

KEY FIGURES

673,900

Sea arrivals in Greece as of 14 November

171,000

Sea arrivals to Greece during the reporting period

124

Dead persons in the Greek waters since October

21

Receptions, transit sites, assembly points through islands and mainland

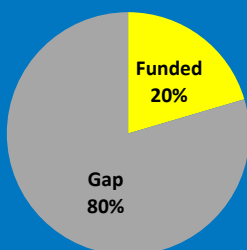
30

Persons relocated from Greece

FUNDING

USD 18.2 million

requested for the situation in Greece in 2015



PRIORITIES

- Boost reception capacity and provide emergency assistance in receiving countries through support for States, civil society and local communities.
- Strengthen protection systems and prevent *refoulement* including through presence and capacity building.
- Increase strategic messaging and advocacy to and about people of concern.

GREECE

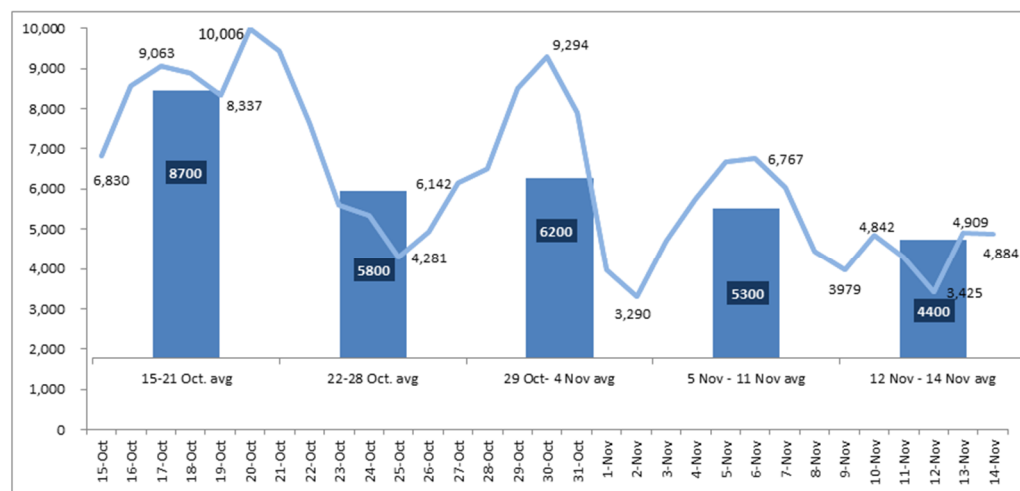
REFUGEE EMERGENCY RESPONSE- UPDATE #6

20 October – 14 November 2015

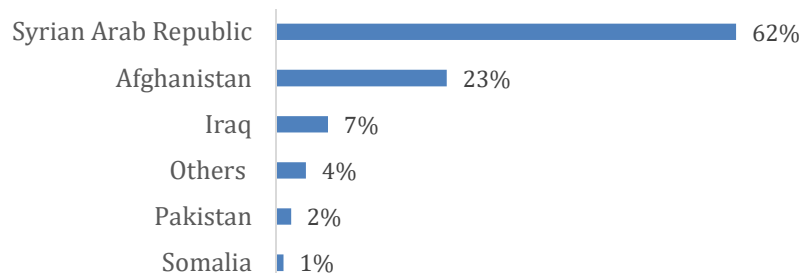
HIGHLIGHTS

- As of 14 November, 673,916 refugees and migrants arrived in Greece, including 171,000 during the reporting period.
- On 2 November, ferry companies went on a strike for 4 days and added additional pressure on all the islands where reception capacity were already overstretched. The increasing influx of arrivals, combined with the ferry strike, has put an extreme pressure on islands, where up to 28,000 refugees and migrants were staying on 6 November.
- UNHCR continued to increase the reception capacity and started to implement the winterization plan, as the heavy rain and coolness of temperatures worsened an already difficult situation for refugees.
- The first group of 30 refugees from Iraq and the Syrian Arab Republic to be relocated, departed to Luxembourg on 4 November.
- UNHCR enhanced its presence on the northern shores of Lesbos to better protect and assist refugees and migrants upon arrivals.
- Nineteen shipwrecks took lives of 94 persons, and at least 92 went missing.

