

## CwC Meeting 12<sup>th</sup> January 2016 – MINUTES

Chair: Rose Foran – Internews

Organizations in attendance: DRC, Humanity Crew, MSF, SRC, UNHCR, Translators Without Borders, Solidarity Now, ActionAid, IFRC, Save the Children, Mercy Corps

Internews presents updates from previous CwC meeting and topics of discussion.

1. **Wi-Fi on the ferries** from Mytilene to Athens: Internews attended a general meeting hosted by UNHCR in Athens last Friday where the topic was further discussed. Furthermore the discussion evolved around the information activities on the ferries and working on the possibility of establishing “info booths” on them with audio messages similar to the ones on the buses. On the ferries there are TV-screens so there is a possibility of putting short video depending on what info and messaging we want to transmit to the refugees. Rose noted that there is constant 3G on the ferries so it should be seen what can be done with that factor.
2. A **MdM (Medecins du Monde)** team will be on the ferries with a team consisting of a doctor, a nurse, interpreters and psychosocial assistant. This would result in a great resource for providing them with information and getting feedback.
3. Issue brought by (Save the Children) regarding the **information** given if they cannot pass the **borders on the North of Greece**, what do they do next? It is important to give such information to the refugees either this problem will be solved in Lesbos or in Athens since this info is not given in the info-booths or UNHCR. Since in Athens they are new in messaging maybe it should be done here in Lesbos where everybody knows the process.
4. It was mentioned that partners should **advertise the website of IRC**

**IRC:** will check if the info on the website of IRC refugees there are information on what to do next if they are not allowed to pass the border. IRC will cross check with the person in charge of the website.

**Humanity Crew:** Will tell people about the website and also suggested to print it in the wrist bands that the refugees receive for the registration lines.

**IRC:** Confirms that it would be possible to print it on the wrist bands they receive in Windy Ridge, Kara Tepe and Moria. Mentions that the wifi connection is trying to be fixed in Kara Tepe site after recent technical problems.

**MercyCorps:** Asked for more stickers with the website link from IRC and also if info can be put on the main entrance gate in Moria such as where to get food etc. Stijn (Internews) replied that unfortunately the conversation with the authorities in Moria has no progress since November regarding the permission of posting and distributing information in Moria.

**UNHCR:** Informed the rest on the ongoing process with Internews on the placing of information posters on the back of the bus seats – 1 laminated leaflet in Arabic and Farsi per every two seats. We need to get a direct feedback from the refugees to see what changes can be made.

**IRC:** Asked to make clear in the info that refugees can exchange a certain amount of money even before receiving their “Kharti”. Rose replied that is important to tell them to exchange money only through legal channels and in case you say the aforementioned ambiguity is created (since to find legal channels they have to take a bus or a taxi to reach them in Mytilene and they cannot do it if they do not have a “Kharti”).

**MercyCorps:** Asked if we can check to verify with NewsThatMoves or other sources if refugees have to have registration papers from Serbia, Greece and FYROM in order to be allowed to pass the border

in Croatia. If that is the case then it should be made clear in the information given to the refugees so they do not lose their “Kharti”.

**Solidarity Now:** Mentioned that the number for night emergency “166” on the bus poster of Internews is incorrect because it actually corresponds to the 224/7 ambulance services and not the hospital. Also the hotline of MSF is currently only answered by MSF and Orlane (MSF) will see if it is worth sharing it with other partners or not and come back to us.

**UNHCR:** UNHCR duty phones will be also installed. In regard with the bus posters he suggests to add in the end something like “in case of further questions contact UNHCR or other partners/actors on site.

**Save the Children:** Informed that a “Lost Child” point will be finally installed in Kara Tepe this week and also added on the Kara Tepe map in the entrance of the site. Still no such thing or permission in Moria.

**Radwan:** Running screen in Kara Tepe. Fotini suggests that this is reported to the new committee put on from the Ministry this past month.

**IRC:** Asked when the child friendly spaces are open in both Kara Tepe and Moria. STC clarifies from 10am to 4pm.

**TWB:** Talked about interpretation on the ground that has no presence of TWB but they suggest that they can help with relieving the overload of work of humanitarian aiders on the ground that loose time with translation and interpretation, by online/virtual interpretations. Furthermore they informed that they will have a training program to try people to how to interpret in crisis situations since they’ve noticed that there is a lack of skills of interpreters and translations on the sites. For further information on the provision of such trainings they invite all partners to communicate with them.