

## Meeting Minutes

February 24th, 2016

### Attendance

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UNHCR, Salvation Army, TWB, MSF, EASO, Save the Children, MDM, Caritas Hellas,  
NOSTROS,

### Agenda

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- New Business
  - Weekly round-up & Announcements
  - Piraeus Port
  - Relocation
  - Physical/Psychological Violence Support

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- **Piraeus Port**

*Mobile units* - still under development.

MSF: Have been working in Piraeus, often people are left behind after all the buses have left. Often the most vulnerable. There is a need for a leaflet or handout with Athens services. Nationalities - not clear, but non-Syrians. There was an example last week where there were no NGOs or other actors to serve the needs of these vulnerable people.

UNHCR: Piloting a resource pack in the form of a folder for volunteers and volunteer groups including guides produced by other actors (MDM, Caritas, Salvation Army, MSF) and Access to Asylum information. Designed so that people can take photos of the content- all languages available are included. Not a replacement for protection professionals, more a referral assistance.

(Folder was passed around)

MSF: How can we maintain the information currency contained in the folder?

UNHCR: We are keeping a contact list of who the folders are distributed to, so the updates will be done manually. The folders are designed so that individual sheets can be removed and replaced with updates, or removed entirely if become outdated.

TWB: Any updates on the Athens municipalities planned app?

Salvation Army: No clear timetable.

- **refugeeinfo.eu**

UNHCR: - **refugeeinfo.eu** is really upscaling its website and would benefit from the knowledge on the ground - in fact they encourage it. Please provide them updates and info about your orgs protection work. Check the website for guidelines on the type of info they require.

[Barbara.Magid@rescue.org](mailto:Barbara.Magid@rescue.org)

- **Ferry**

MDM: 1700(?) arrivals in recent days. Huge need. Requires an increase of efforts. MDM will expand on-ferry services. Likely to extend for another 3 months beyond the end of March. Lots of information needs, particularly due to rapidly changing situation. People are seeking both medical and non-medical information. Sometimes the medical request is a pretext for requesting other information. Many pregnant women and children. Also provide NFIs for children. e.g. drawing materials.

MDM: Referral service exists on-board. They organize ambulances to meet the ferry if required.

UNHCR: Have sent letters to the ferry companies requesting access for information purposes.

Will meet with MDM to discuss and coordinate further.

- **ACAPS**

Major needs assessment. Ongoing, intermittent. **Next meeting on Monday 29 Feb at 11am**, UNHCR to finalize content. Currently 40 questions, will do a major edit to come up with questions and content. Information needs are going to be in all sectors, vis: WASH, health, water, shelter etc. So each sector will also ask about information needs in that area to add focus to the questions (making them more specific and targeted).

- **Relocation / EASO presentation**

The EASO mobile unit gave a presentation on their activities. Celine Jamin: The mobile unit already on several islands. Mobile unit will cover Athens (hotels, sites any areas where refugees gather etc...)

Mandate is providing information about the relocation scheme to the qualified nationalities, and will also assist with Asylum Service appointments. Seeking permission to operate at the port (so far not successful). Also interested in other centres. Candidates for relocation may be waiting for up to two months.

UNHCR: Do you have interpreters, and communication materials?

EASO: Arabic, Kurdish interpreter. Written information. No office - they just drive around.

Caritas Hellas: How do we refer people?

EASO: We can provide the information and link them with the Asylum Service. They do not currently have to use the Skype service. But if numbers increase this agreement may change.

EASO handed round copies of a booklet and brochure.

ACTION: EASO to email soft copies to [moncrief@unhcr.org](mailto:moncrief@unhcr.org)

ACTION: VMM to upload materials to Dropbox

EASO: Asylum Service has statistics, so does EASO of uptake of relocation for anyone interested.

MSF: what happens if people change their mind during the relocation process?

EASO: In theory, if they leave Greece and go to another country, then they risk being returned. But in practice this is unlikely due to situation with Dublin.

EASO: We also attend Diavata twice per week. In 1-2 weeks the team will expand. Currently only 2 people. A schedule is being developed for where and when they are visiting presence. Should be made public in a couple of weeks, once it is more settled.

