National Protection Working Group

Meeting Minutes

Time & Location: Wednesday, 25 May 2022, 14.00-15.30 hrs / Zoom

Chair: Lara Özügergin – Assistant Inter-Agency Coordination Officer (UNHCR)

Participants: AlResala Foundation, ASAM, BONYAN, CARE, CONCERN, DRC, DDD, Doküz Eylül University, Expertise France, GIZ, Global Educational Research Association, GOAL, Hugo, IBC, ICMPD, IFRC, IGAMDER, IKGV, IOM, İzmir Municipality, JCCP-REALS, KADAV, Kadına Özgürlük ve Eşitlik Derneği, LEAP, Malatya Şam Derneği, Maya Vakfı, MSYD, MUDEM, Mültecilerle Dayanışma Derneği, PIN, Positive Living Association, Qatar Charity, Refugee Rights Turkey, Relief International, SCI, Support to Life, TKV, Turkish Red Crescent, UN Women, UNFPA, UNHCR, UNICEF, UOSSM DER, UPSED, WALD, Yeryüzü Doktorları Derneği

Meeting Agenda:

I. Ukraine Situation: Regional Response and Arrivals in Turkey
II. Field Observation and Updates from Protection Partners

Please see the Action Points.

Please see the list of organizations that are ready to receive referrals.

Please access the needs assessments, via this link, shared by Protection sector partners.

Agenda Item #1: Ukraine Situation: Regional Response and Arrivals in Turkey

- David Bugden, Senior Inter-Agency Coordination Officer at UNHCR, delivered general updates with regards to the Ukraine Situation which will be made available via email.

Agenda Item #2: Field Observation and Updates from Protection Partners

- Misinformation, rumors, and speculations exist in the field with regard to the legal status of the Ukrainians. More information campaigns is needed with regards to different legal status as relayed by ASAM.
- Since February, UNHCR PDU is in contact with PMM with regards to instructions sent to PDMMs on legal status. Ukrainian refugees may apply for a residence permit, international protection, and humanitarian residence permit after their 90-day visa exemption. UNHCR continues to share information to Ukrainian individuals via the Counseling Line *(444 48 68)* . Any organization that is in need of information dissemination materials should reach out to UNHCR. The relevant UNHCR Help Webpage for Ukrainians is accessible here.
- After the first arrivals of displaced people from Ukraine to Turkey, UNICEF launched a multi-sectoral humanitarian action, which will focus on the provision of immediate humanitarian and protection activities, in response to the protection and humanitarian needs of displaced women and children. Priority areas are identified as basic needs (including emergency cash assistance), health and nutrition (including ECD), child protection, and education. UNICEF is

targeting 60,000 people, including 30,000 children (35% of them are estimated to be school-aged children) in temporary accommodation centers and host communities. UNICEF will work on establishing community-based safe spaces for women and children (blue dots) offerings services and activities within key program areas of intervention.

  - With UNICEF support, the Turkish Red Crescent organized child-friendly spaces for children accommodated in TACs (in Kırıklareli, Antalya, and Bursa), and TRC mobile field teams are engaging with children in play and recreational activities. In coordination with PDMM and with the support of UNICEF, ASAM is organizing the distribution of emergency supplies to the displaced women and children in Edirne, Kırıklareli, and Antalya. ASAM is conducting continuing needs assessments in coordination with PDMM in provinces with a high concentration of displaced women from Ukraine (Antalya, Istanbul, and Izmır) and is extending their PSS and other protection activities to displaced women and children in Ukraine.

