

CwC MEETING

Minutes - 23.08.2016

Next Meeting: 6 September, 17h00 at Mercy Corps Office

Chair: Jessica Duplessis, UNHCR

Participants: UNHCR, Danish Refugee Council, International Rescue Committee, ActionAid, RIS/NRC, HSA

Follow up on action points: Communication with the mainland regarding departures

- The objective of this meeting was primarily to follow-up and discuss messaging for the above-mentioned action point.

Messaging for departures:

Messaging for PoCs leaving Lesvos for the mainland was developed and elaborated upon by the CwC WG participants. Messages developed and circulated were as follows:

- 1) *As you prepare to leave Lesvos for the mainland, please consider that accommodation is not guaranteed unless you have been provided a confirmed reservation. Before leaving the island we recommend that you confirm that you (and your family, if you are travelling with them) have a place to stay for every night you are there. It is not safe to sleep outside and we discourage you to do so. If you do not have resources to pay for a hotel, ask friends or family members already on the mainland for advice.*
 - a. *Before you leave Lesvos, it is important that you have your documents verified. Please go to Moria site on the day you are leaving between 15h00 and 16h00 to have your documents verified by the Asylum Services. Once they are verified, a shuttle driven by Frontex will drop you (and your family) at the port and assist you to board the ferry.*
- 2) *Please review a map of Athens to familiarize yourself with the city before you leave the island so you know where to go, including the location of the Asylum Services Office.*
- 3) *When you arrive on the mainland, you will arrive at Piraeus Port. From there, you should make your onward journey via bus, metro, foot or taxi.*
- 4) *Victoria Square is a location where you can find a lot of services that are free of charge, provided by organisations who are there to provide help to refugees and migrants. Please refer to the map for more information on their services and feel free to ask any of the organisations listed on the*

Victoria Square document for more information. You can also place free-of-charge calls to several of the numbers listed on the document if you're in need of further assistance.

Messages will accompany the Victoria Site information document, which outlines services provided to PoCs in Victoria Square in Athens is currently being finalized and is part of an information package. This document will compliment other efforts that will inform people leaving the islands of what to expect when they reach the mainland.

CwC for children

A workshop held on 24 August in Athens, hosted by Save the Children, covered communicating with children of various ages and emphasized the need to tailor communication to children based on their age groups and considering their family and cultural background. Even when it comes to translation for and with children, particular considerations should be taken into account.

AOB

- NSTR

Action Points

- UNHCR to update and circulate first draft of Frontex / departure to mainland messages,
- For the second draft of these messages, obtain validation by protection colleagues and follow-up by additional field colleagues and circulate;