



Rapid WASH Needs Assessment – North-West Greece (Epirus)

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Sites visited: Katsika, Doliana, Konitsa

Methodology: Assessment sheet, observation, semi-structured interviews with site residents, volunteers, NGO staff, local authorities and site management

Katsika

There are serious WASH gaps in Katsika center. The center accommodates at the moment 1075 persons (according to official sources and UNHCR) and the site management, along with local authorities seem overwhelmed and very concerned. Sanitation seems to be the biggest problem, while there are also significant gaps in hygiene. Water supply is adequate, but according to the local authorities it is expected to be a problem during the summer season.

- **Water:**

Water is supplied by the municipal water network. The water source is several springs located in the nearby mountains. Water quality is considered very good. The Greek Army extended the existing network and established several water points consisting of 4 taps each (35 taps in total). The tap stands have no appropriate drainage, so in many spots there was stagnant water. There were no visible queues.

A problem that was observed is that the refugees have to collect water in 1.5 liter bottles, since they have no other method to collect or store water in their tents. Given the extremely small storage capacity of this bottles, the refugees have to make many trips from their tent to the tap stand and back in order to meet their needs. This can be a potential protection issue for women or children who have to fetch water after dark. It is also assumed that they re-use the same bottles again and again to collect water and to drink from, which has a negative hygiene aspect.

UNHCR plans to distribute jerry cans at some point according to Oxfam.

- Sanitation

The Greek Army has equipped the site with 40 chemical toilet units. The units are rented from a local company (TOI TOI). The company has also the responsibility to empty the units when they are full, as well as clean them with pressurized water twice per day. At the time of visit, many toilets found to be unclean and there were many flies observed.

This type of toilet is not appropriate as a long term solution. Heat is accumulated inside and in combination with the poor ventilation make a visit to this toilet a very negative experience. Also the toilet is the European type, something that is not culturally appropriate for the refugee population. As a result many refugees prefer to defecate in one of the many empty tents.

Hand washing is taking place at the nearest tap stand, which in many cases are not located directly by the toilets and usually there is no soap available, so it is up to each individual to carry and use his/her own soap. It was also observed that people take bottles with water in the toilet, in order to use them for anal cleansing. It is possible that the same bottle is used also for drinking.

There is no segregation of toilets based on gender. The doors of the chemical toilets are equipped with locks and there are lights nearby. There are regular power cuts due to the overcharge of the network.

Any installation of a toilet facility will require appropriate connection to a safe sewage collection system, since the groundwater level is very high (approx. 1 below ground). The vice mayor presented us with a proposal for the connection of the site with the municipal network, which is located approx. 1500m from the site (a booster station will be necessary). The cost of the proposal is estimated at 128'000 Euro. However he claimed that the municipality has the capacity to offer heavy machinery and technical support in the case a NGO is willing to cover the piping material cost.

Alternatively water tight holding tanks need to be constructed. Desludging needs have to be taken into consideration. Separation of greywater and blackwater is advised.

There 12 showers for the whole population. In this case there is segregation based on gender. There is hot water available, but it runs out soon and so it is not enough. Drainage water stagnates around the showers, as well around all other water points.

- Hygiene:

Katsikas site receives a lot of donations from volunteer groups and the local population. Among the items that arrive in the camp are hygiene items, including female hygiene items. However there were complaints from the site residents that this is not enough. Shortage of specific items was not mentioned.

No hygiene promotion activities.

No laundry stations.

- SWM and vector control:

The municipality has equipped the site with several big garbage bins. The municipality also undertakes the task of emptying the garbage bins and transporting them to the municipal landfill using municipal trucks. Volunteer groups motivate the refugees, with special focus on children. Garbage bags and protective clothing is also provided by the volunteer groups.

Stagnant water and bad drainage is already a big problem. The site will face a big problem with mosquitos. There were many flies observed in the chemical toilets. The population had many complaints regarding snakes and scorpions. Rats might also be a problem.

Doliana:

Doliana site is an old music school building. General WASH situation is adequate at the moment. Some sanitation facilities need small repairs. The residents of the site were in good spirit and didn't have significant complaints related to WASH. The site management and the local authorities seem to cope with the situation, as long as the number of the refugees will not rise over 250 (the site is planned for 400 person, but the mayor strongly disagrees).

- **Water:**

The building is connected to the municipal water network that serves 4 or 5 villages in the area. The water source is 4 municipal boreholes. Water quantity is more than enough at the moment, but it is expected to be a problem during the summer months. The mayor, who guided us around the site, mentioned that there is one inactive borehole that can be used, but needs a new submersible pump. The capacity of this borehole, according to the mayor, is estimated to be 50m³/hour and the water quality has recently been tested and found to be good. The mayor had received an offer for the submersible pump system and mentioned a cost of around 5000 euro.

- **Sanitation:**

There are 17 functioning toilets at the moment and around 5 more that need minor repairs or connection with water.

There are 19 functioning showers at the moment and a couple that need minor repairs or connection with water.

There is no gender based segregation neither for toilets nor for showers. However this doesn't seem to be a concern among the population. There are lights and locks, but many need repair.