- GOAL reached out to authorities in Antalya and is in close coordination with Ukrainian associations to collect up to date information on community needs. An upcoming visit to Antalya is being organized by GOAL to conduct a needs assessment which will be circulated via the PwG once finalized.
- Under ECHO funded PARS project, ASAM is providing support to Ukrainian refugees since May in İstanbul, İzmir, Van, and Ayvalık. Under the project, ASAM is planning to establish counseling lines and deploy mobile teams to İstanbul (which consists of two field workers and two interpreters). An ASAM office will also be established in Antalya together with a mobile team consisting of two interpreters and a social worker. ASAM will provide e-vouchers, accommodation, and legal and transportation support to Ukrainian refugees through the ECHO-funded project. The counseling line, which consists of five counselors, will cover the whole of Turkey in both languages of Ukrainian and Russian. Interpreters hired through the UNHCR projects and ASAM is closely working with two Ukrainian NGOs in the field. ASAM is open to case referrals and also can provide emergency cash assistance.
  - ASAM is working in close cooperation with some Ukrainian associations in the field. Recruitment processes of ASAM to increase the number of Ukrainian interpreters continue in İzmir, Antalya, and Edirne. ASAM will also start the procedure of conducting a needs assessment on a larger scale through the field offices. ASAM is ready to receive case referrals and can provide emergency case assistance to Ukrainian beneficiaries in all around Turkey.
- DDD's current project funded by PRM includes support to Syrians and individuals of nationalities other than Syrians who have different issues around registration. DDD is providing support for medical case management through the fund. Per the results of conducted needs assessment, DDD has decided to provide different services such as case management, referral to hospitals, and covering the costs of both the hospital fees and

prescribed medications. Challenges faced around interpretation at first, however, the number of staff has increased. Wide dissemination of UNHCR Help Website by DDD.

  - DDD in close coordination with the Ukrainian Associations located in Izmir and Istanbul has been providing the following services to Ukrainian refugees: information dissemination, PSS sessions, health-oriented Case Management services and referrals to other relevant service provides through Medical CM Fund. DDD's Medical CM Fund covers only the costs of both health care services and medication of beneficiaries referred by DDD's Health-oriented CM mobile team to the partnering hospitals and pharmacies, that DDD signed the service contracts with.
  - DDD also works in close cooperation with Positive Living Association with regards to the life-long treatment medicines (including people living with HIV and also with other chronical diseases). Following the referrals made in İzmir and İstanbul, DDD provides the relevant medical costs for up to 2 months. There is also currently increased need especially on covering the costs of life-long treatment medicines in the field.

- Concerns were raised especially around the need for MHPSS support and possible challenges faced by Ukrainian refugees while accessing health services, especially after the 90-day visa expiry.
- 10 offices of Support to Life (STL) are operational in the field. STL is providing legal and psychological support to Ukrainian refugees in İstanbul, Mersin, Adana, Hatay, Urfa, Diyarbakır, Batman, and Mardin. A needs assessment will be conducted in the upcoming days to identify the needs of Ukrainian refugees in Antalya, İzmir, and İstanbul. Legal counseling and social services support and PSS of STL is open to any cooperation with other organization.
- The implementing partner of UNFPA, Eskisehir Osmangazi University, is operating the WGSS in Eskişehir, reaching out to almost 157 Ukrainian refugees (111 women and children and 46 men). UNFPA is also in close collaboration with PDMMs and provides the following services: basic health screening, SRH counseling (pre and postnatal care, newborn care, breastfeeding, STIs, FP, etc), and protection services including information counseling and PSS (mobilized toys for children), referrals to access services and accompaniment. WGSS service providers (midwives, psychologists, and social service experts) regularly visit the dormitories. Materials, such as dignity and maternity kits are being provided. Empowerment/awareness-raising sessions at the WGSS are being held and, city tours are being organized to familiarize with service providers (including public institutions and local authorities) and service units in Eskişehir province. There is no language barrier and tension between the refugees and the host community (Ahıska, Tatar, and Gagauz Turkmens) in Eskişehir. Crimean Tatars are supporting WGSS for translation in case Ukrainian-speaking beneficiaries are in need.
  - The main services provided to Ukrainians so far under the Key Refugee Groups project of UNFPA include: Protection information counseling, legal counseling, PSS, SRH counseling (including HIV counseling), short-term cash support and HIV medication.

Physical and remote services are being provided to Ukrainians residing in Antalya, Istanbul, Bursa, Yalova, and Izmir. Short information notes on the project and services were prepared in Ukrainian and Russian. LGBTI and sex workers NGOs/networks operating in neighboring countries were contacted for possible referrals and support.

