



Post-Coronavirus Changing Needs Assessment Report



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PREFACE

The main purpose of the Need Assessment report is to identify the risks and needs of Syrians and Iraqis living in Mardin region after the outbreak of COVID-19. In this context, a research has been conducted over changing conditions and needs of people with Syrian and Iraqi ethnicities living in Artuklu, Nusaybin, Kızıltepe and Midyat districts, regarding health, ethics, work conditions and hygiene. Besides, detailed information about the situation that occurred in the neighborhoods after the virus was discussed with the *mukhtars* and CSG leaders. The majority of the Syrians and Iraqis who used to work in certain areas such as construction, carpentry, and delivery, have lost their jobs due to the outbreak.

The report provides information on refugees living in the region after in the context of economic and employment conditions after the outbreak and their livelihood during this process. Due to the temporary shut down of schools due to the outbreak, the necessity for children to follow their classes through an online system has emerged. In this context, the report analyzes the difficulties faced by school-aged children accessing education. In addition, the need of people for hygiene products has increased significantly. For this reason, accessing information to basic hygiene products is shared in the report by considering the curfew for certain age groups, people residing in rural areas and economic insufficiency. Finally, within the current context, whether they received support from any public institution, NGO or INGO is analyzed.

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Methodology

This Vulnerability and Needs Assessment was carried out in November - April 2020. Questionnaire development, data analysis, data collection, and reporting were conducted remotely by WHH staff.

1. Geographic targeting:

- The survey was carried out in 4 different districts in Mardin province: Kızıltepe, Midyat, Nusaybin and Artuklu.

2. Interviews

- The survey was conducted with 100 people.
- LWA's 10 social solidarity group leaders were interviewed.
- *Mukhtars* of different neighborhoods were interviewed.

3. Field Reports

- Field observation reports of Case and Outreach team have been transferred.

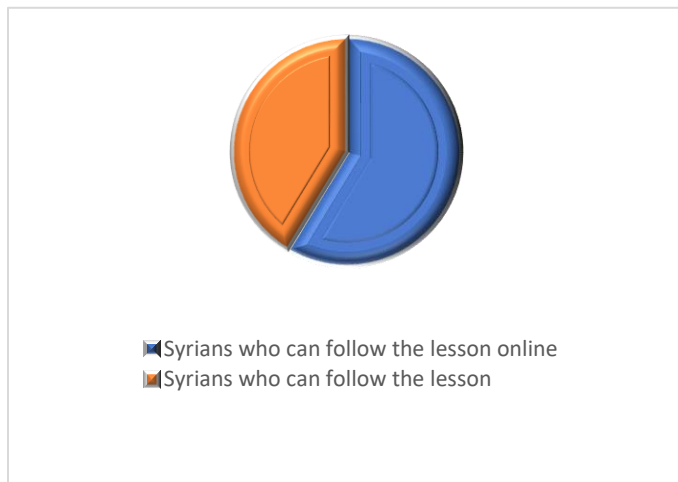
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PROBLEMS, NEEDS AND RISK ANALYSIS

1-) Access to Education

As is known, on March 11, after the introduction of the first COVID-19 diagnosis in Turkey and increased number of cases day by day, in the third week of March, the schools had been on

holiday with the aim to prevent the spread of the virus in the first phase until April 30. In this process, WHH and LWA teams, provided information to Syrian and Iraqis who follow their courses over the online system and also constantly contacted people living in the region to identify changing processes and needs. LWA teams also interviewed with Mukhtars and CSG leaders who had an active role in the problems of the region and determined what kinds of difficulties children had in following their classes. There is a total of 174 children of school age in 100 families surveyed. According to the information received from families, 105 of 174 children of school age can follow their lessons via TV or online, while 69 children cannot follow their lessons. The families, whose children could not follow the school, put forward lacking access to all channels, Internet access or television. Yalım Neighborhood mukhtar, who has around 900 Syrians in his district, stated that many Syrians do not have a TV or Internet connection in their houses, so children living in the neighborhood cannot access education.



While the CSG representatives of Yalım, Yenişehir, Cumhuriyet, Ortaçarşı, Yunus Emre, 13 Mart, and Latifiye neighborhoods stated that the Syrian children in their neighborhood are not able to follow the classes online, only the CSG representative of the Gölcüm District stated that the children in their neighborhood can follow the classes.

2-) Employment Status

As it is known, plenty of workplaces have been temporarily closed after the virus or they have reduced the number of employees. This process has negatively affected the working situation of many Syrian and Iraqi people. According to the Need Assessment survey conducted by WHH; out of 91 Syrian families interviewed, there were 123 people used to work before the virus, and 78 of them lost their jobs during the outbreak. A similar situation goes for the Iraqi families interviewed. While 9 of the Iraqi people interviewed used to work pre-outbreak, 8 of them stated that they lost their job afterward. As a matter of fact, it was confirmed in the meetings with the *mukhtars*. *Mukhtars* in Mardin stated that for Syrians construction, electricity and car wash were areas to be employed, but they lost their jobs due to the reduction in these sectors after the spread of the virus. In addition, the mukhtar of the Yenişehir district, who stated that there are about 300 Syrian people in his neighborhood, acknowledged the statement by putting forward that none of the 300 Syrian construction and carpentry laborers works any longer.

While this situation has negatively affected the already limited job opportunities for refugees in the region, has also raised negative effects on their finances, stress level, psycho-social illness, and family communication. The interviewees stated that they are willing to get support.

