due to lack of access to medical facilities and resources. There is an urgent need for increased healthcare support for displaced people in Calais and Dunkirk.

Over the past year, FAST has grown as an organisation with the help of coordinators and volunteers who continue to work tirelessly to provide aid and support to displaced individuals in need. During each distribution we record the number of people we provide with first aid, first aid materials, and referrals to other services. This has enabled us to tailor our services to meet the specific needs of the people we assist.

In 2022 we provided aid on 9770 occasions, averaging 89 contacts with displaced people each day, and bringing our total contacts to well over 40,000 since 2019. Additionally, we have made 658 referrals to other healthcare professionals, ensuring that those in need receive the specialised care they require. We have also been working closely with other organisations and agencies to provide a comprehensive and coordinated response to the needs of the displaced individuals.



On August 12th, 2022, the FAST board was able to gather in person for the first time since the onset of the COVID-19 pandemic. This meeting was a crucial step in our organisation's development, as it allowed us to launch a new volunteer application process, improve our policies, and recruit a logistics coordinator to support our efforts. As we look ahead, we are committed to holding annual board meetings to ensure the continued growth and success of our organisation.

Our work would not be possible to carry out without the help of volunteers, our coordinator team and by the many donations we have received. Therefore, we want to thank you all very much.

In solidarity,

The FAST Board





The Board

Nynke van Dijck	<i>Board Chair</i>
Mark Baker	<i>Board Secretary</i>
Sabine van Hoften	<i>Board Treasurer</i>
Rosie Watts	<i>Education & Training</i>
Jackie Wood	<i>Recruitment and Volunteer Management</i>
Alice Beal	<i>Social Media & PR</i>

The Board is responsible for defining and agreeing the long-term vision, strategic planning and budgeting of the organisation. Our board members are volunteers and are not entitled to any financial compensation.

Name	FAST (First Aid Support Team)
Address	Mijndenhof 253, 1106 GK Amsterdam
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BIC/SWIFT	BUNQNL2AXXX

Since 2008 the Dutch Tax Administration can designate an institution to be a “Public Benefit Organisation” (Dutch: *Algemeen Nut Beogende Instelling*, ANBI). At least 90% of the efforts of an ANBI has to be focused on the general good.

In January 2019 the Dutch Tax Office recognized that FAST is a Public Benefit Organisation or Charitable Organisation.



FINANCIAL SUMMARY

Despite the challenges of the past financial year, we are grateful to have received continued support from individual donors, foundations, and our volunteers. Our gratitude goes out to all of our individual donors who have contributed to our cause.

We are deeply appreciative of the support provided by Human Aid Now. Their generous donation towards the repair of our vehicle has been vital to the continuation of our operations. Additionally, their support of our long-term volunteers has been invaluable in enabling us to provide essential medical assistance to those in need.

We would like to extend our sincere gratitude to the Haella Foundation for their financial support. Their contribution has been instrumental in allowing us to continue our mission of providing medical aid to those in need. We are grateful for their ongoing commitment to our cause.

We would also like to extend our heartfelt thanks to the Stiftung for their generous donation. Their support has been crucial in enabling us to continue our mission and we are deeply grateful for their partnership.

In 2022, FAST had lower volunteer costs than predicted due to a period where we were unable to recruit a field coordinator and therefore did not have a team on the ground. During this period there were therefore no associated expenses of providing accommodation, fuel, or medical supplies and equipment. We were disappointed to not be able to provide a consistent service throughout the year and are working hard to ensure we can provide a regular service in future. Despite this, we were still able to make a positive impact and provide essential care to those who needed it most.



As the cost of living and inflation continues to rise, so do the costs of essential medical supplies. This is a major challenge for organisations like FAST, as we rely on these supplies to provide vital aid and support to displaced individuals.

FAST also distributes non-food items (NFIs) that are related to health and hygiene. This includes items such as hygiene kits, which may contain items like soap, tissues and facemasks. These distributions are an important part of FAST's overall mission to provide essential support to those in need, and help improve the overall health and well-being of the refugee population in Calais. For our NFI distribution, FAST is trying to give the best and culturally appropriate options to people, such as Miswaks (traditional oral hygiene tools used particularly in the Middle East and Africa).

Regular funding from donors is critical in helping us to keep up with these rising costs and secure the supplies we need to provide essential care to those in need. This ongoing support allows us to plan for the future and budget for the increased costs of medical supplies caused by inflation.



Balance 31-12-2021	€ 2032
Difference income/expenses	+€ 1029
Balance 31-12-2022	€ 3061

Income

Paypal	€ 634,44
Facebook	€ 2641,31
Direct Donations	€ 1963,15
Website Donations	€ 2163,95
Stiftung: do	€ 2000
Haëlla Foundation	€ 10.000
Human Aid Now	€ 1140
Total income 2022	€ 20.542,85

Expenses

	Estimated expenses	Actual expenses
<u>MATERIALS</u>		
Medical / Hygiene materials	€ 15.000	€ 10.561,34
NFI distribution	€ 1000	€ 1297,91
Other Materials	€ 1000	€ 0



<u>VOLUNTEER</u>		
Accommodation volunteer	€ 7200	€ 450,52
Travel Expenses	€ 750	€444,52
Other Volunteer cost	€ 500	€ 0
Training Volunteers	€ 500	€ 0
Administration system volunteers	€ 1000	€ 0
<u>FIRST AID TRAINING FOR PARTNERS</u>		
First Aid material	€ 200	€ 0
Information material	€ 150	€ 0
Travel expenses	€ 100	€ 0
<u>TRANSPORT</u>		
Car maintenance	€ 500	€ 1148,62
Fuel	€ 2500	€ 1901,60
Road Taxes	€ 600	€ 558,92
Car Insurance	€ 1000	€ 847,33
<u>ORGANISATION FEES</u>		
Office supplies	€ 50	€ 0
Fundraising/PR	€ 350	€ 0



Administration Fees	€ 300	€ 452,59
Board fees	€ 50	€ 744,69
Overhead	€ 500	€ 0
Total expenses	€ 33.250	€ 18.408,04

TREATMENTS

Overall, from January 1st till December 31st 2022, aid has been provided **9770** times. On average, **89.3** people received aid each distribution day.

