



HIGHLIGHTS

818,809

Core Relief Items distributed

6,294

Accommodation places with services for relocation candidates and other asylum seekers (including 128 for unaccompanied minors) established

2,201

Shelters solutions distributed (Family tents, Refugee Housing Units, Rub halls, Containers) mostly in the Government established sites

525

Water and Sanitation facilities provided to partners and cleaned on monthly basis

4

Blue Dots – Child and Family Support Hubs established and fully operational

577,500

Portions of food distributed in Eidomeni informal site as stop gap measure

247

Interpreters employed for UNHCR, partners, the Greek Asylum Service and EASO

116

Staff in support of the Greek Alternate Ministry of Migration Policy, Asylum Service, First Reception Service, and Municipality of Lesbos

121

Community outreach/ social workers provided for the sites in the mainland

41

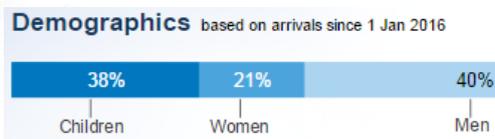
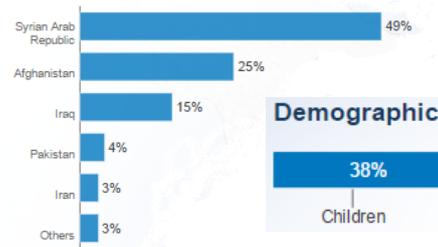
Inter-agency coordination sectoral working groups established and chaired/co-chaired by UNHCR at country and field levels

Population of concern

A total of **58,130** people of concern in over 43 sites throughout mainland Greece, six Aegean islands and UNHCR accommodation scheme.

Top-10 nationalities of Mediterranean sea arrivals

Top-10 nationalities represent **100%** of the sea arrivals based on arrivals since 1 Jan 2016



UNHCR Presence

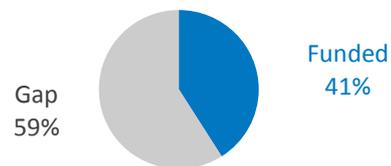
Staff: **451** in total

329 national staff (including staff in support of authorities)

122 international staff (majority Emergency Deployment)

Funding USD 299.6 million requested

USD 123.4 million received



Dead and missing

272 dead- 152 missing (2015)

138 dead- 24 missing (5 May 2016)

(Source: Hellenic Coast Guard, Greek territorial waters)

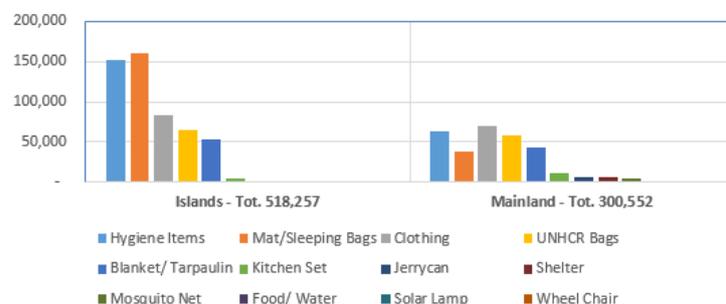
Offices:

- 1 Representation office Athens
- 5 Offices on the mainland (Thessaloniki, Polykastro, Larissa, Ioannina, Attica)
- 6 Offices on the islands (Lesvos, Chios, Samos, Leros, Kos, Rhodes)

Technical Unit

	National	International
Shelter/site management	4	5
Health Officer	1	2
WASH	3	3
CCCM	6 (planned)	2 (3 more hired)

Core-relief Items distributed 1 January - 30 May 2016



OPERATIONAL CONTEXT

The situation in Greece considerably changed in March 2016, with the closure of the border between Greece and the Former Yugoslav Republic of Macedonia (fYRoM) on 8 March and the entry into effect of the EU-Turkey statement on 20 March. **Arrivals to Greece have drastically decreased** due to several reasons, including an understanding among the refugee and migrant populations that the Balkan route is closed, the expected consequences of the EU-Turkey statement, and increased patrolling in Western Turkey and the Aegean Sea. The average arrivals on the Aegean islands have dropped from 2,000 per day in the months of January and February 2016 to less than 100 in April and May 2016. As a consequence, **UNHCR reviewed its response to focus on a static population living in an urban context and being hosted in emergency sites or existing buildings in need of rehabilitation to become operational and to be used as accommodation.** Refugees and migrants are divided into two categories that are subject to different administrative treatments, depending on their date of arrival in the country, before or after 20 March.

The vast majority of **those who arrived on the islands in Greece prior to 20 March** have been transferred to the mainland. As of 31 May 2016, according to the figures provided by the Greek Government, there are **44,165 refugees and migrants hosted in 43 sites established by the authorities throughout mainland Greece and in informal sites, and over 5,500 in UNHCR managed accommodation scheme for relocation candidates and other asylum seekers.** Additional 1,100 reception places for asylum seekers are funded by the State and run by NGOs. Sites are managed either temporarily by the Army, local authorities or the Alternate Minister of Interior in charge of Migration Policy, with populations ranging between 200 and 4,000 persons. In addition, one of the sites, Lagkadikia, is co-managed by the Ministry of Migration Policy and UNHCR. The quality and scope of services offered at each site varies. The main challenges include the current insufficient capacity of the Asylum Service to register and process asylum claims and the limited reception capacity and provision of services. UNHCR conducts regular assessments of all the sites and produces a daily updated [online map](#) and [detailed site profiles](#).

