GREECE RESPONSE CAPACITY ASSESSMENT– SMS WORKING GROUP: EMERGENCY PREPAREDNESS DRAFT GUIDELINES FOR GREECE MAINLAND

The following draft pinpoints the main interventions in which WG leads propose to focus to respond to the onset of significant new arrival flows to the mainland from the islands (i.e. Lesvos, Chios, Samos, Leros, Kos, Rhodes, etc) The proposal aims at being both operational and actionable, and develops from the establishment of "assembly/reception point(s)" to the most likely arrival location(s) on the mainland where refugee families and travel companionships are not split, key and basic information is provided on the reception process and short-term plans for refugee stay in the mainland, most vulnerable groups are clearly identified and camp allocation takes place before all PoCs are bussed to appropriate absorption sites in an organized, controlled and safe manner. At arrival on designated absorption sites (either extended existing sites or new ad-hoc ones) the PoCs are welcomed, shelters are allocated according to protection and site management concerns to mitigate harmful selections, tensions, frictions, malcontent and subversive actions. Finally, key considerations on human resources deployment are offered to build upon with SMS WG members before finalization of the "response capacity assessment". Of course, the main assumption with regards to the SMS "response capacity assessment" is the positive involvement of the authorities and their support to the operations proposed below.

1. ASSEMBLY / RECEPTION POINT

A. Site assessment and identification
➔ Suggested location: TBD
- Joint assessment visit to survey the site and identify docking area for reception and assembly (UNHCR/MoMP) → Link up with UNHCR Technical Unit, WASH and Shelter WGs
- Securing government's authorization to utilize identified area (UNHCR to lead) → Link up with MoMP/Port Authorities
  Aspects to be considered:
  o Adequate space for streamlined multi-sector service provision (e.g. medical screening, refugee emergency profiling, WASH, Food, NFIs, CwC, Protection monitoring, refugee bus transport, etc…)
  o Safety and Security: layout allowing effective crowd control and flow management (mitigating risks linked to possible dispersal of PoCs), including escape routes and assembly points for staff and PoCs
  o Minimum impact on normal and typical port activities

B. Site planning and development
- Site planning and pre-positioning of basic infrastructure and items at the assembly point (e.g. shaded areas, latrines, water points, furniture, French barriers, bottled water, generator, fuel, lights, etc…) → Link up with UNHCR Technical Unit, WASH, Protection and Shelter WGs

C. Service provider identification
- Liaising with NGOs that might have the capacity/interest to provide relevant services at the assembly point (e.g. health, protection, CwC, etc…) → Link up with agencies through sector WGs (including sub-national ISWG)
- Signature of framework agreements with WASH service providers (possibly private contractor) → Link up with WASH, Shelter and NFIs WG

- Verify financial coverage for service provision – which actors have flexible emergency funding (e.g. ECHO), what can be immediately redirected? → Link up with agencies through sector WGs (including sub-national ISWG)

D. Establishment of referral pathways
- Protection (CP, GBV, legal) → Link up with Protection WG
- Health (permanent/chronic illness and disability, MHPSS,) → Link up with Health WG

Observation: the SMS WG fully endorses current efforts to establish unified referral pathways (islands -> mainland) and highlights/promotes the role that ICT4P and IM might have to strengthen and streamline referrals from protection actors on islands to actors at assembly point(s).

E. Staff training
Training of enumerators, cultural mediators, crowd controllers and bus loaders capitalizing on knowledge acquired during pre-registration exercise in June and July 2016.

2. ABSORPTION SITES

A. Site assessment and identification
- Joint assessment and identification of absorption sites (UNHCR/MoMP) → Link up with UNHCR Technical Unit, WASH, Shelter and Protection WG, Site Management agency (Army/MoMP)
- Securing government's authorization and buy-in to prioritise site extensions rather than new sites establishment (UNHCR to lead) → Link up with MoMP

→ Existing sites vs New sites
Aspects to be considered:
- o Validate current capacity utilization in key sites and identify where maximum capacity was already reached?
- o Planned site consolidation by end of 2016, therefore the Government might not want to set up additional sites
- o Securing new sites might take longer than expanding existing ones, would be more expensive and would not guarantee the same living conditions achieved in currently existing sites (despite not yet up to minimum standards across the board)
- o Services provision would be faster and better coordinated if as many new arrivals as possible can be accommodated in pre-existing sites
- o Urban response is currently overwhelmed due to urban caseload being mixed to significant (sometimes even larger) camp caseload who move daily/weekly from sites to downtown (and vice versa)

Recommendation: whenever possible, proposing extension of existing sites over identification of new sites to the government.

IMPORTANT! Although refugees will mostly arrive in Piraeus, sites in Northern Greece should also be considered for inclusion in the "response capacity assessment" in order to reduce demographic pressure on Attica sites (most of them already at maximum capacity).

