



# RESTORING FAMILY LINKS

FAMILIES BELONG TOGETHER



ICRC

*We believe in a world where all people are able  
to maintain links with their loved ones  
and are protected from being separated or going missing.*

Whether it is in peacetime or during a crisis, we will do all we can to prevent people from becoming separated from their loved ones or going missing. We restore and maintain family links and family unity, we clarify the fate and whereabouts of missing persons, and we support the families left behind.

Family members can become separated or go missing as a result of conflict, disaster, along a migratory route or during other situations requiring a humanitarian response. This can lead to many years of anguish and uncertainty.

Restoring Family Links Strategy for the International Red Cross  
and Red Crescent Movement 2020–2025 aims to:

**PREVENT** family  
separation and  
people from  
going missing  
and maintain  
family links

Increase the  
**ACCESSIBILITY**  
and availability  
of RFL services

Increase  
the provision  
of **ANSWERS**  
to families

Provide  
personalised  
**SUPPORT**  
to families  
of missing  
persons and  
separated families

by calling for

Participation of affected people and communities in the development of RFL services

Investment in strengthening RFL capacity and emergency response

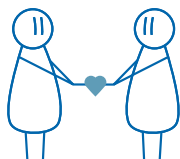
Protection of individuals by protecting their personal data

Systematic and targeted RFL promotion and communication

Mobilization and partnerships with other actors

Focus on RFL needs within the context of migration

## WE KEEP FAMILIES TOGETHER



We want to make sure that families stay together. We help to protect family links by putting family members back in contact with each other or by reuniting them with their relatives.

We step in when communications systems break down to give families the chance to get in touch with each other.

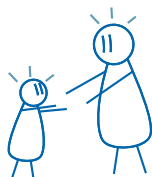
## WE CAN BE REACHED EVERYWHERE



We want families to know that we can help them. We want them to be able to contact us easily and to feel safe when they do so, wherever they are.

We have a global network of staff and volunteers ready to help and we can be contacted in person, through a website or hotline. Our Family Links Network has a physical presence around the world and we offer tools to ensure that everyone can access our services, even remotely.

## WE PROVIDE ANSWERS



We try to tell families about what has happened to their loved ones as soon as possible.

Our staff and volunteers search for missing people to provide answers to their families. We offer support to States to ensure they fulfil their obligations in clarifying the fate and whereabouts of missing persons.

We adapt our search to the individual circumstances and context of each case. We continue for as long as it takes.

We make sure that the way we manage data will not put people at risk and we protect the personal data of the people we help.




## WE LISTEN AND PROVIDE SUPPORT



No one should suffer alone or in silence.

While looking for a family member, we support families throughout the process. We are here to listen and to help them with the challenges they face.

We help people around the world affected by armed conflict and other violence, doing everything we can to protect their lives and dignity and to relieve their suffering, often with our Red Cross and Red Crescent partners. We also seek to prevent hardship by promoting and strengthening humanitarian law and championing universal humanitarian principles.

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**International Committee of the Red Cross**  
19, avenue de la Paix  
1202 Geneva, Switzerland  
T +41 22 734 60 01  
[shop.icrc.org](https://shop.icrc.org)  
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