On 24 and 25 May 2016, the Greek authorities evacuated Eidomeni informal site. UNHCR and other humanitarian actors supported the operation, which was conducted smoothly, however expressed concern about the sub-standard conditions at the newly established sites and **reiterated their support to the Greek authorities in improving the sites and responding to the urgent needs of the population.** Dismissed industrial facilities (warehouses) were identified and used as temporary accommodation structures. Several need urgent improvement and UNHCR and NGOs have been approached for support. The intervention plans are being finalized, but in some of the facilities there is limited possibility for substantial improvement of the infrastructure and should be only be used for a very limited time.

Those who arrived after 20 March on the Aegean islands have been kept in the hotspot facilities or Reception and Identification Centres (RIC) under the First Reception Service/Reception and Identification Service (RIS), until they are registered and processed, under restriction of liberty, as per the Greek law. **A total of 8,456 refugees and migrants are present on the islands as of 31 May.** Following the conversion of the hotspots into closed facilities, reception conditions for new arrivals have deteriorated and some facilities became overcrowded, such as Moria hotspot in Lesbos, Vial hotspot in Chios and Vathy hotspot in Samos. Anxiety among refugees and migrants has been mounting due to uncertainties about their future, lack of information and poor reception conditions, creating security risks for the refugee community and the actors operating at the hotspots. The limited processing capacity of the Greek Asylum Service resulted in people staying on the islands for a considerable period of time, while their asylum claims are being examined. While UNHCR and most humanitarian partners suspended some of their activities in the closed facilities, **UNHCR has maintained its presence to provide information on the rights and procedures to seek asylum, to identify and refer people with specific needs and to carry out protection monitoring.** The gradual regularization of the administrative treatment of refugees and migrants arriving on the islands as per the Greek law requirements, the exception of vulnerable population from detention and the implementation of other **alternatives to detention by the authorities promoted by UNHCR has allowed the resumption of further services in some closed facilities** in support to the efforts by the Greek authorities and in close collaboration with other humanitarian partners. Meanwhile, returns to Turkey started on 4 April, with 441 people who opted not to seek asylum in Greece returned until 31 May 2016.

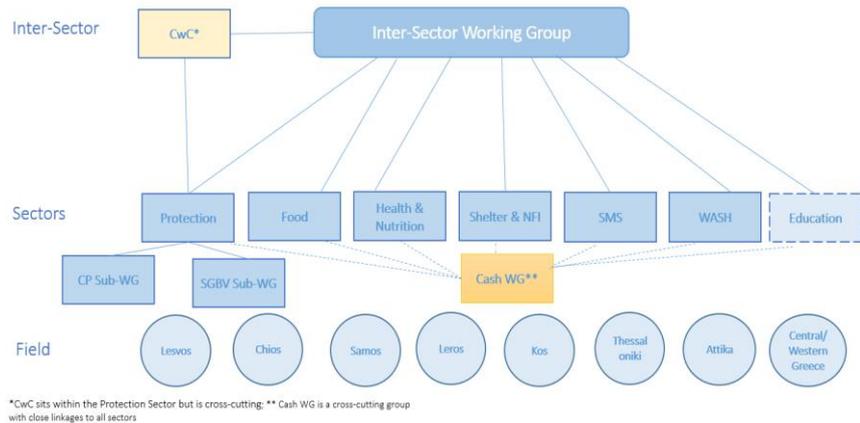
INTER-AGENCY COORDINATION

- The coordination of the response is the primary responsibility of the Alternate Minister of Migration Policy Office. Several line ministries participate or chair one of the 41 sectoral working groups which are supported by UNHCR to ensure efficient coordination.

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- Over 40 national and international NGOs are participating in 11 national level working groups, including 7 governmental counterparts. To ensure coherence and quality in the response, several working groups drafted minimum standards for interventions, have conducted joint assessments and engage in a complementary gap analysis and response per site. As of now, three [workshops on leadership and coordination](#) have been conducted by UNHCR, with funding from the European Commission’s Humanitarian Aid Department (ECHO), which trained 62 humanitarians engaged in sector coordination including the government counterparts. UNHCR regularly updates a number of important analytical information products such as the site profiles, the population data and a sectoral gap analysis. The [data portal](#) functions as entry point for information sharing and dedicated sector updates are regularly made accessible to a wider public.



MAINLAND RESPONSE

Protection

- Provision of information.** UNHCR continues to conduct group and individual information sessions on asylum in Greece, family reunification and relocation for those residing in the sites on the mainland, in close cooperation with the Greek Asylum Service and EASO. UNHCR has been providing assistance in Eidomeni, at the border with FYRoM, since August 2015, and is the only humanitarian agency who is present (on mobile or permanent basis) in all the sites throughout the mainland. Through its dedicated team focusing on **Communication with Communities (CwC)**, UNHCR developed tools and messages used in the temporary accommodation sites to ensure two-way communication with the refugees and migrants. Through this approach, essential information are collected regarding the population profile, needs and vulnerabilities, in order to facilitate and design targeted response and dissemination of legal information to the community. UNHCR employed **143 translators** for the emergency



Ramp for disabled people installed by UNHCR in Eleonas site in Athens © UNHCR/ M. Michailidou, 6 June 2016

operation, through its partner METAdrasi and directly, as well as **121 community outreach/social workers** through the Greek Council for Refugees (GCR) and the Greek Forum of Refugees (GFR).