- Through the PRM funded programme, UNFPA supports the cost coverage of HIV medicine for up to 6-months. It was mentioned that due to the uncertainty of the current situation and in the case of accessing the health insurance system in Turkey, accessing medicine will be a crucial problem. HIV medicine-related costs are also covered by IOM.

- UNHCR Istanbul Field Unit will continue to address the needs and engage with partners to meet the needs of Ukrainian refugees. Istanbul FU will reach out to its PWG members with regards to information dissemination and updating Services Advisor. To share the most accurate information with regards to the current situation, the importance of the collective effort in this regard has been emphasized.

Action Points:

- All Protection sector partners have been kindly asked to update their services in the Services Advisor platform. If any assistance is needed, please kindly do reach out to the UNHCR Information Management Unit, Levent Ekşi (eksi@unhcr.org) and Orhan Afşin (afsin@unhcr.org).
- Please feel free to reach Anastasiya Stelmakh (anastasiya.stelmakh@sgdd-asam.org) for lessons learned during recruitment processes of interpreters for the Ukrainian Situation.
- Mapping on municipality coordination and the details of the support being provided in the field is needed since some municipalities are in close coordination with Ukrainian municipalities. It is recommended to communicate with Turkey Bar Associations on this matter.
- 3RP Health Sector will be informed with regards to the life-long treatment medicines, including HIV medicine. Only UNFPA, DDD, and IOM are providing cost-related support to facilitate access to HIV medicine.
- ASAM, DDD (especially health-related referrals), and UNFPA are ready to receive referrals.
- Protection sector partners are kindly asked to share any available needs assessment conducted for the Ukrainian refugees.
- Protection sector partners are kindly asked to provide the contact details of their focal point for referrals specifically to Ukrainian refugees.

Contact Details of Organizations for Referrals :

- ***Doctors of Worldwide*** **referral process can be done through the following:**
  - Hotline Number: 0 (531) 782-69-49;
  - Referral mechanism: Inter-Agency external referral form should be sent to the following colleagues:

- *Istanbul-based:*
  Name: Nur Elmeddah;
  Title: Protection Officer;
  E-mail: nur.elmeddah@dunyadoktorlari.org.tr
- *Izmir-based:*
  Name: Hazal Sen;
  Title: Protection Officer;
  E-mail: hazal.sen@dunyadoktorlari.org.tr

- ***UNFPA* referral process can be done through the following:**
  - Type of referrals for Key Refugee Groups
    - Protection information counselling,
    - Legal counselling,
    - PSS,
    - SRH counselling including HIV counselling,
    - Short term cash support: HIV medicine,
    - Physical and remote service provision to the Ukranians
  - Contact details of the relevant focal point for referrals
    - Kemal Ördek, UNFPA Protection Associate ordek@unfpa.org and Serhat Keleş, Key Refugee Groups Project Coordinator, Positive Living Association, serhat.keles@pozitifyasam.org
- Type of referrals for Eskişehir Women and Girls Safe Space (WGSS)
  - Basic health screening, Sexual and Reproductive Health counseling (pre and postnatal care, newborn care, breastfeeding, STIs, FP etc) for women and girls,
  - Protection services including information counseling and PSS, GBV services for women and girls
- Contact details of the relevant focal points for referrals:
  - Kübra Gün, Project Support Peron, Eskisehir Osmangazi WGSS Tel: 0544 140 60 40, kubra.gun@esoguksdm.org
  - Neslihan Aslan, Social Worker, Tel 0554 164 07 94, neslihan.aslan@esoguksdm.org

- ***ASAM* referral process can be done through the following:**
  - ASAM receives the referrals of Ukrainian protection cases through ukrainianresponsepro@sgdd-asam.org e-mail address. Additionally, we would like to request all partners to add protection@sgdd-asam.org e-mail address to the CC**.**
  - In urgent cases, the following focal points can be contacted**:**
  - Aylin Hayal Mantini (Protection Officer), aylin.mantini@sgdd-asam.org, 0505 179 58 56
  - Cansu Avan (Protection Officer), cansu.avan@sgdd-asam.org, 0505 187 77 06

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