B. Site planning and development
- Site planning of the extensions and pre-positioning of basic infrastructure in stock (e.g. shelter, emergency WASH facilities, rubhalls, warehouses, etc…) → Link up with UNHCR Technical Unit and WASH and Shelter WGs

- Establishment/Expansion of shelter coding system to track shelter occupancy, monitor refugee movements, and enable in-camp registration → Link up with SMS actors operating at the site + Site Management agency (Army/MoMP)

C. Service provider mapping and gap identification
- Update of 3Ws in contingency sites and liaisoe with actors to check capacity/funding level – which actors have flexible emergency funding (e.g. ECHO), what can be immediately redirected (scenario: 500 individuals/site/day) → Link up with SMS agencies and other WGs + UNHCR Info Management Unit
- Though in line with normal SMS-CCCM tasks, push for the creation of camp CoC, Service Mappings and proper camp registration / population tracking systems

D. Site population profiling
- Update of site profiles (WASH, PWD, shelter type, services provided) including AGD demographic information currently available (sources: police, UNHCR protection and FO, etc) → Site ethnic breakdown for informed shelter allocation of new arrivals vs longer-term residents. → Link up with UNHCR Info Management Unit

3. RAPID REFUGEE SCREENING / VULNERABILITY AND EXPOSURE IDENTIFICATION (?)

→ *Recommendation for venue*: Assembly site upon arrival from islands → more efficient (one centralized pre-registration point instead of having site-level registration points at the absorption sites), more effective, less expensive, better quality control, less risks of refugee dispersion and protection-related threats.
- Ensuring needed material/equipment is in stock (color-coded wristbands, computer stations, stationary, shades, furniture, etc)
- Creation of SoPs for flow-management, screening/identification at assembly site and site allocation → Link up with health and protection WGs to see whether they would be interested in being part of the SOP + Protection and CWC WG for info on legal process and services in town.
    - Rapid identification of vulnerable categories with sole purpose of evidence based absorption site allocation (permanent/chronic illness and disability, UAM/UASC, female-headed households, PLWs, ethnicity, etc)
    - Inclusion of basic information on services in town (Athens/Thessaloniki) + legal process → Need to liaise with Greek Asylum Office to find out what exactly the process would be after pre-registration ends and whether it would change in case of a large influx.
    - Referral pathways in place for follow up and possibly case management initiation from assembly point (or islands) to absorption sites
    - Common rapid screening / assessment form agreed by Protection WG

4. REFUGEE TRANSPORTATION SHELTER ALLOCATION AT ABSORPTION SITES

→ *Recommendation*: Transport system based on color-coded wristbands (multiple if necessary) distributed during screening (and removed at arrival in each absorption site - associated with a specific color → possible measure to minimize family split at bus loading phase and facilitate camp allocation based on screening)

- Framework agreement with bus rental company(ies) – for transport to site in the North as well – Suggestion: easier and less chaotic to have one framework agreement signed by a single agency (UNHCR as first option, or transport provided altogether by the government), rather than having multiple contracts by different agencies working at the arrival points and in the absorption sites
- Establishment of communication SOP linking bus-loading teams at departure point with reception teams at the absorption sites (bus loading at departure and arrival points operated by the same agency *vs* UNHCR at departure and SMS agency at arrival) → Link up with SMS and Site Management agencies in the pre-identified absorption sites
- Securing waiver for refugee transport from authorities if the latter cannot provide transportation → Link up with MoMP

→ Upon arrival at absorption sites:
- Provision of information on the process and services available at the site (potentially already doable on the bus) → Link up with CWC WG and SMS partners at absorption sites
- Shelter allocation (based on address system established beforehand). Need for SOP which takes into account and provide guidance on aspects below → Link up with Protection WG and involve them in SOP drafting
  - Maximum shelter occupancy ratio (how many HHs and how many people per shelter)
  - Ethnicity → If sites is divided in ethnically-homogeneous blocks, need to put new arrivals in the "right" block
  - Physical vulnerabilities → Proximity to services + making sure care taker is present and allocated space nearby (same shelter or near one).
  - UAM, UASC, FHH, PWL, elderly and women travelling alone → for instance, sharing tents with men or proximity to dormitories or shelter in poorly lit areas might increase risk of GBV and domestic violence.

5. HUMAN RESOURCES – PROFILES NEEDED

A. Assembly site – Mostly UNHCR staff for reception, screening, crowd control and bussing)
- Enumerators → Pre-registration + distribution wristbands
- Bus loaders → Checking wristband
- Crowd controllers
- Interpreters → info sharing and translation
- Information officers

B. Absorption sites (pre-identified) – Mostly staff from SMS agencies
- Enumerators → Shelter allocation
- Crowd controllers
- Interpreters → Info sharing and translation
- Information officers

C. International SMS surge capacity
- Info Management Officers
- Site Planners
- Transportation Officers
- Field Officers

- Verifying whether UNHCR has flexible emergency funding which could quickly be redirected for staffing scale-up. → Link up with UNHCR finance/HR
- Verifying whether SMS agencies have flexible emergency funding which can be immediately redirected to staffing scale-up. Otherwise UNHCR filling in as provider of last resort → Link up with various agencies in the different sites identified as absorption sites.
- Roster pre-mobilization (e.g. NORCAP, CCCMcap, DRC Roster, MSB) → Link up with UNHCR Geneva asking to follow up on standby capacity with rosters.