Daily estimates and averages



Top five nationalities of arrivals to Greece (as of 14 November)



Daily arrivals are estimates based on the most reliable information available provided by the authorities. Daily estimates cannot be considered final and might change based on consolidated figures provided by authorities on a regular basis

UPDATE ON ACHIEVEMENTS

Operational Context

During the reporting period, over 171,000 refugees and migrants arrived in Greece, the average daily arrival reached 6,600. Three times during the reporting period, the number of daily arrivals exceeded 9,200, reaching an exceptional 10,004 on 20 October. The arrivals on Lesbos continued to represent around 60 percent of the arrivals. An increase of arrivals of Afghans and Iraqis were noticed

The heavy rain and coolness of temperatures worsened an already difficult situation for refugees because of insufficient reception capacity. The situation reached a critical point on October 20-21, including cases of hypothermia were reported among refugees on Lesbos, and flooding in Samos. In addition, the worsening of weather also directly impact the number of incidents at sea. Between January and October 2015, the Coast Guard have rescued an average of 6,000 people per month, in a monthly average of 160 incidents. Despite these significant numbers, the existing capacity of rescued at sea remained limited compared to the needs. The reporting period was also marked by an increasing of shipwreck, which took lives of 94 people, and at least 92 are missing.

In this operational context, UNHCR, reinforced its partnerships, strengthened its winterization activities to respond to the increasing humanitarian needs, expanded its presence, including in northern Lesbos, and continued to advocate for and support the authorities in enhancing the response and overcome challenges related to the characteristics of which locations, as well as of the administrative framework.

UNHCR supported the implementation of the relocation process, and the one month pilot project which started to be put in place in Lesbos by European actors and governmental authorities. The first 30 refugees relocated to Luxembourg from the Syrian Arab Republic and Iraq.

Achievements



Protection

- **Provision of information.** UNHCR continued to provide information to newly arrived refugees on registration and asylum procedures, relocation, family reunification, refugees' rights and responsibilities, and existing assistance and support programmes. Information is provided through face-to-face individual and group sessions targeting over 8,000 people a day, as well as through leaflets on rights and obligations, produced in 16 languages in partnership with METAction. The usage of documents is particularly effective due to the high number of arrivals and their dispersal over a variety of locations. Moreover, the first UNHCR help desk started operating in Moria, Lesbos, informing refugees on access to service registration process as well as asylum procedure in Greece.
- **Ensuring safety and security during registration procedures.** UNHCR supported the authorities in implementing registration procedures. In all locations, UNHCR continued to play an essential role in mitigating tensions and ensuring the prioritization of people with specific needs, including survivors of shipwrecks. On Lesbos, a decision by authorities to resume registration in Kara Tape, in parallel with the registration process in Moria, helped reduce the backlog as well as tensions among those waiting. In addition, UNHCR introduced a queuing system using numbered tokens to facilitate a more orderly registration process in both Moria and Kara Tape. This system provides more dignified conditions for those waiting; eases the management of the crowd; and enables more effective prioritization of people with specific needs. UNHCR partnership with MetaAction has expanded with a team of 46 staff to facilitate

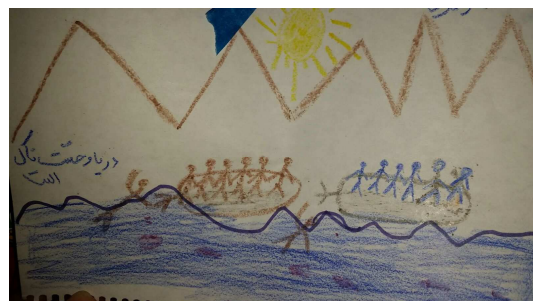


UNHCR staff conducting an information session in Oxy assembly point, Lesbos, with the support of METAction's interpreter

interpretation services, including during registration process. Interpreters are from and to Greek to and from Arabic, Farsi, Dari, Urdu and Kurdish.

