

TURKEY

REFUGEE OUTREACH VOLUNTEERS (ROV) EXTERNAL UPDATE

February 2017

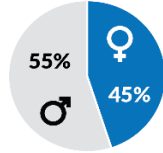
Total Provinces (ROV Presence)

15 out of 81

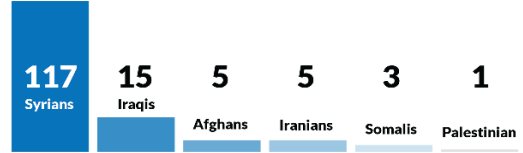
Total Active ROV

146

ROV Gender Breakdown



ROV Nationality Breakdown



The Refugee Outreach Volunteer programme, initiated in April 2016, complements and extends existing UNHCR coverage to refugees in 47 provinces through its presence and its partners (127 community centres/partner offices/outreach teams).

OPERATIONAL CONTEXT

- As more than 90 per cent of refugees in Turkey live in urban areas spread across 81 provinces, outreach to and communication with the various urban refugee communities remains a serious challenge. Many **refugees face obstacles in accessing services** due to the lack of information and the limited number of partner offices and community centres. In addition, some refugees cannot reach these offices and centres due to issues related to health and work commitments, as well as financial and cultural constraints.
- To strengthen its outreach activities and to **support refugee self-sufficiency, empowerment and social inclusion**, a refugee outreach volunteer programme was initiated in cooperation with partners IMPR and ASAM in April 2016, making use of the experience and lessons learned in the region.
- ROVs were selected based on their willingness to help serve their communities; enthusiasm and ability to work as a part of a team; acceptance within the refugee community; and good communication skills. ROVs work on a **strictly voluntary and part-time basis**.

UNHCR STRATEGY AND ACTIVITIES

- The aim of the ROV programme is to **strengthen outreach** to refugee communities in Turkey. Refugee outreach volunteers help **identify and assist** vulnerable refugees, **inform** refugees about their rights and the national services available to them, and to **develop and strengthen existing capacities** within the community. In so doing, the ROVs also build trust and strengthen direct contact and dialogue with refugees.
- Following orientation on UNHCR's mandate and code of conduct as well as training on identification of and support to people with specific needs, all ROVs sign an agreement committing themselves to **confidentiality and a non-discriminatory approach to fellow refugees**. Through regular communication and technical support, UNHCR and partners ensure that volunteers are provided with up-to-date information on assistance, including education and livelihoods support.
- Drawing on their own experience as refugees, ROVs also help identify **community resources and mobilize other refugees** to assist them with a wider group of refugees, namely those with specific needs, especially with regard to access to health and education services.

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Links:

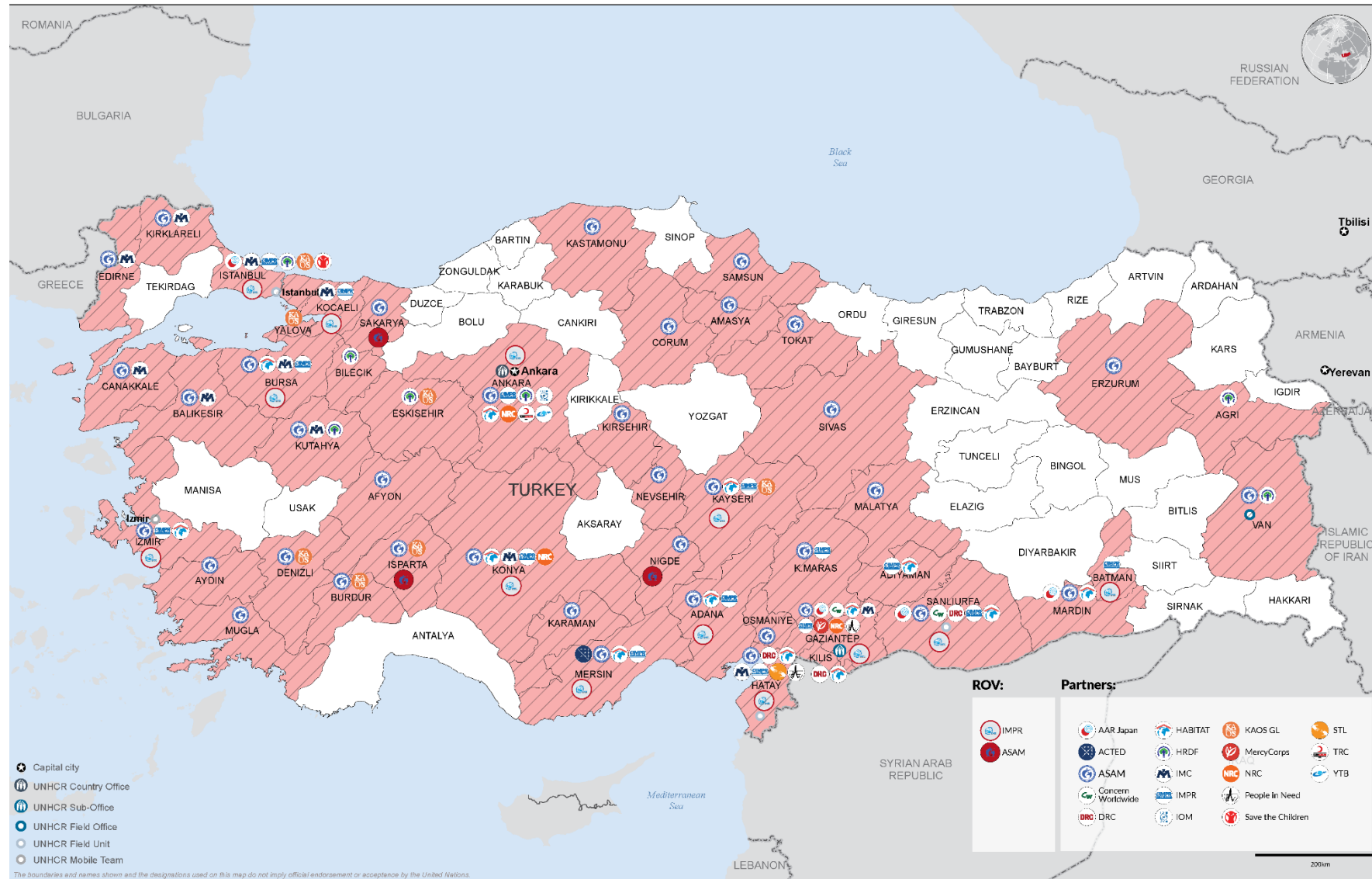
[Regional Portal - Syria Regional Refugee Response](#) | [Regional Portal - Mediterranean](#) | [UNHCR Turkey website](#) | [Facebook](#)

Turkey

UNHCR, Partners and Refugee Outreach Volunteers Presence

as of 24 February 2017

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