



Beneficiary Using RFL Phone Connected to WI-FI Downloading the RedSafe App for Face Tracing in Mantapala Refugee Camp in Nchelenge District

## Service Areas

Restoring Family Links Services are available in Lusaka at Makeni Transit Camp, in Luapula, Nchelenge District, at Mantapala Refugee Settlement, and in Northwestern Province, Solwezi District at Meheba Refugee camp.

Contact us: [rfl.zambia@redcross.org.zm](mailto:rfl.zambia@redcross.org.zm)  
Zambia Red Cross HQ,  
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Plot 2837 Longacres  
Lusaka Zambia

## About Us

Zambia Red Cross Society (ZRCS) is a leading humanitarian organization dedicated to providing timely and effective assistance to vulnerable communities affected by disasters and emergencies. Guided by the principles of humanity, impartiality, neutrality, universality, voluntary service, unity, and independence, we work hand in hand with government authorities and partners to deliver life-saving support and restore dignity to those in need. These services are in Partnership & collaboration under the auspices of Commissioner for Refugees and United Nations High Commission for Refugees, who are the custodians of the camps.



### Contact Us:

**Toll Free 7373**



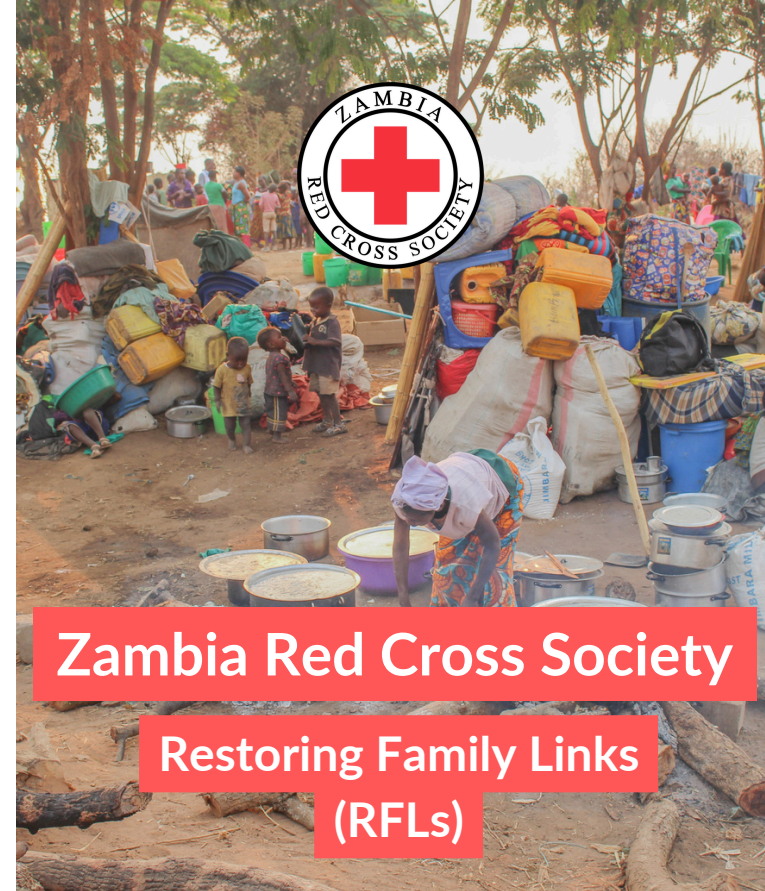
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Restoring Family Links (RFLs) program facilitates reconciliation of families separated during crises, by tracing and reuniting missing persons with their loved ones, and restoring & maintaining family connections for those displaced by armed conflicts & man - made disasters.

***Your privacy is protected!***

***Saving Lives, Changing Minds***

***Toll Free 7373***



ZRCS Volunteer Assisting a Refugee Beneficiary to Make a Phone Call at Mantapala Refugee Camp in Nchelenge District

## What is Restoring Family Links (RFL)

Zambia Red Cross Society (ZRCS) provides Restoring Family Links (RFL) services as part of the global International Committee of the Red Cross (ICRC) and Red Crescent network, working to address the painful uncertainty faced by countless families separated annually by armed conflicts, disasters, and migration. With support from partners including ICRC and IFRC, these vital services prevent family separation, restore contact between loved ones, locate missing persons, clarify the fate of those reported missing, and support vulnerable individuals affected by humanitarian crises and displacement. RFL services prioritize:

- Disaster-affected communities Refugees and migrants
- Unaccompanied minors and vulnerable individuals

## Services

### Red Cross Messages

Secure, neutral communication to restore contact between separated families.

### Tracing Services

Support to search for missing family members through case documentation and cross-border networks.

### Family Reunification

Specialized assistance for vulnerable minors and long-term separation cases.

### Psychological Support

Trauma-informed care and referrals to protection agencies.

### Digital Solutions

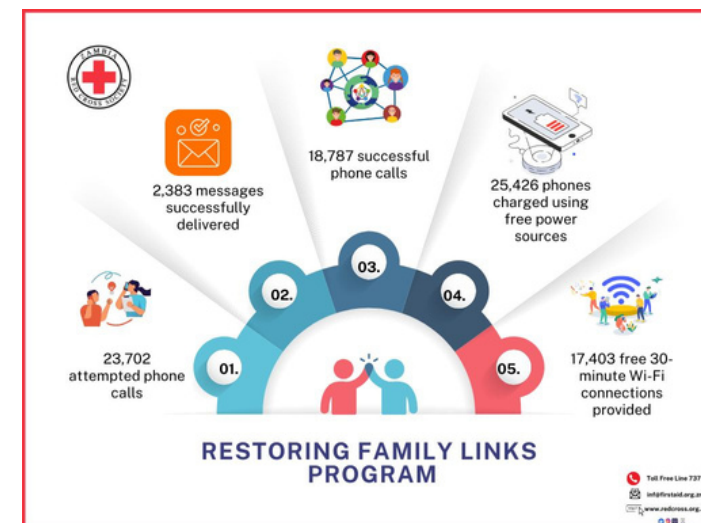
- Trace the Face: Browse photos of adults searching for family.
- Free Wi-Fi/Charging: 30-minute internet access or phone charging that is at Mantapala and Meheba Refugee Settlements.

### RFL Phone Calls

Free 3-minute national/international calls to reconnect families



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Highlights of Restoring Family Links (RFL) Programs in 2024

## How to Access Help

If you've lost contact with family due to conflict or disaster, Zambia Red Cross Society can help. Simply.

Visit the nearest ZRCS office in Lusaka, Meheba, or Mantapala.

Share your details – Provide as much information as possible such as names, photos, last known location

We'll activate our local and global networks to search and contact you immediately when we find any news.

**All services are free and confidential!**