- Support to people with specific needs.** UNHCR is also assisting hundreds of people with specific needs, including extremely vulnerable individuals, through identification, referral and support by partners, including GCR, Praxis, METAdrasi, Arsis, Solidarity Now, Ecumenical Refugee Program (ERP) and Danish Refugee Council (DRC), and in close collaboration with the authorities. At the sites on the mainland, UNHCR facilitated access to adequate shelter and services for people with specific needs, including by providing ramps for disabled individuals and other infrastructural adjustments, such as the ones implemented in Elliniko I, II and III and Eleonas sites, in Athens.
- “Blue Dots” Child and Family Support Hubs.** UNHCR leads the coordination and provision of standardized essential protection services and referral systems for children and families in all the main sites on the mainland, also through the establishment of “Blue Dots” Child and Family Support Hubs. Three of them are already fully operational in Elliniko I, Elliniko III and Schisto in the Attika region and three partially operational in Diavata, Cherso and Nea Kavala in Northern Greece. Services provided by UNHCR and partners in these locations include: restoring family links, referrals for family reunification, child friendly spaces, dedicated mother and baby/toddler spaces, multidisciplinary teams with trained NGO professionals able to identify and support children, especially UASC, counselling on nutrition as well as basic legal counselling. Also referral services for cases of violence or health conditions and other circumstances requiring specialized support take place. Depending on assessed needs, specific nonfood

items may be available for women and children, including children with disabilities. The “Blue Dots” Child and Family Support Hubs. The concept of the Child and Family Support Hub was initiated by UNHCR, UNICEF and ICRC in November 2015 in order to maximize coherence and predictability of services for refugee and migrant children and families. National and international humanitarian actors active at the sites and as referral points under the Blue Dots include UNHCR implementing partners: GCR, Save the Children with Faros, Save the Children with Network for Children’s Rights, Save the Children with Arsis, Praksis, Ecumenical Refugee Programme, Samaritan’s Purse, International Rescue Committee (IRC); and operational partners: Hellenic Red Cross, Médecins Sans Frontières (MSF) CH, Médecins du Monde, Solidarités Internationales, Action Aid Hellas, SOS Villages, A21, Women and Health Alliance International (WAHA), Apostolic Church, Health Appeal.



Children play around the Blue Dot Child and Family Support Hub established by UNHCR and its partner Save the Children at Schisto site in Attica region © UNHCR/ C. Wolf, 11 March 2016

- Support to relocation scheme and accommodation capacity.** UNHCR continues to support the relocation process and the reception capacity of the Greek Government by identifying 20,000 places for accommodation, which will complement the Greek Government’s plan to identify 30,000 places, leading to a total of 50,000 country wide. The UNHCR accommodation scheme for relocation candidates and other asylum seekers, funded by the European Union and concluded through a [Joint Declaration](#) by the EC and UNHCR in cooperation with the Greek Alternate Minister of Interior (Migration Policy) in 14 December 2015, has been readjusted to respond to the massive increase of interest towards relocation following the closure of the northern border. While the contracted capacity (in terms of rented apartments, rented hotels, host family scheme and hotel vouchers) is being operationalized in collaboration with NGO partners (Praksis, Arsis, Solidarity Now, Nostos, Iliaktida) and the Municipalities of [Athens](#) and [Thessaloniki](#), the Greek authorities agreed in principle to allocate sites to UNHCR for the set-up and management of “relocation sites” to respond to the emergency needs through centralized accommodation solutions. The first site was established in Lagkadikia, a locality in the Municipality of Lagadas, some 40 Km from Thessaloniki, and hosts about 885 relocation candidates and other asylum seekers. UNHCR is advocating for the prompt identification by the Government of additional places in which relocation sites could be established. Currently **6,294 accommodation spaces** have been created, including **128 places for unaccompanied children**, accommodated in four facilities. A total of 17 accommodation facilities have been identified for the vulnerable asylum seekers, while for unaccompanied children additional 390 accommodation places are planned and 22 under discussion, thanks to the generous contribution by DFID and the European Union. Before the massive increase in arrival of refugees and migrants in 2015, the total reception capacity for asylum seekers in Greece was slightly above 1,000 places and UNHCR scheme has increased the capacity by six times in few months, including provision of basic services in accordance with the Greek legislation. There is however a clear need for a prompt creation of additional places in view of the high demand. Since October 2015, **1,142** asylum seekers have been relocated in other EU Member States and they have all been hosted under UNHCR accommodation scheme while in Greece.



UNHCR provides information on the pre-registration exercise to refugees at Andravidas site in Peloponnesus region © UNHCR/I. Ciobanu, 1 June 2016

- Support to access to asylum and pre-registration exercise.** Preparations have been ongoing for the pre-registration exercise to be conducted by the Greek Asylum Service in all sites in the mainland, with the financial support of the European Union and in partnership with UNHCR and EASO. IOM will also participate for the identification of candidates for assisted voluntary return. As per the [joint press release](#) issued on 14 May, the exercise is aimed at ensuring access to asylum and legal security for all those who arrived in Greece before 20 March and are wishing to apply for asylum in Greece. Asylum seekers cards will be provided to the ones expressing wish to ask for asylum during the pre-registration, they will then legally reside in the country pending the appointment to lodge the asylum application or be considered for relocation to another EU country or family reunification. Recruitment of **116** staff for the pre-registration teams, procurement of equipment and trainings have been finalized. The exercise starts in early June

and lasts for at least six weeks. UNHCR seconded a total of **34** staff to the Asylum Service, whilst **10** UNHCR staff have been deployed from abroad to work for three months on the exercise exclusively and a team of registration experts from UNHCR HQs went on mission for two weeks. Six ‘pre-registration hubs’ were designed, constructed, erected and maintained with provision of full equipment, including 60 laptops, barcodes and stationary. The equipment will be then handed over to the Asylum Service and the end of the pre-registration. A national information campaign was developed, including the design of specific information leaflets, and transport is organized for the refugees to reach the pre-registration hubs and then go back to the sites in which they are accommodated.

