

National Communicating with Communities (CwC) Working Group – January 28th 2021 - Meeting Minutes

<b>Date:</b>	<b>Jan 28th 2021</b>	
<b>Location:</b>	WEBEX	
<b>Participants:</b>	ACCMR; ASB communication & Engagement ; Athens Volunteers Information and Coordination Group; CRS-HELIOS; DRC-CwC; ELPIDA Home; EODY; GCR-Athens/Thessaloniki; HRC-MultiFunctional Centre for Refugees Athens; IFRC Cash team; IOM-HELIOS project ; KEM City of Athens; METAdrasi; Refugee.Info (IRC); RTI Thessaloniki; UNHCR/Municipality of Thessaloniki; UNHCR/CwC; UNHCR/Inter-Agency Coordination; UNHCR/Child Protection team; UNICEF-ESWG; Safe Place Greece; SolidarityNow/CwC North	
<b>Chairs:</b>	Alexandra Zavvos, Solidarity Now and Aneta Ostasz, Valia Gkeka UNHCR	
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• Review of Previous Meeting Minutes(attached)</li> <li>• Health Working Group and EODY: Roll-out of Covid Vaccinations 2021</li> <li>• Education Sector Working Group Consultation Update</li> <li>• Covid- related Communication Updates (including new measures and the extension of the lockdown)</li> <li>• Other Partner Updates</li> <li>• AoB</li> </ul>	
<b>Talking points</b>	<b>Discussion</b>	<b>Action Points</b>
<b>Review of last meeting Minutes</b>	Last meeting minutes were reviewed and approved without any significant edits or concerns.	Minutes approved
<b>Covid Vaccinations 2021</b>	<p>The coordinator of the Health Working Group and the EODY Head of Department of Coordination Preparedness and Response (National Public Health Organization) participated in the meeting to present the current strategy regarding Vaccinations for Persons of Concern (PoC) and discuss the next steps and communication strategy with the working group.</p> <p>Mr Sapounas from EODY informed the group that there isn't currently a plan in place for migrant/refugees and workers in sites, diverging from the general plan in place for the rest of the population in Greece. He added that a plan had been discussed about a mass vaccination in sites throughout the country for both staff and PoC, however this plan is not yet in place. The vaccination plan in Greece is currently behind schedule. PoC are currently included in the same overall age-based vaccination strategy, which uses age categories moving in order from elderly categories to younger; currently the age group 80-85 and above are being vaccinated and</p>	Please share Covi-19/vaccination concerns for the health-working group or EODY focal point with the CwC coordinators

will be soon followed by 75-80. Currently people in Greece are being vaccinated according to the age group they belong to, vulnerability alone is not a criteria..

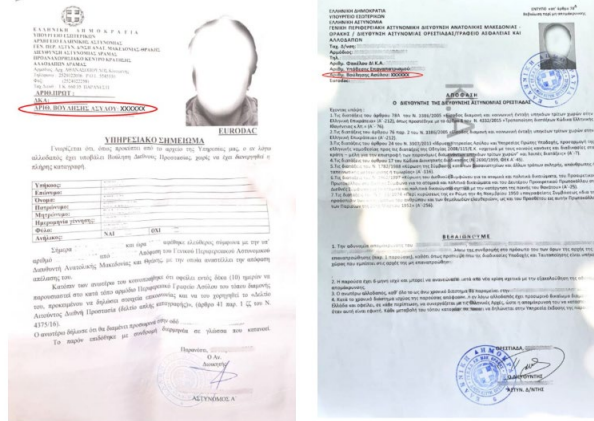
A PAAYPA or AMKA number is needed to register for vaccination. Alternately the DIKA number or passport can also be used for foreign nationals. PoC are expected to use the same government website page to schedule an appointment for vaccination <https://emvolio.gov.gr/eligibility> (the form asks for the social security number AMKA, and the tax Number AFM and surname). Non-EU citizens can register through this platform once their age group is eligible. Mr Sapounas added that lists of PoC belonging to the 75-80 could be sent by the working group (or organizations) to him. Health Working group colleague from UNHCR mentioned that there are also older PoC belonging to the 80+ category; UNHCR shared a list of POCs in the age group 85+ the MoMA (Mr Logothetis) and that there is the need EODY to communicate with the MoMA. Organizations/case-workers can also complete the form on behalf of their beneficiaries, however consent is needed from the PoC and it should be in written form.