EASO: are at the port on a daily basis.

UNHCR: offered support for 'living documents' - online published information.

- **Violence service information support / MSF presentation**

Ioanna from MSF provided posters for everyone (English, Farsi, French, Arabic,) on their Athens service which provides support for victims of physical/psychological violence.

One-pager available in Greek - for professionals to refer people.

MSF: This project pre-dates the crisis, and provides access to migrants/refugees who have suffered violence - sexual, detention, racism. In cooperation with Babel and the Greek Council for Refugees. Most are asylum seekers and/or refugees. Increasingly seeing referrals of Iranians and other ethnic groups who are 'stuck' in Greece. Access to reconstructive surgery and other services in cooperation with NHS and private health. Psychiatric and psychological, psycho-social and legal aid. Referrals coming from Praksis, MDM and others. full-time physiotherapy. Dentist - prosthesis, reconstructive surgery for victims of violence. Increasingly seeing referrals from sexual violence that takes place in Greece. Services not available in first 72 hrs - sometimes after 10 days or longer. Too late for drugs/HIV/pregnancy(?). Often when people are stuck in insecure locations.

Many people self-refer or arrive through word-of-mouth, but 80% are referred through other medical services. Often don't have opportunity to work long-term, difficult to do rehabilitation work because many POC are moving on, so are only present for 2-3 weeks. New system to identify acute need. e.g. physiotherapist will assess and provide services based on available time-frame. Anticipating an increase in needs here in Athens.

UNHCR: Can you support GBV? Do you report on to Police?

MSF: 150 trauma incidents recorded in Idomeni last week.

MSF: Have put the posters in all sites but encourages everyone to take posters and put them up in their information areas around Athens.

ACTION: MSF to provide soft copies of leaflets and posters [moncrief@unhcr.org](mailto:moncrief@unhcr.org)

ACTION: VMM to upload to Dropbox.

VMM: Perhaps think about doing the posters in Greek as well. Locals should know what information is being given to people, even if the info is irrelevant to them.

TWB: We offer to do an Urdu translation for you.

MSF: We would be very grateful.

- **Weekly round-up & Announcements**

### **NOSTROS**

Lots of pressure on Eleonas. The site is at capacity. Lots of Afghans being returned from the border. Similar situation at Elliniko. Signage is an ongoing issue - we put them up, they come down again.

Relatively calm. Information needs - great cooperation with MSF. Asylum process and relocation program is a big info need. Asylum Service has a presence once per week.

Thursday at 4pm.

Eleonas is relatively calm.

### **SCHISTO**

Capacity apparently ~1200. Containers can be moved in to double capacity in 3-14 days. Information needs being investigated.

### **Caritas Hellas**

Mostly supporting vulnerable Afghans at present. At capacity and having to prioritize vulnerable cases under extremely strict criteria. Presence at Piraeus - interpreters currently at the port. Smugglers have threatened staff (and EASO). The presence at the port is particularly difficult and is also in decline.

### **Caritas Athens**

Issues with authorities at the Port. Ship arrival schedules are often inaccurate - possibility that the authorities are intentionally providing incorrect schedules.

MSF: Marine app that has real-time info on arrival dates.

ACTION: Ben to find link and add to these notes for the app.

### **TWB**

Organizing a 1-day workshop on Lesbos or elsewhere for translators and interpreters.

Participants need good English. Come one come all! If you are using two or more languages.

ACTION: Lali to send out details via the CwC mailing list (in the Dropbox)

### **Save the Children**

Partnership with - youth and family center. CFA as per Elliniko. 120 children in Elliniko - now they have a tent but are awaiting permission for a permanent location. Today activities were outside in the football field. Save the Children: new office location [Cheiden 81](https://goo.gl/maps/skDjJAF4Yj42)

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### **Salvation Army**

Information gaps - proposal with SA to change the day-center into an information center. Other organizations could work from there - hot desks.

UNHCR: It would be great to factor in M&E. Formally (or not) gather information requests, gaps and needs.