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- **Staffing support to authorities and partners.** UNHCR employed **87** lawyers and **10** legal experts are providing legal assistance, counselling and Refugee Status Determination (RSD) quality assurance. Additionally, through funding from the European Union, a Coordinator was appointed and **95** interpreters have been deployed to the Alternate Minister of Interior (Citizen Protection) under the regular programme to support appeals backlog clearance. UNHCR also provided **19** staff in support to the Alternate Minister of Migration Policy at national level and **20** staff in Lesvos, **3** staff to support the Municipality of Lesvos, **68** staff seconded to the Asylum Service, **9** seconded to the First Reception Service/Reception and Identification Service and **9** interpreters to EASO. UNHCR has also increased substantially its human resources through its partners International Catholic Migration Commission (ICMC) and United Nations Office for Project Services (UNOPS).

Education

- UNHCR have been **working with the Ministry of Education (MoE)** on access to education for refugees and asylum seekers in Greece. A ‘Task Force’ between UN Agencies (UNHCR and UNICEF) and the MoE has been established, to contribute to the design and implementation of an education response strategy.
- UNHCR aims to promote the immediate start of non-formal education in all sites in the mainland and thereafter, an integration of refugee children into the national education system, to which MoE agrees to. Currently, both Universities and NGOs are providing **non-formal education activities in more than 10 sites** in the country, in particular in Attica, Central Greece and Central Macedonia. UNHCR support these efforts through its partners Save the Children and DRC.

Health

- UNHCR has been advocating and providing **technical support through 3 health officers to the Greek Ministry of Health** for refugee and migrant population vaccination. Despite a general overcrowding of sites throughout the mainland, no major public health problems are identified for the time being, but UNHCR continues to coordinate with health care actors within the forum of the Health Working Group, both at national and field levels. Protocols for prevention and treatment of scabies have been widely distributed. Psychological counselling has been identified as a mayor need, to alleviate refugees’ distress and sense of frustration.



Food distribution conducted in Eidomeni by UNHCR partner Praksis © UNHCR/B. Baloch, 18 March 2016

Food Security and Nutrition

- Since 15 March, UNHCR has been providing, through partners Praksis and Samaritan’s Purse, **13,750 portions of food on a daily basis for six weeks to refugees and migrants at the informal site of Eidomeni**, including hot meals, sandwiches and soups. This was meant to be a stop gap measure balancing between the importance to cover urgent humanitarian needs and to support the authorities in progressively moving refugees and migrants to more dignified accommodation sites being established throughout the mainland.
- UNHCR complemented the food provided at the official sites by the Hellenic Army, directly or through catering companies, in collaboration with NGOs and volunteers, through the provision of a total of **69,344 portions of dry food and water**. Water and dry food have also been provided in



UNHCR staff in North Greece prepares for the distribution of dry food and buckets for storing food during the holy month of Ramadan © UNHCR/E. Lemal, 6 June 2016

Piraeus Port informal site to complement food prepared by volunteer groups, for a total of 5,016 bottles of water and 1,700 packs of dry food. UNHCR has also been supporting the authorities in involving representatives of the refugee and migrant community in the process of food selection, in order to mitigate the possible tensions which have been recorded in some of the sites during food distribution. UNHCR already implemented this approach at Lagkadikia relocation site with positive results. Plans for the establishment of **communal kitchens** are also being discussed with partners and authorities.

- UNHCR is distributing dry food and non-food items specifically designed to support the refugee population during the **holy month of Ramadan**, with the kind contribution by the European Commission’s Humanitarian Aid Department (ECHO). Over **10,000 buckets** are distributed in the mainland and shades installed.

Water and Sanitation

- In Piraeus informal site, and Alexandreia, Cherso, Diavata, Katsika, and Lagkadikia sites, UNHCR installed and managed a total of **24** toilet container units (120 in total) and **20** shower container units with solar panels (80 in total) and **2** facilities for the disabled. In Cherso, Elliniko I, II and III, Giannitsa, Koutsochero, Nea Kavala and Lagkadikia sites, UNHCR installed and managed **334** individual chemical toilets, **118** individual showers and **6** facilities for the disabled. UNHCR deployed **six WASH officers** for the operation and supports the management of the WASH facilities through its partners IRC, Samaritan’s Purse and DRC.



