

## TURKEY

# REFUGEE OUTREACH VOLUNTEERS (ROV) EXTERNAL UPDATE

September 2016

<b>Total Provinces (ROV presence)</b>	<b>9 out of 81</b>	
<b>Total Active ROV</b>	<b>95</b>	
<b>ROV Gender break-down</b>	<i>Females</i>	<b>47%</b>
	<i>Males</i>	<b>53%</b>
<b>ROV Nationality-breakdown</b>	<i>Syrians</i>	<b>77</b>
	<i>Iraqis</i>	<b>8</b>
	<i>Afghans</i>	<b>4</b>
	<i>Iranians</i>	<b>4</b>
	<i>Somalis</i>	<b>2</b>

The Refugee Outreach Volunteer programme, initiated in April 2016, complements and extends existing UNHCR coverage to refugees in 44 provinces through its presence and its implementing partners (68 community centres/partner offices/outreach teams).

## OPERATIONAL CONTEXT

- As more than 90 per cent of refugees in Turkey live in urban areas spread across 81 provinces, outreach to and communication with the various urban refugee communities remains a serious challenge. Many **refugees face obstacles in accessing services** due to the lack of information and the limited number of partner offices and community centres. In addition, some refugees cannot reach these offices and centres due to issues related to health and work commitments, as well as financial and cultural constraints.
- To strengthen its outreach activities and to **support refugee self-sufficiency, empowerment and social inclusion**, UNHCR Turkey initiated a refugee outreach volunteer programme in cooperation with its partners in April 2016, making use of the experience and lessons learned in the region.

## UNHCR STRATEGY AND ACTIVITIES

- The aim of the ROV programme is to **strengthen outreach** to refugee communities in Turkey. Refugee outreach volunteers support UNHCR in **identifying and assisting** vulnerable refugees, **informing** refugees about their rights and the national services available to them, and to **develop and strengthen existing capacities** within the community. In so doing, the ROVs also build trust and strengthen direct contact and dialogue with refugees.
- The Turkey Refugee Outreach Volunteers (ROV) **Task Force** established in 2016 has developed SOPs for implementing partners and ToRs for the refugees, as well as tools and training programmes.
- The ROVs are carefully selected by partners, with UNHCR overseeing and managing the process. **ROVs receive training** from both the partners and UNHCR. During the pilot phase, ROV are working on a strictly voluntary and part-time basis.

### Contacts:

Johannes Van Gemund, Protection Officer, [gemund@unhcr.org](mailto:gemund@unhcr.org), Tel: +90 530 282 5840

Irina Isomova, Protection Officer, [isomova@unhcr.org](mailto:isomova@unhcr.org)

Lauren Panetta Chammas, Reporting Officer, [panetta@unhcr.org](mailto:panetta@unhcr.org), Tel: +90 312 409 7310

### Links:

[Regional Portal - Syria Regional Refugee Response](#) | [Regional Portal - Mediterranean](#) | [UNHCR Turkey website](#) | [Facebook](#)