- **Communication with communities.** UNHCR has strengthened communications with communities by developing new tools in cooperation with partners. In Samos, UNHCR partner Samaritan's Purse has recorded audios with basic information in Arabic and Farsi to be played at the information point in the reception site. Noticeboards have been set up in numerous different locations to facilitate communication with refugees. In the coming weeks, a total of 40 UNHCR standard noticeboards are being set up in different locations. In Eidomeni, speakers are also being installed in the tents. Recorded information messages will be made and translated in Arabic and Farsi. On Lesbos, UNHCR has developed specific messages about the recent ferry strike for all people of concern, in collaboration with Internews. The messages, shared with all humanitarian organizations and volunteer groups, and disseminated through all available means on the sites and assembly points, were efficient in preventing tensions.
- UNHCR has rolled out a feedback and accountability system in the Dodecanese islands of Kos, Kalymnos and Leros. It includes a hotline, a general e-mail address and a feedback box, all of which are monitored by one focal point on daily basis.
- **Profiling and identification of people with specific needs.** Protection teams continued to identify and provide individual protection support to people with specific needs on a daily basis. Support is provided either directly by UNHCR or through referral to partners. On Lesbos, UNHCR has reinforced its presence on the shores to proceed to an early identification of people with specific needs and ensured that an adequate assistance and prioritization if needed is ensured. In addition, through its partner Praksis, has started providing emergency temporary accommodation for people with specific needs in an apartment which can hold up to six people. Similar accommodation is available in Athens. On Kos, an agreement was reached with authorities to prevent the detention of children in substandard conditions. The latter are now referred to the transit facility opened by Praksis, UNHCR's partner, covering Leros as well, to accommodate up to 23 UASC pending their transfer to a dedicated facility in the mainland. UNHCR's partner, Save the Children, provides safe-areas for children, capacity-building for local child protection partners, and distribution of aid items for children. Activities such as drawing sessions are organized to alleviate the trauma of the children. In Eidomeni, the NGO provided training to humanitarian workers on child protection. In Kastellorizo, following a UNHCR mission, two new rooms were opened to host people with specific needs.
- **Relocation.** On 26 October, the Greek Asylum Service along with EASO, EU-LISA and UNHCR began a one-month pilot project in Moria hotspot, Lesbos, using asylum and relocation registration and information tools. The first 30 refugees from Syria and Iraq accepted for relocation to Luxembourg departed Athens on Wednesday 4 November. UNHCR is actively involved in the identification of candidates, prioritizing the most vulnerable cases and ensuring they have access to temporary accommodation on Lesbos and in Athens before departure. Information on relocation is also provided to refugees on other islands.
- **Response to shipwrecks.** The reporting period, and especially the last week of October, was marked by a sharp increase in deaths during crossings of the Aegean Sea. In all, 94 lives were lost and at least 58 went missing. In comparison, between January 1 and 20 October, the Hellenic Coast Guard reported 68 deaths at sea. The shipwrecks and rescue operations have taken place in multiple locations off the shores of Agathonisi, Farmakonisi, Kalymnos, Lesbos, Rhodes, Samos and Chios.

UNHCR, volunteer organizations and a number of NGOs present on the islands and in Athens, were involved throughout the process of rescue, disembarkation and follow-up. UNHCR took part in on-the-spot family reunification and the listing of missing people. Transportation to hospitals was arranged for survivors in need of medical assistance; accommodation was provided for survivors; and psycho social services were made available through partner organizations. UNHCR also ensured that survivors were prioritized for registration and refer them to UNHCR teams in Athens and onwards. UNHCR staff also facilitated where necessary the identification of the deceased by surviving family members. UNHCR is developing Standard Operating Procedures for the



Drawing titled "The river is very scary" was made by a child during an activity organized by Save the Children in the child friendly space in Eidomeni.

management of shipwrecks in cooperation with partners and authorities. Five children separated from their families as a result of a shipwreck were reunited with their families with the help of UNHCR.

UNHCR developed a tracking system for distress calls received from refugees and migrants at sea or stranded on small or uninhabited islands. Upon receiving a distress call, UNHCR immediately informs the Coast Guard and Police at central and local level. During the reporting period, UNHCR received an average of 3 distress calls a day involving an average of 160 people per call, including refugees on boats, from relatives/friends or from other organizations (Watch the Med alarm), seeking UNHCR's intervention with the Coast Guard for SAR Operations.

On Lesbos, after several weeks of strong advocacy for the professionalization of the response on the northern coast, the Hellenic Association of Lifeguarding Schools (H.A.L.S.) sent lifeguards to support the Hellenic Coast Guard.

- **Border crossing point of Eidomeni (GRE/FYR border).** An average of 6,700 people passed through the temporary facility in Eidomeni on a daily basis during the reporting period. On 23 October, over 9,800 people passed the border in an orderly manner. All of them were provided with information sessions, which helped prevent family separations and tensions. UNHCR briefed partners on the conduct of such sessions to ensure consistency of information given by all workers in the site.

Identified Needs and Remaining Gaps

There are 44 known sea landing points and one land entry point (Evros region) in Greece, making reception activities for new arrivals a major challenge. People arrive daily to islands of all sizes – large (such as Lesbos, Kos), but also small islets (as Pserimnos, Agathonisi) as well as rocks and military bases (Farmakonisi, Kalolimnos) where UNHCR does not have access.