Questions from Working Group included:

- MFC Athens (Hellenic Red Cross): The form does not include PAAYPA and exempts asylum seekers from applying for a scheduled appointment.
- UNHCR Thessaloniki: 1) The DIKA number/temporary asylum service number is not accepted in the online form due to its deactivation as a result of the automatic renewal of the asylum-card by law, many asylum seekers are excluded 2) In Thessaloniki, long-term care centers for vulnerable people have been covered in terms of vaccination, following criteria of vulnerability. Would it be possible to consider a similar exemption for vulnerable people residing in sites?
- Metadrasi: For staff working in hospitals (such as Metadrasi staff working as medical interpreters) , is there a plan to have them vaccinated? METAdrasi also expressed its availability to support with translations during the vaccination campaign.
- GCR: Are interpretation services available at the vaccination centers or will PoC have to be accompanied by interpreters?

Answers from EODY focal point:

- Members of the WG also clarified that asylum seekers do not have passports. Mr Sapounas informed the group that everyone should have a DIKA number (located on Police Note), but he will revert to ensure this applies across the board. Passport or ΔΙΚΑ numbers can be used interchangeably., DIKA number can be located where circled on the picture. The picture is extracted from <https://www.mobileinfoteam.org/police-note-willingness..>



- As concerns long-term care facilities, there has been a decision to prioritize these facilities. For sites a proposal which EODY has already prepared would need to be approved by the National Vaccination Committee in charge, it could still happen.
- For the vaccination of NGO staff in hospitals, EODY focal point said he would get back to the working group.
- He will also get back regarding interpretation availability, is not aware of interpreters covering vaccines.

MetaDRASI Northern Greece informed (upon departure of EODY and HWG) that MetaDRASI operates a programme in the North with the financial support of IOM, where EODY is supported with interpretation services, including in hospitals and sites. This is done with staff as well as tele-interpretation. Their efforts are also focused on supporting medical staff to use these services, which used to be available in 2018 but under-

	<p>utilized. Regarding the non-medical staff of Metadrasi supporting EODY in the Sites, they have not received vaccination yet; EODY medical staff has received vaccination during the first phase. Metadrasi is hoping that this will change soon. In the past, available rapid tests in the Sites were similarly only available for EODY medical staff but later on the interpreters were also included and given access to rapid tests.</p> <p>The UNHCR Health focal point shared the information with Mr. Sapounas that UNHCR has already submitted a list of persons of concern aged 85+ for vaccination to the MoMA (has UNHCR does not have a data sharing agreement with MoH), and requested the EODY reach out to MoMA for this list to include this group in the first phase of vaccinations.</p> <p>UNHCR/CwC coordinator informed the EODY representative that the CwC working group could assist in disseminating information to help with the vaccination campaign, and support in translation and creation of information.</p> <p>The EODY representative exclaimed that it is too early to share any information until the vaccination schedule is out; releasing information now will only cause more confusion and discontent.</p> <p>A discussion ensued on how appropriate it is to share information, educating or informing PoC on the Covid vaccine, what is known about it, its implications etc...</p> <p>RefugeeInfo agreed with EODY that it is too soon to share information on the vaccination campaign as this would be done closer to the time of scheduled vaccination. RefugeeInfo has created content on Covid-19 and the Vaccines (shared in the email), with Q and As in 5+ languages, addressed to PoC. They have also received feedback from sites in Lesvos expressing doubts about the existence of Covid-19 and therefore also potentially resistance to the vaccine.</p> <p>Refugee.Info Vaccine Q &amp;A for PoC (5 +languages) <a href="https://www.refugee.info/greece/coronavirus-emergency-in-greece/covid-19-vaccines-questions-and-answers?language=en">https://www.refugee.info/greece/coronavirus-emergency-in-greece/covid-19-vaccines-questions-and-answers?language=en</a></p> <p>Could we rephrase in the following way? New UNHCR co-chair noted the importance of translating information from EODY site in relation to the vaccine from Greek into languages spoken by asylum seekers and refugees, so that they also have equal access to already available information. Such access to information will also contribute to responding in a timely manner to misinformation and conspiracy theories that might eventually undermine the effectiveness of the national vaccination campaign. Suggestions included a taskforce to be started to respond to information needs of PoC regarding Covid-19 vaccines. Several organizations have already shown interest, and we have added it as an action point for other agencies to consider.</p>	
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<p><b>Change of Co-chair/National CwC working group coordination</b></p>	<p>Current UNHCR Communication with Communities Co-chair Aneta Ostasz announced change to Valia Gkeka, as new representative on behalf of UNHCR. Contact: <a href="mailto:gkeka@unhcr.org">gkeka@unhcr.org</a>.</p>	
<p><b>ESWG update on the working group strategy consultation</b></p>	<p>Coordinator of Education Sector Working Group (ESWG), presented some of the outcomes of last week’s consultation workshop that was carried out among education actors. 9 key priorities were discussed in discussion groups, some of which are cross-cutting thematics with the Communication with Communities working group, concerning communication and community engagement of communities (on matters related to education. One group touched on the communication with parents of refugee students, another on sensitization of local communities (which most often involves bringing together refugee communities with local parents and communities, or local authorities/committees).</p> <p>These thematic priorities proved to be of high priority to the working group, more so than some of the technical matters. Some important needs and practices highlighted were:</p> <ul style="list-style-type: none"> <li>• Translation of educational material</li> <li>• To create a database with all the information or resources, that could be both accessible to partners, Ministry of Education (MoE), and PoC.</li> <li>• To map PoC in urban locations and their needs, as they are often left out, and outreach campaigns do not always reach them.</li> </ul> <p>In addition, specific to the sensitization of Communities, which does not fall under CwC but is tightly linked:</p> <ul style="list-style-type: none"> <li>• Activities to support the co-existence and cooperation of both communities.</li> <li>• Supporting refugee parents to meet and interact with local parents</li> <li>• Cooperation with the SEM and migrant communities</li> <li>• Training and events</li> </ul> <p>A lot of the above has been done by both working groups, ESWG and CwC , 2021 calls for a development of the above, an idea was to work on the database folders that CwC has created but repackage it to make it more accessible to other groups apart from humanitarian agencies and user-friendly overall. More cooperation among working groups is also necessary to strengthen these priorities.</p> <p>Regarding the database of translations, this is an initiative of DRC for the sites for COVID messaging, which was shared with the CwC WG for support in translations in rare languages. This database can be reviewed and</p>	

