

CWC NATIONAL WORKING GROUP MEETING MINUTES

Meeting Subject	Communication With Communities National Working Group Meeting
Date, Time & place of meeting	24 January 2018 (UNHCR, UNICEF meeting room)
Meeting Chair	Alexandra Zavvos (Solidarity Now) and Miriam Aertker (UNHCR)
Minutes/notes prepared by	Alexandra Zavvos (Solidarity Now) and Miriam Aertker (UNHCR)
Present organizations	METAdrasi, Solidarity Now; UNHCR; Campfire Innovation; Help Refugees; IRC; Drop in the Ocean; DRC

1. Review of previous meetings/matters arising

Details/Going forward	Suggested Actions
There were no comments regarding minutes of the previous meeting and they were approved.	/

2. FAQs Accommodation / Islands / Transfers

<p><u>Transfers from the Islands to the mainland, presentation of Erasmia Roumana, UNHCR Protection Unit</u></p> <p>Islands/Protection focal point updated the CwC working group on the transfers from the Islands to the mainland.</p> <ul style="list-style-type: none"> - ~500 persons are transported every week - 6,533 individuals since November 2017 (as of 21 January) with the initial goal set as 5000 persons by the Ministry. - Currently, they are being transferred to sites, IOM hotels specifically set up for the operation and UNHCR accommodation (at a second stage). - Overall, a total of 10,904 persons have been transferred to mainland, as of September 2016 when the transfer mechanism was set up, <p>Furthermore, the procedures and various steps involved in the transfers from the islands, from the lifting of the geographical restriction, to the allocation in housing (sites or managed accommodation) were explained with emphasis on the procedures set up on the islands. PoC are briefed about their destination before leaving the islands and handed specific informative documents (available services and continuation of asylum process on mainland, consequence if do not leave the islands).</p> <p>Some asylum seekers and refugees express discontent when they arrive in certain sites as the conditions are not always up to standards or relevant services are not available, expectations about the geographic location or security situation are not always met; there is a dilemma surrounding how much information can be provided about the problematic conditions on certain sites; the information about sites is mainly extracted from the 'site profiles', which do not offer extensive detail and are not consistently updated. The allocation to sites is carried out by the ministry, which leaves PoC with little choice as to their housing.</p>	<p>Action Points:</p> <p>To follow up on the updated site profiles. The update of the existing site profiles by SMS actors and/or the development of one pagers for sites will be discussed further in the inter-sectoral WG, SMS and with UNHCR IM.</p> <p>To share the Q&A with CwC members.</p> <p>CWC members to share additional information materials that could be distributed prior to the transfer for services in Athens and Thessaloniki, or other urban centers in the mainland.</p>
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<p>Site profiles and any other material providing information on the mainland/destination sites (e.g. welcome kits, leaflets etc.) need to be regularly updated as the RIS/UNHCR Joint teams rely on these tools for information provision to the PoC. In addition, UNHCR also requested additional information sources that can be distributed prior to the transfer regarding services in Athens and Thessaloniki, or other urban centers in the mainland, e.g. the ‘survival guide’. Such material can be coordinated through the CwC WG and be channeled to the islands via UNHCR and/or local CwC WGs.</p> <p>Any hardcopy material distributed, must ensure that the information contained is not subject to frequent change and is up to date.</p>	
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3. Future of the CwC Working Group

<p>As part of the discussion about the roles of working groups in the current stage of the Greek response, the CwC members were asked whether the working group should be maintained whether it needs to change its modality and be fused with other WG; the working group functions primarily as an information forum; CwC members were asked about their opinion and recognized the need for CwC actors to meet and recommended that the CwC should continue as an information sharing forum on a monthly basis for the near future. The need for</p> <p>CwC actors also suggested bringing CwC closer to other relevant coordination fora, such as the Athens Coordination Centre for Migrant and Refugee Issues (ACCMR), and grassroots coordination mechanisms, as well as including community representatives in CwC meetings to create better linkages with urban.</p>	<p>Action Points:</p> <p>To carry out a survey on the future of CwC</p>
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4. CWC project updates and new initiatives