UNHCR family tents installed at Elliniko III (Baseball Stadium) site in Athens hosting about 1,000 refugees and migrants mainly from Afghanistan © UNHCR/ C. Wolf, 30 March 2016

Shelter and Core Relief Items

- Shelter.** Since the beginning of 2016, UNHCR supported the authorities in expanding the reception capacity on the mainland through the **provision of transitional shelter solutions**, this support is in addition to the establishment of the 6,294 reception places against the 20,000 commitment. The additional support include: **1,314 family tents** for Eidomeni and EKO gas station informal sites, and Elliniko III, Nea Kavala, Cherso, Camping Nireas, Chalkero, Diavata, Giannitsa, Katsika, Pieria (Ktima Iraklis), Petra Olympou, and Lagkadikia sites; **19 rub halls** in Eidomeni and EKO gas station informal sites, and Cherso, Diavata, Elliniko I, Elliniko II; **111 Refugee Housing Units (RHUs)** for Diavata, Giannitsa, Lagkadikia and Nea Kavala sites and Eidomeni informal site. UNHCR also provided **7,777 metal and folding beds**. During winter, UNHCR insulated flooring for RHUs and fitting of inner linings for the insulation of rub halls and heating systems, in partnership with its partner Samaritan’s Purse. Flooring of the tents in Nea Kavala and Cherso is currently ongoing as well as progressive substitution of the Army tents with UNHCR family tents, which allow a better space allocation.



Refugees participate actively in the distribution of NFIs at the relocation site set-up by UNHCR in Lagkadikia and co-managed with the Greek authorities © UNHCR/Y. Kyvernitis, 21 April 2016

- Core Relief Items.** Since the beginning of 2016, UNHCR distributed, directly and through partners Samaritan’s Purse and DRC, and in collaboration with Oxfam, **60 different types of Core Relief Items**, including **63,279** hygiene items, **37,497** mats and sleeping bags, **69,638** clothing, **10,834** kitchen sets, **248** solar lamps and **8** wheelchairs in the mainland. This was possible thanks to funding by the European Commission’s Humanitarian Aid Department (ECHO).

Site Management Support

- UNHCR is supporting the Greek authorities in the management of the sites through the deployment of **11 Site Management Support and Site Planning experts**, by providing technical assistance in the sites and training to the government site managers, both directly and through its partner DRC. In several cases, the sites were open in a very short time and UNHCR site planners are providing support to the authorities in the redesign an improvement of existing sites as well as in the layout and planning of the newly identified.

Access to Energy

- According to UNHCR’s assessment, electricity is available all day in 95% of the sites in the mainland. 70% of the sites have limited internet connectivity. In the mainland, 47 locations have been identified as being in need either of establishment or improvement of internet connectivity. Of these, 18 have active Wi-Fi networks for persons of concern. **In 23 locations, Wi-Fi installations are either planned or already in progress.** The implementation happens through both national and international NGOs and volunteer groups, private sector initiatives as well as Greek civil society organizations.

Community Empowerment and Self-Reliance

- UNHCR and other humanitarian actors, in close collaboration with the authorities, are currently working on the possibility to establish **communal kitchens and other community-based activities and mobilization initiatives** at the sites on the mainland to ensure more dignified living conditions. For instance, at the relocation site of Lagkadikia, UNHCR, partners and the host

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community organized **recreational and informal education activities for children and a workshop for the construction of benches** for the communal areas of the site. Additional 5-6 pilot projects for community-based protection, community mobilization, livelihoods and self-reliance are planned to start in the next weeks in several sites throughout the mainland. UNHCR is already supporting refugee community activity groups in Veria (sewing and hairdressing), in Giannitsa (NFI free shop) and in Skaramangas (food kiosk). UNHCR has also been promoting public awareness and education on the refugee situation through its partner Tenet (Hellenic Theatre/Drama Education Network). The project seeks to provide resources and tools for the promotion of tolerance and solidarity with the aim to eliminate manifestations of racism within the school community, by engaging more than **2,500 members of the local communities** (teachers, students, teacher trainers, youth facilitators, parents) and training at least **1,150 teachers and civil society members**, including human rights organizations and youth animators in the use of experiential learning tools to raise awareness on refugee and human rights issues.

Logistics

- From March onwards, UNHCR supported **bus transfers to support the relocation candidates and other asylum seekers**, to reach the Greek Asylum Service Office, sites and accommodations provided under the UNHCR scheme. UNHCR will provide transport to allow asylum seekers to reach the pre-registration hubs and then go back to their places of accommodation.



A UNHCR staff member comforts a young refugee boy and provided him with a blanket after his boat landed on Lesbos © UNHCR/ H. Holland, 2 January 2016

ISLANDS RESPONSE

Protection

- First line reception upon arrival.** UNHCR, together with partners and other organizations, provides immediate response upon arrival to refugees and migrants in all islands, on the shores and/or at the main ports of entry. Core Relief Items are distributed by UNHCR and through partners and volunteers, and information is provided on the legal procedures that follow. On Lesbos, with the increased arrivals along the southern shores since late 2015, UNHCR introduced **24 hour roving presence in three shifts** to coordinate day/night bus transportation for registration and protection monitoring and presence for arrivals at shore.



Sowes (22) talks with 3 year old Abdulrahman on the balcony of the hotel room they have been temporarily accommodated by UNHCR in Athens. The 2 are amongst the 41 survivors of a boat that sank in the Mediterranean a few days ago causing the death of as many as 500 people who were on board. They drifted at sea for three days before being spotted and rescued on 16 April © UNHCR/A. Zavallis, 24 April 2016

- Provision of information.** UNHCR has been conducting group and individual information sessions on asylum in Greece for new arrivals on the Aegean islands, in cooperation with the Greek Asylum Service and other partners. UNHCR teams provided **over 58,750 information sessions** (for groups and individuals) on the islands of Lesbos, Chios, Samos, Leros, and South Dodecanese, benefitting a total of over **60,000** refugees and migrants.

