

## CwC Meeting 2 February 2016

### Minutes

Chair: Rose Foran, Internews

#### **Round of Introduction:**

IRC, IFRC, OXFAM, UNHCR, Red Cross, Humanity Crew, Save the Children, Mercy Corps, Better Days for Moria, TWB (Translators Without borders), Danish Refugee Council, ActionAid.

Old business:

#### **1. Update on cold weather messaging**

- IFRC – The 2 pager document on how to recognise symptoms of hypothermia and cold weather messaging has been reduced into a graphic one-pager in English that will be emailed and circulated to the partners for feedback. They will be produced also in large posters that will be distributed across other countries of the route/journey of the refugees. “Laila and Amar” are the cartoon characters of the cold weather messaging.
- 2. **ToR comments**. Internews will integrate the comments on the ToR circulated. DRC stressed the importance of ensuring a good and safe environment to work together.

#### **3. Communication Activities – Updates**

- **OXFAM**: Oxfam has been cooperating with Red Cross to conduct focus-group discussions. Trying to get feedback through alternative feedback mechanisms. Oxfam also aiming to reduce oversaturation of refugees being consulted for similar initiatives.
- **Red Cross**: Different thematic areas on the focus-groups discussions and a survey to address. Next week they will start putting all the resources together and get the rapid surveys on the perception of the Red Cross.
- **UNHCR**: Final stages of the asylum and relocation information on the buses. Printing is on its way. The Internews info-leaflets on the buses are still there – only eight of them that are missing. Finalizing the standard operating procedure documents for the shoreline response in English, Arabic and Greek. Greek is very popular.
- **Humanity Crew**: Started giving Arabic language courses in Pikpa every morning. Arabic lessons consist in useful words, terminology, sentences, etc. They are for volunteers but there are also no restrictions so they are open to anyone. They are accumulating terminology that can be disseminated for people arriving at the hospital (they will share them in the group).
- **International Medical Corps/Save the Children**: Seeking translators. Communication package on exclusive breast-feeding. Gathering information from Serbia to Athens engaging with partner organisations. Safe spaces for children and mothers. Meeting in Athens UNHCR health coordinators and refugees. Formula-issue messaging and instructions. Usage of cup-feeding and breast-feeding.
- **IRC**: Thanks partners of sharing information on the website (refugeeinfo.eu). They are recruiting other people to follow full-time the website.
- **Red Cross**: pulling knowledge from different partners across the countries in the route to get feedback and see what can be done and improved in the other countries.  
Walkie-Talkie service in Apanemos. New series that are more community driven will be done soon. Next week, psychosocial issues from interviews will be carried out in

Kara Tepe. They are getting a volunteer-mobilisation officer for the first-aid and front line officers.

The future audio program will address the issue of human trafficking as well as a campaign will be launched (how to protect themselves if they are vulnerable etc.). Community telling their stories and more through the audio program. Currently evaluating how to approach. The way the winter messaging was done could be the way to do it also with the issue of human trafficking.

- **BdM:** Approached by IOM about the situation of North Africans. There are huge information gaps. Moroccans can access a program that helps them repatriate and gives them legal advice and other services. However, they first need to be registered in order to be eligible to apply for this program but if they register then they are detained. So it is a vicious circle.
- **TWB:** Depository document has been created for translations so people don't ask for translations of things that are already translated since they are available. MetAction are interpreters that can provide for extra services to partners needed but their services can be expensive since they are recruited for a specific mission from outside the island and all their costs have to be covered.
- **Internews:** Approval has been granted for audio messaging in Moria. Start recording soon. Ferry strike info messaging for the 4<sup>th</sup> until the 6<sup>th</sup> February; extra ferries will leave from the port on Wednesday and Saturday.
- **DRC:** They have experienced harassment in Moria by travel agents. For example on questioning by the travel agents/fixers on where they are taking the refugees if they are taking them to Kara Tepe etc. Fixers/travel agents said to the refugees that they will get arrested if they get on the bus and not in the taxis.

#### **Agenda Point: Communication with host community**

- One of the cantinas was set on fire outside Moria last night. The motivation for the attack is still unclear. A medical tent was attacked and also set on fire in Eftalou, after having been attacked twice that week. These events demonstrate the need for CWC activities with host community. An idea is to have colleagues from the humanitarian community on a radio show for a Q&A about activities on Mytilene and the wider crisis. Internews has already approached a local radio station in Mytilene and is gauging interest in partner organisations with native Greek speakers who might want to participate a radio interview.
- **Red Cross:** The outreach can be tricky so attention is needed. What questions would be asked? You cannot predict the questions and you cannot represent the whole humanitarian community.
- **Internews:** A lot of value in addressing the issues through such a radio show/interview.
- **Humanity Crew:** Thinking of working with the host communities because the traumatic scenes that everyone witnesses here is affecting them. On the radio show there shouldn't be a talk on the benefits that the humanitarians bring on the island. Any media is affiliated so it might as well happen to make a fool of the humanitarian organisations. Expanding that can lead to core issues usually can happen in a real context.
- **OXFAM:** It would be useful to develop a sheet with core messages that all partners agree with as a "united front" so not to create confusion during the radio show.
- **Red Cross:** Collect questions of people on the streets about the issue and then answer them.
- **TWB:** Should be in Greek but also non-Greek show. It is very important.

- **IRC:** If there is a script for the radio show it is too rigid and also each organisation has a different mandate. It might be better to say what NOT to say instead of what to actually say. An idea could be to do an introduction to what humanitarian work is, the non-profit organisation standards (make this very clear). Invite the host community to be proactive and to share information if they come across any misconducts of NGOs/Humanitarian organisations.

## **AOBs**

- **IRC:** More expensive tickets here for the buses in Idomeni, than in Athens. Would be beneficial to harmonize information for the refugees on the topics. Furthermore, IRC partners along the route have reported that some bus companies stop in the middle of nowhere (from Athens to Idomeni) and call another bus that asks for extra money for a new ticket in order to proceed to Idomeni. This is becoming a huge problem.
- **Red Cross:** The information on ferries prices should be put somewhere where the refugees can see it directly since it is a protection issue that should be raised with UNHCR.
- **Save the Children:** Another problem is that a lot of refugees in the border in Idomeni are not accepted to pass because of misspelling of their names etc. on their "Kharti".
- **Mercy Corps:** Contacting other countries? On lessons learned in communications for example from partner organisations in Macedonia and the other countries.
- **Save the Children + Internews:** Important to get feedback on information they want to have from here in the other countries from partner organisations.
- **Mercy Corps:** Gap of information about North Africans. No answers if they can register or not and they are stuck on the island (some stay in Moria but others leave it).
- **UNHCR:** Hellenic coast guard and FRONTEX are collecting arrivals and taking them to the port and from there they are taken by bus to Moria for registration. This is a new approach. The port is a Schengen area so access is still not given to UNHCR but there are ongoing discussions. FRONTEX is supporting the Hellenic coast guard which is the coordinator. An operational plan will be discussed in the protection meeting tomorrow.