3-) Access to Health

After the spread of the virus, some hospitals do not provide service unless there is an emergency. Besides, plenty of people cannot access or continue their treatment because of the curfew imposed for people over 65 and under 20, and the risk of infection in the hospital. As a matter of fact, it was found out from the families interviewed, 51 of 57 of them, who goes under regular medical treatment could not receive the treatment after the outbreak.

| District | People undergone treatment before COVID-19 | People without any medical problem before COVID-19 | People who can access to healthcare services after COVID-19 | People who cannot access to healthcare services after COVID-19 |
|-----------|--|--|---|--|
| Artuklu | 19 | 13 | 18 | 14 |
| Kızıltepe | 18 | 13 | 17 | 14 |

| | | | | |
|--------------|-----------|-----------|-----------|-----------|
| Midyat | 15 | 17 | 12 | 20 |
| Nusaybin | 5 | - | 4 | 1 |
| Total | 57 | 43 | 51 | 49 |

79% of the interviewed stated that they could not access basic hygiene products. The underlying reasons put forward were living in rural areas, not being able to go out due to their age, and financial insufficiency. While the most important obstacle for the Syrian people living in 13 Mart, Latifiye, Yalım, Yenişehir, Cumhuriyet, Gölcük, Ortaçarşı, and Yunus Emre Neighborhoods to access their hygiene kits was financial insufficiency, most of them specified that they go to shopping and public places without using gloves and masks. They stated that it might affect. Additionally, infant formula, follow-up milk, and diapers are identified as needs for the households with infants in the field studies conducted by LWA, which cannot be obtained due to loss of caregiver's job. In addition, 7% of the people interviewed shared the information that there were people caught COVID-19 in their social circle, so their access to hygiene materials is crucial for them.

4-) Government and I/NGO capacity and Response

Based on the Need Assessment data of WHH; the interviewed refugees stated that their need for NGO and public institutions services has increased after the virus. Refugees living in the region stated that they have increased need for support especially in subjects such as PSS support, hygiene information, materials, and access to quality education. However, 91% of the refugees interviewed stated that they haven't received support from any NGO or public institution in this regard. While 9 CSG representatives interviewed stated that they could not get any NGO support in their neighborhood, only the representative of the Yenişehir district stated that a hygiene kit was distributed in the neighborhood. In addition, 5 mukhtars, who were interviewed, stated that after this process, there hasn't been any support received from NGOs or public institutions in their neighborhoods, and that only the mukhtar of Sanayi neighborhood specified distribution of aid by the municipality in their neighborhood.



RESPONSE ANALYSES

According to the interviews with the refugees, observation reports, and the information obtained from the *mukhtars* and CSG members, it was observed that many children were unable to access education even though they are in school age. Researches show that the main reasons for the children not having access to education are child labor, peer bullying and lack of resources. This information shows how important awareness-raising activities and PSS activities to be carried out for children and their families. Due to the closure of schools after the Coronavirus outbreak, it has become imperative for children to have their classes online or on TV. While some families stated that children could not follow the lessons due to the lack of TV and the Internet connection at home, plenty of families do not know how to access the lessons online and over TV. At this point, WHH's guidance on how to access these channels has utmost importance. While some of the Syrians and Iraqis living in the region are employed in irregular daily jobs, some work as labor in farming, construction, carpentry, and restaurants. Only a few of the refugees work as owners of their own businesses. It is known that refugees are underpaid and work under heavy conditions. This also affects the psycho-social status of individuals and their families, so many people expressed their need for PSS support provided by WHH. Moreover, almost all employees do not have a work permit. At this point, awareness-raising activities to be conducted for both the employee and the employer are very important. Changes in working conditions after COVID-19 also affected refugees. Since these people are called to work day-to-day in line with the intensity of the daily work even in the normal period, many of them have lost their jobs and income during this stagnant period.

People who lost their jobs also expressed, stress and anxiety problems come along by spending time at home and therefore they want to get support from the WHH PSS team. At this point, the

individual sessions and protection-based activities to be carried out by the PSS team are notable in terms of supporting these people to cope with the stress and anxiety they go through. The majority of the interviewed refugees stated that they could not go to the hospital continuously due to their distance from the city center and difficulties in transportation. This negatively affects many people who have to undergo a regular medical treatment and who need to go to the hospital in sudden health incidents.

Besides, according to the information received from the interviewees and *mukhtars*, that most of the refugees encounter a language barrier in the hospital. At this point, it is seen that the translation services to be provided by WHH is significant for breaking the barrier of these people. The need for access to healthcare has increased in the region after COVID-19. 79% of the families interviewed stated that they cannot provide hygiene safety since they cannot access hygiene products. Additionally, the information received from a *mukhtar* and CSG members is in this direction. A major part of the Syrians living in the Mardin region live in rural areas, and therefore it is not always possible for these people to visit the city center to shop. At the same time, many people are at direct risk due to their age group or disease, so people cannot go out and buy hygiene products. *Mukhtars* and CSG members complain that many people are not aware of the basic rules of how to protect themselves to avoid the virus. Considering all these provided, it is obvious that the refugees living in the region should have access to hygiene products and access to basic information on the basic hygiene rules and the ways to protect them from the virus. Finally, most of the interviewed refugees stated that they need jobs, access to education and PSS, but they expect support from both public institutions and NGOs. Considering the needs in question, WHH's activities are very important in terms of meeting the needs of refugees living in the region, minimizing the possible risks and empowering people.