A couple of PWD stay in the site. They mentioned that accessibility is a problem for them, since they have to walk up and down a few stairs in order to reach the facilities and then they need assistance.

There are basins to do the laundry.

There is hot water available. The management has specific times that they let it open, because the boiler is old and consumes too much petrol. The same one that is used for the general heating system, which was recently renovated. The mayor mentioned that they would prefer to put a new smaller and more efficient boiler just for the water heaters (total capacity 2 tons). Such a boiler would cost around 3000 euros.

Cleaning material and gloves are provided to the refugees and so they are able to keep the sanitation facilities clean by themselves.

- Hygiene:

The municipality provides hygiene items for the moment. No specific shortages were mentioned. No hygiene promotion activities as for now.

- SWM and vector control:

The municipality has equipped the site with several big garbage bins. The municipality also undertakes the task of emptying the garbage bins and transporting them to the municipal landfill using municipal trucks. There is the need for small garbage bins inside the building and inside each room, as well as distribution of garbage bags. The refugees clean the floors of the building by themselves. However it seems that they will need some encouragement to also keep the surrounding area clean.

The building is old, so there are mice and rats. The refugees also complained about snakes and scorpions.

Konitsa:

Due to shortage of time and the distance from Ioannina, the assessment team arrived late afternoon at Konitsa site. The manager had already left and the remaining staff were instructed not to let anyone to enter the building. The building where the refugees are housed is an old child care center, that since recently used to house 15 children. Therefore the water and sanitation facilities were mentioned to be in good shape.

We managed to speak with two ladies who belong to the management and to several refugees. Throughout these discussions there was a general feeling of uneasiness between the refugees and the management staff. The refugees had many complaints and mentioned that the level of services has drastically dropped since they first moved in. They receive no hygiene items, including laundry powder and they have to buy it themselves or depend on donations from the local population.

Unfortunately a detailed assessment was not possible.

Filipiada:

Due to the strike on the 7th of April the assessment team did not manage to visit the site.

Appendix A: Detailed assessment findings

		Katsikas	Doliana	Konitsa
General	Current population	1075	207	162
	Planned capacity	1500	250/400	150
	Future estimated capacity	2000	400	150
Sanitation	Current toilet no.	20	17	25
	Toilet type	Chemical	Squatting type	European
	Handwashing	Yes (nearby)	Yes	Yes
	Protection	Poor	Lights ok / Some locks	Lights ok / Some locks
	Toilet Female	NA	NA	NA
	Toilet Male	NA	NA	NA
	Toilet 1:20	No	Yes	Yes
	Toilet 1:50	No	Yes	Yes
	Current shower no.	12	19	25
	Protection	Lights / Some locks	Lights ok / Some locks	Lights ok / Some locks
	Hot water	Not enough	In specific hours	No
	Shower Female	6	NA	NA
	Shower Male	6	NA	NA
	Shower 1:20	No	Yes	Yes
	Shower 1:50	No	Yes	Yes
	Cleaning	By contractor	Yes (by themselves)	Yes/No
	Sewage collection	By contractor	Holding tank	Holding tank
Desludging needs	By contractor	Municipality	Municipality	
Shower drainage	Bad	Goes to holding tank	Goes to holding tank	
Water	Water supply	Municipal	Municipal / borehole	Municipality
	Water LPD	Enough	More than enough	More than enough
	Water disinfection	Chlorination	Chlorination	Chlorination
	Water testing	Occational / lab	Occational / lab	Occational / lab
	No. Of taps	28	35	35
	Taps 1:250?			
	Water storage	NA	NA	?
Hygiene	Kits/Items distribution	Volunteers	Municipality	No / Volunteers
	Hygiene promotion	No	No	No
	Hygiene material (posters)	No	No	No
	Watre borne/related diseases	Scabies/lice	Lice	?
Solid waste management	Type of bins	Large containers	Large containers	
	No. Of bins	NA	NA	NA
	Established collection points	Several	1	?
	Cleaners	Volunteers	By themselves	Yes / No
	Garbage bags	Volunteers	?	No
	Recycling	No	No	No
	Hazardous waste	No	No	No
Drainage	Drainage	Very bad	Good	Good
	Stagnant water	Problematic	Not visible	No
	Cleaning	No	?	?
Other	Laundry station	No	Yes	Yes
	Baby cleaning station	No	Yes	Yes
	Kitchen	No	Needs rehab	Yes

Appendix B: Photos

Katsikas:



Katsika camp, chemical toilets by the road, no handwashing facilities nearby



Tap stands by the entrance – the only showers with the sinks and mirrors are located in the other side of the camp



The chemical toilets provider empties their content



The shower container for females



Inside the males' shower block – showers with no doors



The water heater in the men's shower container – limited volume



Men's shower entrance – bad access issues



Drainage issues by the water point and the 2 additional showers

Doliana:



Toilets at Doliana site



The two 1 ton water heaters on the basement of the site



Broken lock in shower



Laundry station



Need for garbage bins and garbage bags

Konitsa:



Konitsa site – really nice spot but many complaints