Details	Suggested Actions
<p><u>Help website and posters:</u></p> <p>UNHCR is currently updating the help website (Rights and Duties). Information will be online in Farsi, Arabic, French, Greek and English. http://help.unhcr.org/greece/</p> <p>Moreover, posters were printed in English and handed out. Posters in Farsi, Arabic, French and Greek are currently being printed.</p> <p><u>Harmonization</u></p> <p>Agencies discussed harmonization needs between agencies (grassroots, government, NGOs, UNHCR) referring to the handing over processes of programs to the government and urban programs. Grass root organizations hold bi-weekly meetings for information sharing.</p>	<p>Action points:</p> <p>Distribute posters about the Help Website and SMS messaging in different languages.</p> <p>Link CwC members and link them to the Help website,</p>

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Growing UAM issue in urban area

Grassroots organizations have reported an increasing number of homeless UAM in the Athens urban area; the burden is growing on grassroots to accommodate people.

Presentation of Lexicon

The **Mini Lexicon**, an initiative of EADAP supported by UNHCR and funded by the Swiss Embassy, created as a peaceful co-existence tool with the purpose of facilitating the communication between communities of concern and actors/ service providers as well as native Greek speakers, has been re-printed in 6 different languages (Arabic, Farsi, Kurmanji, Sorani, French, Urdu). The priority distribution points are Community Centers and new accommodation structures (e.g. run by Municipalities) since mainland sites and accommodation was targeted during the first round of distribution.

During the 2nd round 15,000 copies of the Mini Lexicon were printed and 1,000 copies of the service provider folders. At the time being, approximately **7,000 copies are still available** (no Urdu copies, French copies are low in stock).

The lexicon is also developed into an app, which should be available for download in both Android and iOS devices.

The electronic version of the mini lexicon and service provider folders can be viewed here: <http://bit.ly/2iAJ4IP>

There are plans to re-adjust the content to better serve populations in urban settings. Any feedback on the content and structure of the Lexicon can be shared with UNHCR.

For lexicon hard copies or feedback regarding the content and structure CwC members can reach out to: Ms. Rafaella Camassa at CAMASSA@unhcr.org

New projects on mental health/disabilities and service mapping

UNHCR will continue to work with the National Confederation of Disabled People and Kinoniko Ekav (KOINONIKO EKAB) in 2018 (disability program). NCDP will continue to work with the established disability committee, maintain a hotline and will carry out several trainings. Kinoniko Ekav will continue to work on a carer system (accommodation) as well as on individual cases. Kinoniko Ekav will also set up referral pathways for persons with disabilities in Athens/Thessaloniki and islands. Also, a new partner (Epapsy) will start working on mental health projects. These will include trainings and direct support to persons with severe mental health conditions.

The list of service providers of persons with disabilities (NCDP compilation) was shared with CwC members and added to the drop box folder.

Service mapping (Athens)

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<p>A platform mapping different service providers, community centers and other reference points for asylum seekers and refugees is being carried out by the ACCMR.</p> <p><u>Cultural Mediation Training Program</u> The brochure about the upcoming cultural mediation training program was shared with CwC members. The cultural mediation training program will be carried out by SCG from February to May 2018 for NGO staff and NGO beneficiaries/individuals from February to June 2018 in Athens. For more information: https://scg.edu.gr/</p>	
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5. Other Business

<p><u>Survival Guide (Athens):</u> The survival guide (hard copy) is outdated and the new version can be found online: http://mdmgreece.gr/giatri-tou-kosmou-egkeniazoun-tin-diadiktiaki-platforma-safe-refugee/ or https://www.saferefugees.info/. It was recommended that it will be displayed in all new arrivals locations (e.g. at info desks/boards) and printed in small booklets in different languages. Also, there should be a link of the new survival guide to the help website.</p> <p><u>List of community leaders:</u> List of community leaders was shared with CwC members.</p> <p><u>TOR CwC:</u> The 2016 CwC ToR was redistributed and will be attached to the minutes. It can be revised whenever necessary in 2018.</p> <p><u>Next CwC meeting:</u> Will be held on 21 February at 3pm. UNHCR conference room 2.</p>	<p>Action Points:</p> <p>CwC agencies to update the community leader contact list with additional focal points/contact details.</p> <p>To explore whether the survival guide can be printed for distribution (UNHCR to follow up with MDM)</p>
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