- Registration is not carried out in compliance with EU standards. Additional human resources and Eurodac machines are required, as the introduction of EURODAC processing on islands slowed the pace of registration creating an increasing backlog. In most islands, parallel systems of registration continue in order to avoid even larger backlogs.
- To enhance protection, UNHCR will continue to increase its presence on the islands for stronger protection monitoring and identification of people with specific needs and their referral to appropriate services.
- A spike in arrivals led to backlogs in the registration process in all islands, resulting in increased frustrations and tensions- especially on Lesbos, Leros and Samos. The lack of sufficient accommodation meant thousands of refugee women and children had to stay in the open at night, or in overcrowded and inadequate reception facilities where they were exposed to all kinds of risks, including sexual violence. The decreased of arrivals in November as well as the increase of accommodation made available by UNHCRs and partners helped to improve the situation.
- Despite improvement on Lesbos, Kos and Leros, the identification and protection of unaccompanied and separated children remains insufficient in the islands. The registration of unaccompanied minors is not conducted in a uniform manner on all islands; they are not always prioritized for being registered (Chios).
- Services for people with specific needs, especially persons with disabilities, are limited or unavailable on the islands and mainland. In Athens, the reception center is not adapted to persons using wheelchairs.
- On Lesbos, humanitarian conditions were critical on 20-23 October due to heavy rain while thousands of refugees were waiting outside to be registered. Several cases of hypothermia, physiological distress and cold-related pathologies were reported. In parallel, several clashes erupted with the police on Moria. UNHCR successfully advocated for the opening of dormitories in the former detention center to accommodate up to 450 people with specific needs in Moria.
- Many cases, entitled to apply for relocation or family reunification, including some UAM and shipwreck survivors, prefer to continue to travel due to the lengthy waiting time for relocation or because they have chosen a specific country of final destination.



Site Planning, Shelter, CCCM and Basic Relief Items

Achievements and Impact

Shelter

The reporting period was marked by a cooling of temperatures, with episodes of storms and heavy rains. This worsened an already difficult situation for refugees because of insufficient reception capacity and a high level of arrivals. The situation reached a critical point on October 20-21, when cases of hypothermia were reported among refugees on Lesbos, waiting in the cold to be registered. UNHCR continued to improve accommodations in every island, although the pace of improvements varied depending on local possibilities and the internal dynamics.

- UNHCR has initiated the winterization of shelters as well as other infrastructure. This includes installation of insulated flooring for RHUs, procurement of inner linings for the insulation of rubbhall, and additional intervention for the evaluation of heating systems.
- On **Lesvos**, following UNHCR's advocacy, authorities made available three dormitories in Moria hotspot, with a total capacity of 450 people. UNHCR supports the management of the dormitories, which shelter people with specific needs in dignified conditions. UNHCR has initiated the winterization of shelters, including through the installation of insulated flooring for RHUs; the procurement of inner linings for the insulation of rubbhall; and additional intervention for the evaluation of heating systems. Moreover, 250 RHU have been set up to accommodate 2,800 people and covered walkways were installed.
- On **Samos**, the current reception capacity remains limited to 16 containers at the port, with a total capacity of 160 people. The identification site can accommodate approximately 280 people. The capacity at the port is to be increased with 20 RHUs, to be installed to Samos. UNHCR obtained the government approval on November 14 and will proceed with the installation. During the reporting period, UNHCR installed shades and sheltered space at the port as an emergency measure to protect refugees from the rain and wind.
- On **Kos**, reception conditions remain poor. UNHCR set up five tents in the archaeological park where MSF had also erected tents. Despite advocacy conducted by UNHCR, the municipality did not open public facilities as an emergency measure to protect refugees from rain and stormy conditions. As part of the relocation scheme, the Government designated Linopoti, a 20.000 mt sq. area, as the hotspot for Kos. The site will accommodate 1,700 persons and include common services and registration areas. UNHCR's team took part in the assessment of the site and supported authorities in arranging site-planning.
- On **Leros**, the situation in the informal temporary accommodation site, where several hundred people remained, deteriorated in October and early November due to the increasing number of arrivals and a decision by authorities to accommodate refugees pending registration in the same place as those who have completed the process. UNHCR, in cooperation with MSF, erected one rub hall as well as 23 RHUs in the yard of the site. Work to improve WASH conditions and secure and refurbish an abandoned building was also conducted. The land parcel size limits the possibility of installing RHUs. Cleaning and hygiene activities, as well as improvement of WASH facilities, were conducted on a daily basis. The decrease of arrivals from 7 November eases the situation and reception conditions have considerably improved.



62 RHU are available in Moria hotspot, Lesbos, complemented by rubbhall and dormitories. However the lack of reception capacity remains dire and many refugees stay in substandard accommodation, such as camping tents.