	<p>adapted to the Education messaging needs. The education focal point expressed that this database of prepared, translation education messaging is needed by NGOs and the Ministry of Education alike.</p> <p>The CwC COVID folders are still online/ on the google drive. Please share additional information with CwC co-chairs, as needed.</p> <ul style="list-style-type: none"> <li>• CwC Corona_Virus Material: <a href="https://drive.google.com/drive/u/1/folders/1DKC1mhBk3M1Yd5T27ArdUc9LmRCydfo-">https://drive.google.com/drive/u/1/folders/1DKC1mhBk3M1Yd5T27ArdUc9LmRCydfo-</a></li> <li>• Covid-19 by Language: <a href="https://drive.google.com/drive/u/1/folders/1Y8JO-d8EHRrGXQCf2hRBNjBXY6pePgfV">https://drive.google.com/drive/u/1/folders/1Y8JO-d8EHRrGXQCf2hRBNjBXY6pePgfV</a></li> <li>• Covid-19 CwC_Youtube: <a href="https://www.youtube.com/channel/UCrM9R2KPFv409Oo6H9hyRTw/playlists">https://www.youtube.com/channel/UCrM9R2KPFv409Oo6H9hyRTw/playlists</a></li> </ul>	
<p><b>CwC Partners Updates</b></p>	<p><b>Mapping of Services</b></p> <ul style="list-style-type: none"> <li>• Partners asked if the Athens mapping of services active in Athens during the pandemic operated by the ACCMR was still available and regularly updated. ACCMR digital platform administrator confirmed it is: ACCMR service mapping <a href="https://docs.google.com/spreadsheets/d/1fCtXP-93Xn24WRz7P5gJmxAzNzP8RIYh/edit#gid=1861367124&amp;fvid=1082748528">https://docs.google.com/spreadsheets/d/1fCtXP-93Xn24WRz7P5gJmxAzNzP8RIYh/edit#gid=1861367124&amp;fvid=1082748528</a></li> <li>• RefugeeInfo added that the Refugee.Info platform also includes a service mapping: <a href="https://www.refugee.info/greece/services/all/">https://www.refugee.info/greece/services/all/</a></li> <li>• A mapping of services in Ioannina is also happening in cooperation with IOM, UNHCR, the Municipality of Ioannina?. This is a wider initiative to create a type of KEM in Ioannina, the first service of this for third country nationals kind in Ioannina, operating a 2-way communication system, where asylumseekers will be able to receive information and ask questions; the mapping is part of this initiative, a booklet will be created based on an online mapping tool.</li> </ul>	