Aid is recorded and categorised into;	Total
Requests – We are able to provide a range of items to support people’s health and well-being including Vaseline and skin creams, multivitamins, tissues, condoms, face masks.	4268
Coughs and Colds – Symptomatic relief and advice provided for coughs and colds. VapoRub, Olbas oil, lozenges	2053
Dermatology – General term to reflect treatments (ointments, dressings) for insect bites, rashes, and moisture-associated skin damage	854
Gastrointestinal – Refers to over the counter diarrhoea and constipation remedies	212
Wound Care – Refers to cleaning, dressing, and ongoing support of wounds	864
Locomotor – Refers to advice, creams such as deep heat, and supports given to those suffering from joint aches and pains	559
Trauma – Refers to recent wounds, fractures, and serious MSK complaints	92
Other – Multiple presentations fall under this. Including eye conditions, dehydration, ear complaints etc	210

As a first aid organisation, a large part of FAST’s work is triaging and referring people to medical organisations. Over this period 658 referrals have been made: 490 to **medical clinics**, 141 to **dental clinics**, and 27 to **emergency services**.



During this period, regular distributions occurred at different locations. Often multiple locations were attended in a single day. The majority of the locations we attended were makeshift camps and informal settlements, often located in remote areas. As a result of the dynamic nature of Calais and Dunkirk, these locations evolved and changed over time, often as a result of evictions by local police forces. Despite these challenges, our team of dedicated field coordinators and volunteers were able to adapt and continue providing vital aid to those in need.

This report presents data collected between the dates of January 1st, 2022 and December 31st, 2022. It should be noted that while we have made every effort to ensure the accuracy of the data recorded, it is possible that some patient treatments may have been omitted. However, the data we have collected provides a snapshot of the scale of the crisis and the impact of our work. It is clear that the need for our services remains high, with FAST providing aid over 9770 times and making over 658 referrals to healthcare professionals during this period.

As the situation in Northern France is not improving, we anticipate that the demand for our services will only continue to grow.

VOLUNTEERS

In 2022 we were joined by 3 dedicated coordinators and 42 short term individuals coming from various countries. Because we were not able to have a field coordinator present at all times, we were not able to provide a full year's service. FAST operated in the following periods:

- 01/01/22 to 31/05/22
- 05/09/22 to 13/11/22
- 19/12/22 to 31/12/22

We have also recruited 8 remote volunteers, who will support us with social media, logistics and other admin support.

Field volunteers play a crucial role in providing aid in Calais. Without the dedication and hard work of volunteers, organisations like FAST would not exist. FAST volunteers are highly trained healthcare professionals who often work long hours, in difficult conditions and without receiving compensation for their time and effort. Their selflessness and commitment to helping others is truly admirable and greatly appreciated by the refugee community, aid organisations, and the FAST board. They are an essential part of the humanitarian efforts in Calais, and their contributions are invaluable.





LESSONS LEARNED

As a grassroots organisation, FAST is constantly working to improve its processes. With a dynamic and dedicated board, the organisation is able to benefit from a mix of fresh ideas and energy, as well as a diverse range of experiences and backgrounds. Our members range from senior nurses, professionals working with asylum seekers, and junior doctors. The board's dynamic skill set and energy allows us to learn from our field coordinators and field volunteers so that we can act on their ideas on how to continue to provide effective care to displaced people.

A great example of improvement is the implementation of a new volunteer registration system; Better Impact. This system allows volunteers to better prepare for the situation they will be facing, and ensures that they understand our policies and procedures, such as safeguarding and safety policies (which they have to agree with, before being able to start working on the ground). The system also allows us to keep track of volunteer information, availability, and skills, which helps us to match volunteers with the most appropriate roles and tasks. Additionally, the system helps us to quickly and efficiently register new volunteers, so we can get them on the ground and provide aid as soon as possible. Overall, this new system has greatly improved our volunteer experience and has helped us to better serve the needs of displaced people in Calais.

In 2023, FAST is focusing on improving our logistical system and reducing our environmental impact. A strong logistical system is essential for ensuring that we can provide timely and effective aid. It also helps us to manage our resources more efficiently and reduce waste. Additionally, by reducing our environmental impact, we can minimise the negative impact of our operations. This is important from both an ethical and a practical perspective.



In 2023 we want to continue regular board visits to Calais and Dunkirk. It is important for the board members to visit the project in Calais because it allows them to gain a firsthand understanding of the conditions and challenges facing displaced people and our operations on the ground. This knowledge is essential in making informed decisions about the direction and strategy of FAST. Additionally, visiting the project allows board members to connect with the volunteers to build a sense of community and shared purpose among the members of the organisation. It also allows for a better understanding of the work, and the problems that arise, which can be resolved by the board.

It is our dream that the dire conditions faced by displaced people in Calais and Dunkirk no longer exist and that aid is no longer necessary. However, as long as there are people in need of assistance, we will remain committed to providing aid and support.