- Support to people with specific needs.** UNHCR enabled access to specialized services, release from detention, prioritization for registration and asylum procedures, certification of the exemption from return to Turkey based on vulnerability and safe and dignified accommodation to a variety of vulnerable new arrivals, including unaccompanied and separated children (UASCs), elderly, pregnant women, single-headed households, medical cases, families with young



Despite being born without lower limbs, 28-year old Nermin reached rather quickly Samos from Erbil, with the invaluable help of her family and friends. UNHCR provided her with a wheelchair and with hotel accommodation until the completion of her registration procedure © UNHCR/A. Kitidi, 22 January 2016

children, people with disabilities and survivors of shipwrecks. A total of **106** wheelchairs have been distributed. UNHCR has been the main actor **providing and coordinating assistance to the shipwreck survivors**, including accommodation, medical and psychosocial assistance, and information about legal procedures. On Kos Island, a **dedicated transit facility for UASCs** was established in cooperation with the Praxis which provides **157** UASCs a

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protective and child-friendly environment as alternative to detention which was the only mean of custody available in the island. Due to an increase on the number of UASCs, UNHCR also provided **hotel based accommodation as an interim measure**. Accommodation for UASC in apartments is also available on Lesvos through the Iliaktida. Similar efforts to create transit accommodation for UASC are ongoing in other islands. A **“Blue Dot” Child and Family Support Hub is operational in the open facility of Kara Tepe** in Lesvos, and child-friendly spaces have been set-up on all islands. Efforts to **prevent and resolve family separation** continued to be undertaken by UNHCR, particularly during disembarkation and registration process and assisted families separated at the shore to reunite.

- **Facilitation of access to registration procedures.** UNHCR continued to provide regular advice and support, including interpretation services and mediation among the refugee communities and the Police, and to refer for priority registration people with specific need. In all locations, UNHCR raised awareness on the importance of the accuracy of information.

Education



Najah, 22-year-old refugee from Syria, during class, with her 11-month-old daughter Amenah. They are waiting at the island of Leros to re-unite with Najah's husband who is in Germany, and attends an English course organized and supported by the UNHCR 3 times a week. © UNHCR/A. Zavallis, 18 May 2016

- On Leros Island, UNHCR in collaboration with the local authorities, 20 refugee children are enrolled in a local formal language school and have successfully completed their **first month of English lessons**.

Health

- On the islands of Lesvos, Chios, Kos and Samos, UNHCR has been providing new arrivals with **primary health care at the shoreline**, through its partner WAHA, including first aid, triage and referral. **More than 16, 888 medical consultations were provided from 1 January to 31 May by the 11 person medical team**. Five mobile clinics were in operation and seven semi-fixed clinics were also made available. There was one transportation vehicle in operation. The support continued to be provided also following the implementation of the EU-Turkey statement.

Food Security and Nutrition

- A total of **52,456 portions of dry food and water** were distributed to new arrivals in all islands. In Chios, UNHCR along with the municipal site management staff have been providing **meal vouchers to vulnerable or destitute refugees and migrants** staying at the Souda open accommodation site.
- For the **holy month of Ramadan**, UNHCR is distributing dry food and Non-Food Items specifically designed to store the food during the day also on the islands. Over **3,000 buckets** are being distributed.

Water and Sanitation

- On the islands, UNHCR implemented WASH activities through its partner Samaritan's Purse. In **Lesvos** Island, **14** toilet units (**70** in total) were installed and managed, and in Kara Tepe site, comprehensive WASH facilities for **1,200** people were installed. Installation and maintenance of hand-washing stations, toilets, septic tanks, baby-changing stations and rubbish bins and chemical toilets in the North of Lesvos in Skala Sykamineas transit site was also ensured. In **Chios**, UNHCR provided comprehensive WASH support in the site in Souda, including maintenance of toilets, water taps, and potable water through undertaking osmosis works in the water supply. WASH improvements have also been undertaken in Vial hotspot, including installation of hygiene kiosk, blankets' laundry, and privacy screens. In **Samos**, UNHCR provided cleaning and maintenance of Malagari port WASH facilities and site cleaning of Vathy hotspot in March-April 2016. In **Kos**, UNHCR provided beach site cleaning and regular cleaning of Pili hotspot.

Shelter and Core Relief Items

- **Shelter and Hotspots.** In line with its commitment at the EU Leaders' Statement of 25 October 2015, UNHCR has been providing technical support to the Greek authorities for the site planning of the hotspots on Lesvos, Chios, Leros and Samos, as well as some construction works to support those conducted by the Greek Army, including rub hall for the registration area, shelter for the waiting area, **24** prefabricated units and **35** Refugee Housing Units (RHUs) for temporary accommodation in Moria, Lesvos. UNHCR provided a total of **464 shelter solutions** in the islands, at the hotspots, the temporary accommodation sites and assembly points along the shores.

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- **Core Relief Items.** UNHCR, directly and through partners, distributed a total of **151,775 Core Relief Items** including 160,375 mats and sleeping bags, 151,775 hygiene items, 82,886 items of clothing, 3,960 kitchen sets and 106 wheel chairs. In Kos and Kalymnos, during 2016 UNHCR has provided more than 12,700 beds to refugees falling under UNHCR vulnerability criteria.
- **Winterization.** UNHCR through its partner Samaritan’s Purse has been implementing winterization activities during the months of January-March, through insulation, flooring and heating of the shelters in all islands, and providing a heated truck functioning as waiting area for new arrivals at the port of Kos.