- IOM informed the group that the Municipality of Karditsa, has asked IOM to cooperate on Covid-related material to be shared with PoC in Karditsa. IOM will be using some of the resources shared and created by CwC members, as well as their own resources and WHO or other material.

Other updates

- IOM updated the working group on the integration programme HELIOS, which continues to work on a remote basis. It is continues with enrolments, having reached 25,541 individuals enrolled, as well as 10,319 rental subsidies distributed. The Facsheet for Helios covering the period from July 2019 until February 2021 is available here:  
<https://greece.iom.int/sites/default/files/HELIOS%20Factsheet%20January%202021%20W3.pdf>
- GCR updated the group on the requests submitted by PoC to the GCR helpdesk on facebook. The legal requests are mainly related to the asylum procedure, including their card renewals, and information about their extensions, as they have received very little information. Recognized refugees are also concerned about the renewal of their Residence Permits and their ADET and Travel Documents? In terms of psychosocial requests for assistance, PoC are mainly asking about access to accommodation. The GCR Helpdesk will resume its operation mid-February.
  - See here regarding the extension od asylum-seeker cards:  
<https://migration.gov.gr/en/paratasi-deltion-aitoynton-diethni-prostasia/>
  - For more info on applying and renewing the ADET, please see here:  
<https://migration.gov.gr/en/gas/aitoyntes-kai-dikaioychoi/adeies-diamonis/>; for more info on applying and renewing Travel documents see here <https://migration.gov.gr/en/gas/aitoyntes-kai-dikaioychoi/taxidiotika-eggrafa/>.

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	<ul style="list-style-type: none"> <li>CRS Helios added in the Webex chat on 1st February Helios Helpline will start using TELEGRAM to communicate with Helios beneficiaries. You can reach Helios Helpline on the following Telegram numbers from 9am-3pm Monday to Friday; you can also reach the numbers at a different time and leave a message.</li> </ul> <table border="0"> <thead> <tr> <th>Telegram NUMBER</th> <th>LANGUAGES</th> </tr> </thead> <tbody> <tr> <td>+ 30 6909868980</td> <td>English-French-Greek</td> </tr> <tr> <td>+ 30 6906656134</td> <td>Arabic</td> </tr> <tr> <td>+ 30 6906956107</td> <td>Sorani-Kurmanji-Turkish</td> </tr> <tr> <td>+ 30 6906656125</td> <td>Farsi-Pashto-Urdu-Hindi-Panjabi</td> </tr> </tbody> </table>	Telegram NUMBER	LANGUAGES	+ 30 6909868980	English-French-Greek	+ 30 6906656134	Arabic	+ 30 6906956107	Sorani-Kurmanji-Turkish	+ 30 6906656125	Farsi-Pashto-Urdu-Hindi-Panjabi	
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<p><b>AoB</b></p>	<p>Safe Place Greece Questions:</p> <ol style="list-style-type: none"> <li>Is there anyone offering trainings regarding the new changes due to COVID in how the asylum process works and which steps to take for paralegal support? We're finding ourselves very stuck and beneficiaries white cards are expiring.                      UNHCR reminded the group that the HELP website has information on the asylum procedure, with new updates coming in the next days.                      RefugeelInfo also includes articles on the asylum procedure that are updated on a frequent basis.                      GCR highlighted the fact that asylum procedures and updates differ from one asylum office to the next, and it would be good to know if the information is available somewhere.</li> <li>Is there anyone offering trainings to staffers for suicidal ideation and MHPSS? If there are online courses or trainings can you send us a link to <a href="mailto:Amani@safeplaceinternational.org">Amani@safeplaceinternational.org</a>                      The group suggested linking them with the MHPSS working group to ask questions.                      Jumana From Elpida home, wrote on the chat that they operate in Thessaloniki can help in trainings on mental health issues.</li> </ol>											