

## Athens CWC Working Group Meeting

<b>Date:</b>	29th June 2016	
<b>Participants:</b>	UNHCR (Timo, Zikos, Nicholas), Nostos (Nick), Internews (Siobhan), Oxfam (Nina), Solidarity Now (Alexandra, Vaso), Danish Refugee Council (Laurence), IRC (Rey, Siobhan), Hellenic Red Cross (Maria)	
<b>Chair:</b>	UNHCR & Solidarity Now	
<b>Agenda</b>	<b>Discussions</b>	<b>Action points</b>
<b>Review of minutes / action points</b>	<ul style="list-style-type: none"> <li>Some organizations sent 4Ws, but many did not. On the other hand, UNHCR noticed that some of the information that was sent was not or not accurately included into the 4W.</li> <li>Suggestion to write monthly talking points: Still no progress but remains a good idea</li> </ul>	<p><b>UNHCR IM to add volunteer groups to dropdown menu in 4W</b></p> <p><b>UNHCR to follow up</b></p>
<b>Request for contributions to the joint assessment registry</b>	<ul style="list-style-type: none"> <li>Organizations are complaining about “assessment fatigue” but assessments are not shared. UNCHR is creating an assessment registry</li> </ul>	<b>ALL organizations to share their CwC assessments with the Chair (<a href="mailto:luege@unhcr.org">luege@unhcr.org</a>) for inclusion in registry. This also includes older assessments to establish base lines.</b>
<b>Update: CwC Handbook</b>	<ul style="list-style-type: none"> <li>The CwC Handbook for Greece is close to completion. UNHCR, Oxfam, Hellenic Red Cross, Internews and Caritas were the main contributors.</li> <li>A final draft will be shared by the end of the day (29.06), feedback can be given by the next day (30.06)</li> <li>The handbook will be reviewed quarterly</li> </ul>	<b>Chair to share final draft. CwC members to provide input no later than 30.06.</b>
<b>Update: Planning for a hypothetical mass influx of refugees</b>	<ul style="list-style-type: none"> <li>CwC members met on 28 June to discuss potential activities that should be planned for in case the number of arrivals increases again. This response capacity planning document will be shared with field locations to plan their and evaluate their own activities.</li> </ul>	<p><b>Chair to share document that summarizes discussion.</b></p> <p><b>ISWG to share document with field locations.</b></p>
<b>Update from the Translators and Interpreters Sub-WG</b>	<ul style="list-style-type: none"> <li>Working on flashcards and handbooks based on standardized glossaries, as well as key terms for the Google Translation Cards app</li> <li>Requests from all actors to share new terminology with them for inclusion into the glossaries.</li> </ul>	<b>ALL actors to share new terminology with sub-WG</b>
<b>Lightning Talk: Communication in the Sites</b>	<ul style="list-style-type: none"> <li>Update on CwC Epirus region from Oxfam</li> <li>CwC is done through a variety of activities. These include women protection officers with relevant language skills who focus on face to face interactions</li> <li>There are also briefings with other</li> </ul>	

	<p>organizations and volunteers to ensure consistency of messages</p> <ul style="list-style-type: none"> <li>• They are engaging with community based protection through site councils for men and women</li> <li>• Oxfam produces information cards for each site that include both national and local emergency hotlines as well as information on services. These are translated into the relevant languages and updated bi-weekly.</li> <li>• There are information boards in all 5 sites. These are also being used to share the pre-registration materials and Internews' weekly rumours update.</li> <li>• <a href="#">Rumours</a> is a weekly summary of current rumours as well as the true facts. Rumours is translated in four languages and can be disseminated in all sites by humanitarian actors</li> <li>• <i>Next Lighting Talk: IRC</i></li> </ul>	
<b>Update: Pre-Registration Exercise</b>	<ul style="list-style-type: none"> <li>• So far 16,500 people have received wristbands, 13,200 people have been registered in both the North and the South</li> <li>• UNHCR has received feedback that some of the info material is not appropriate for persons of concern with lower education. However, given that pre-registration is supposed to finish in less than four weeks, little chance to improve materials</li> <li>• The pre-registration teams has responded to the CwC WG concerns that asylum dates should not only be communicated via SMS. The Greek Asylum Service now considers making appointments available online (PDF). Printed versions of these appointment lists will also be available on a per-site basis so that the lists can be published and hung up in the camps. The pre-registration team in looking for NGO focal points to assist with this.</li> </ul>	
<b>AoB</b>	<ul style="list-style-type: none"> <li>• UNHCR is thinking about creating a hotline for PoCs. The exact scope of the project is not finalized yet as there are already a number of hotlines in Greece, both new ones and old ones that proceed the current emergency. It is difficult to get an overview, including which languages these hotlines can support.</li> <li>• UNHCR will try to help harmonize messages for response-related hotlines. All CwC WG members are asked to share the frequently asked questions and answers that their teams</li> </ul>	<p><b>ALL are kindly asked to send SoPs and information about existing to UNHCR (<a href="mailto:luege@unhcr.org">luege@unhcr.org</a>).</b></p>

	<p>are getting in order to facilitate this process.</p> <ul style="list-style-type: none"> <li>• While the hotlines are being set up, these FAQs could also be used to draft the key messages that have been requested above.</li> <li>• The chair reminded WG members that the WG agreed to share FAQs by the 15<sup>th</sup> of each month. So far that has not happened.</li> </ul>	<p><b><i>ALL WG to share FAQs and answers with the Chair (luege@unhcr.org) by Monday (4 July)</i></b></p>
<p>The next meeting will be held on: <b>13 July 2016, 14:00 at UNHCR Office - Michalakopoulou 91, 1st floor.</b></p>		