A UNHCR staff member distributes winter clothing donated by ZARA to refugee children and women at Kos Island @ UNHCR / M. Procaccini, March 2016

Site Management Support

- UNHCR has been supporting the authorities, directly and through partners, in providing services at the temporary accommodation sites and hotspots, the latter until their conversion into closed facilities for the entry into effect of the EU-Turkey statement. Some activities are currently being resumed, **prioritizing services for vulnerable individuals**. In Samos, UNHCR was managing through its partner Samaritan’s Purse the reception, WASH, shelter allocation, NFI and dry food distribution, maintenance and internet and charging internet, at both Malagari port and Vathy hotspot. In Leros, UNCHR supported the Government in Lepida hotspot through shelter allocation services, NFI distribution, transport and dedicated support to people with specific needs. Similar support was provided in Moria hotspot on Lesbos and Vial hotspot on Chios.

Access to Energy

- Within the islands, 33 locations have been identified as being in need of internet connectivity through free Wi-Fi networks, 12 of which are currently online. The rest are planned or already in progress.

Logistics

- UNHCR has been providing transport services for new arrivals on several islands from the shores to the reception and registration centres, until the entry into effect of the EU-Turkey Statement. On Lesbos, UNHCR has been running a 24-hour bus transportation coverage along the airport road to the port and a hotline system to alert buses of new arrivals. On Kos, between 1 January and 20 March, **1,706** persons have benefited from the provision of UNHCR shuttle service from the coastline to the port. In Leros and Chios, UNHCR provided transport services for the most vulnerable cases from the shores/port to the hotspot.

GAPS, CHALLENGES AND CONSTRAINTS

- Challenges associate with the response are mainly linked to the new operational environment. Reception sites are spread over several regions of Greece with population ranging between 200 and 4,000 persons per site; this requires more staff-intensive operation and coverage through mobile teams for the smaller sites. A further consolidation of sites is expected which will require a flexible programmatic approach on the mainland. In view of the shift from a transit to a static refugee situation, more projects benefitting also the host communities need to be developed in order to ensure peaceful co-existence between the refugee and the local populations. On the islands, operational flexibility is also required in view of the highly volatile environment, in order to maintain life-saving humanitarian response, and at the same time continue building the capacity of the authorities.
- The identification and creation of accommodation places has encountered a number of critical challenges. In particular, the concerns expressed by local authorities and communities, difficulties in the identification of appropriate structures and procedural obstacles. The further success of the Accommodation for Relocation project mostly depends on the active support by national and local authorities.

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WORKING WITH PARTNERS

- UNHCR provides protection and assistance activities directly and through **19 implementing partners** (international and national NGOs) including: Samaritan’s Purse (SP), Save the Children, Danish Refugee Council (DRC), International Rescue Committee (IRC), Women and Health Alliance International (WAHA), International Catholic Migration Commission (ICMC), Ecumenical Refugee Program (ERP), Greek Council for Refugees (GCR), Greek Forum of Refugees (GFR), METAdrasi, Praksis, Tenet (Hellenic Theater/Drama & Education Network), Solidarity Now, Arsis, Iliaktida, Nostos, Médecins du Monde (MdM), the United Nations Office for Project Services (UNOPS).
- UNHCR has also **ongoing partnerships with the national and local authorities**, including the Greek Ministry of Interior and Administrative Reconstruction, the Municipality of Athens and the Municipality of Thessaloniki.

UNHCR Greece Partners 2016				
Sector of Intervention	National NGOs	International NGOs	United Nations	Authorities
Protection	GRC, Praksis, METAdrasi, ERP, Arsis, Solidarity Now	ICMC, Mercy Corps, DRC	UNOPS	Ministry of Interior and Administrative Reconstruction
Child Protection	METAdrasi, Praksis	Save the Children, DRC		
Communicating with Communities	GCR/GFR			
NFI/Shelter		Samaritan’s Purse, DRC		
WASH		Samaritan’s Purse, DRC, IRC		
Site Management Support		DRC		
Health		WAHA		
Education		Save the Children, DRC		
Public awareness	Tenet		UNOPS	
Relocation (accommodation)	Praksis, Nostos, Arsis, Solidarity Now, Iliaktida, MdM			Municipality of Athens, Municipality of Thessaloniki

FINANCIAL INFORMATION

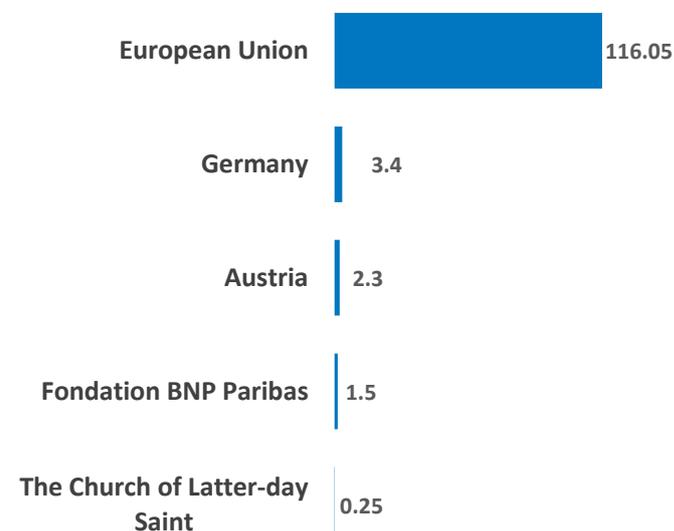
Total recorded contributions for the Greece operation amount to some **USD 123.4 million**.

UNHCR is grateful for the critical support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

UNHCR is having positive discussions with governments and private sector donors for additional contributions which will soon be materialized.

