

CwC MEETING

Minutes - 27.09.2016

Next Meeting: 11 October, 17h00 at Mercy Corps Office

Chair: Jessica Duplessis, UNHCR

Participants: UNHCR, Mercy Corps, Action Aid, Danish Refugee Council, Refugee Support Platform

Update on Mercy Corps' cash program:

The second round of Mercy Corps' cash program is scheduled to take place in the second week of October. Info sessions and a follow up briefing with the community leaders will be organized. The second round will cover two groups: a) all POCs with a release note until October 7; anyone arriving later will be part of the ensuing round b) POCs who are already card holders; they will receive an automatic top up following registration with Mercy Corps. Regarding the people who move from the islands to the mainland, Mercy Corps reported that: *if available on the site, you can be included in the relevant Mercy Corps program.*

On cash on the mainland overall: The Cash programme is active on the mainland and you will be eligible for cash, though the exact time when you will benefit is to be determined once you arrive at your site and will be communicated to you by your site manager.

CwC in Moria:

The lengthy and complicated asylum process is one of the main issues of frustration for PoCs in Moria. Miscommunication and lack of dignified answers exacerbates feelings of isolation, anxiety and desperation to the refugee population. The last community leaders meeting was characterized by the absence of a representative of the Asylum Service. Several community leaders reported disappointment regarding the behavior of EASO and reported indifference by the authorities over its aim and effectiveness.

POCs have also convened to several humanitarian actors they hesitate to register or interview with EASO of fear that they might be arrested; this reluctance results in appointments being missed.

Introducing the access ID cards in Kara Tepe:

UNHCR is preparing posters and messages for PoCs regarding the introduction of access cards in Kara Tepe. The access cards will serve as an identification card for residents of Kara Tepe, but also as a tracking method for the distribution of NFIs on the site. CwC will accompany the roll-out of this new modality.

Update on transfers from the island to the mainland:

PoCs from Kara Tepe whose geographical restriction has been lifted that are eligible to be transferred to the mainland were notified of this transfer. They will travel on Thursday to different UNHCR-run sites in the mainland. Messages for persons to be transferred from Lesvos to sites on the mainland has been prepared and explain the reason, modalities and timing of the transfer. Specific to people leaving for their asylum service interview, verbal messaging was tailored following a joint meeting with Protection and

Child Protection working group leads; the messaging will be accompanying the Victoria Square map document. A gap has been identified on messaging for medical cases leaving for the mainland.

Mytilene Health Map:

The Mytilene Health map was presented to the members of the CwC, since the gap in transportation to the hotel has resulted in POCs increasingly having to find their way in town and to the clinic and the hospital. The MSF clinic is not featured yet on the map as it will operate with appointments, while the extremely vulnerable cases will be transferred directly by the MSF van. Strong coordination is needed in regards to health actors and clear referral pathways among health actors working in both sites and in town. Messaging is being developed to reinforce this.

AOB

- Mercy Corps screens will begin to operate in the family compound in Moria following coordination with the local authorities and will include several cartoons that they have chosen. New locations will be examined after the fire incident and an assessment will take place in order to review interest and impact of the screenings. Half of their screens have been destroyed since they were installed.
- A census in Moria will be held on Friday, 30 September.

Action Points

- Action Aid and DRC to follow up on the possibility of a training on intercultural communication and humanitarian response on Lesvos for agencies.
- Asylum booklets on rights and options for those who have arrived on the islands after 20 March will be placed at UNHCR's Information and Referral Point and laminated posters outside of EASO.
- A revised version of the Mytilene Health map will be shared as soon as it is ready, including the suggestions made at the last CwC meeting.
- Messages continue to be developed (UNHCR CwC and UNHCR health focal point) to inform humanitarian partners and PoCs of healthcare available and on how to access services. Once a draft is ready it will be shared with the CwC WG for validation.
- All members to work on preserving the community leaders meeting as it remains the most representative forum of discussion in Moria
- UNHCR to invite Greek Asylum Service/EASO representatives in the next CwC meeting.

NEXT MEETING: 11 October