UNHCR is also thankful to donors who provided contributions earmarked to Greece covering 2015 and 2015-2016, including for the winterization appeal (in million USD): [United Kingdom \(4.9\)](#) | [European Union \(3.18\)](#) | [Germany \(2.2\)](#) | [Republic of Korea \(1.5\)](#) | [Private Donors Germany \(1.1\)](#) | [Netherlands \(0.7\)](#) | [Switzerland \(0.5\)](#) | [Human Rights Watch \(0.4\)](#) | [Industria de Diseño Textil, S.A. \(0.3\)](#) | [United Arab Emirates \(0.2\)](#) | [Svenska Cellulosa Aktiebolaget \(0.1\)](#) | [Private Donors Greece \(0.04\)](#) | [Spain \(0.02\)](#) | [Private Donors Italy \(0.02\)](#) | [Private Donors United Kingdom \(0.02\)](#) | [Radiohjälpen \(0.01\)](#) | [Private Donors Japan \(0.008\)](#)

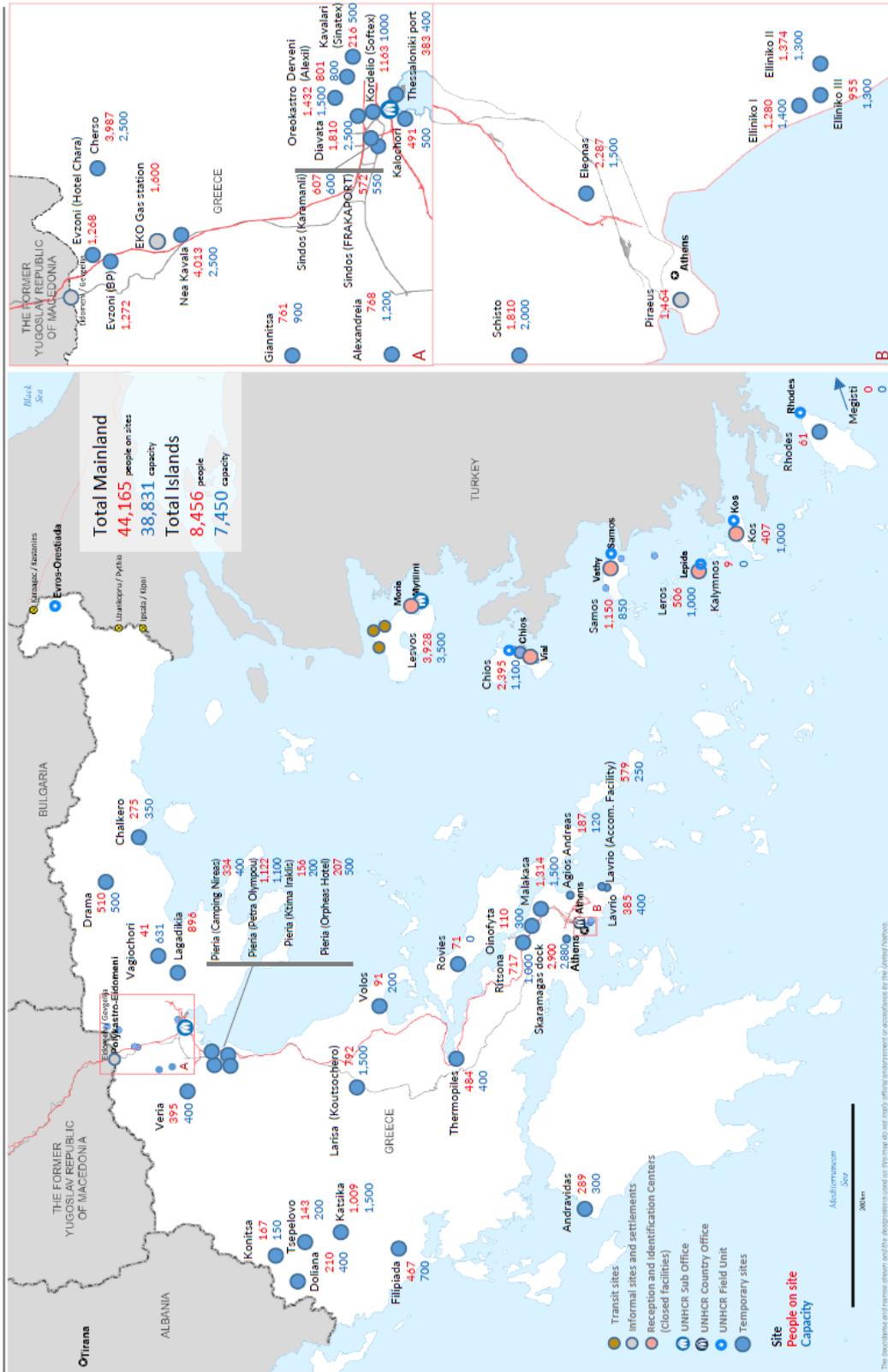
Funding received in 2016 (in million USD)





Europe Refugee Emergency

Daily map indicating capacity and occupancy (Governmental figures)
As of 01 June 2016 08:00 a.m. EET



Presence and capacity are based on Governmental figures from the Coordination Centre for the Management of the Refugee Crisis, as of 01/06/2016 08:00 a.m. Eastern European Time. Online map with additional information: <http://www.unhcr.gr/sites>

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Links: [Arrival figures website](#) - [Refugee stories](#) - [Facebook](#) – [Twitter](#)

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