- On **Chios**, up to 8,000 people were stranded on the island, whose reception capacity was from far insufficient. Consequently, a large number of people had to sleep in the open while the weather conditions were deteriorating. To overcome the situation, UNHCR set up an additional 26 tents in the public park, bringing the total to 65 tents, and one rubbhall at the port. Major improvement was achieved with the establishment of a new accommodation site at Souda, where 34 RHUs and two winterized rubbhalls were installed. The site offers a total capacity of 800 people. Fencing, garbage bins, WASH facilities (including six chemical toilets), have been set up in the site, which replace the tents set up at the public park, being dismantled. Overall, it will provide increased and more adequate reception conditions and will improve relationships between host community and refugees.
- In cooperation with local authorities, UNHCR improved the reception capacity in Kalymnos, where 16 RHU were installed at the port as well as two latrines and one shower.
- On Samos, Leros and Lesvos, Samaritan's Purse, UNHCR's partner, provided WASH activities, including a cleaning campaign, and provision of water point, as well as distributions of food and NFIs.
- Hotspots.** Authorities presented the final plan for the creation of four additional hotspots to be set up on Leros, Samos, Chios, Kos. The hotspot on Lesvos is the only one currently operating. UNHCR supported the authorities in site-planning of hotspots on Kos and Leros.

Camp Coordination and Camp Management (CCCM)

- Tools are being developed to ensure that 21 existing sites are better coordinated and managed. Guidelines and standard operating procedures for allocation of accommodation (tents, beds, rubbhalls) are developed to ensure the prioritization of the most vulnerable. In addition, a gap analysis per site will reduce duplication and improve complementarity between actors. CCCM experts are also supporting the implementation of a mass information dissemination systems per site.

Humanitarian assistance

- During the reporting period, over 7,200 sleeping mats, 31,000 blankets, 3,500 hygiene kits, and 6,100 raincoats were distributed on the islands. Distributions conducted by UNHCR complement those conducted by volunteers and partners, avoiding duplication and ensuring that as many refugees as possible are targeted. As part of its winter operation, UNHCR has planned to adapt its assistance, including through the provision of hot meals and drinks and winter clothes (jackets, shoes, socks, gloves and thermal ear covers). Discussions are ongoing for the opening of kiosks for the distribution of free clothes.
- UNHCR ensured the provision of NFI to isolated islands where it has no presence. UNHCR coordinated several shipments of UNHCR items, including tents and NFIs provided by volunteers, to Farmakonissi, a military island where refugees and migrants often land and may remain for several days before being transferred to Leros. NFIs were also shipped out to Oinousses, where refugees would arrived before being transferred to Chios.
- UNHCR is working with Vodafone Foundation to implement connectivity and charging solutions for refugees in Lesvos.
- UNHCR set up 3 RHUs in the northern shores of Lesvos to provide assistance to refugees and migrants upon arrivals. Additional RHUs are to be set up on 5 other locations.
- UNHCR continued to provide transportation in particular from the northern shores of Lesvos to the sites of registration, through eight buses and three mini-vans. These buses are complemented by those provided by other humanitarian actors.
- Mobile medical teams, through UNHCR's partner WAHA, are present in the north of Lesvos as well as on Samos. Health coordination groups have been established on Lesvos and Samos.



Three RHUs set up on the northern shores of Lesvos to provide assistance to refugees upon arrivals.

Identified Needs and Remaining Gaps

- Reception conditions have continued to be overstretched in all islands. On Lesbos, Kara Tape and Moria have a capacity of 2,800 while there are regularly more than 10,000 refugees and migrants staying in the island. During the ferry strike, the little island of Kastelorizo accommodated 300 refugees and migrants, a number which exceeds the size of the local population.
- In all locations, overcrowding has made aid distribution difficult, hampering the targeting of those with specific needs. Moreover, the coordination of distributions needs to be further improved to ensure better coverage of needs and avoid overlapping. Capacity-building activities for volunteers, such as on-the-spot training, need to be reinforced. CCCM experts are working on methodology for distributions.
- The provision of food by NGOs and volunteers continues to pose challenges in term of sustainability as it is undertaken on a temporary basis on Leros and Samos.
- The constant high flow of people of concern hosted at Kara Tepe, Lesbos, continues to render the allocation of shelter for vulnerable people challenging. However, the Kara Tepe Site Manager has successfully engaged volunteers from Lesbos Volunteer Association for listing available shelters and allocating them to identified vulnerable cases.
- Refugees and migrants tend to light fires to cook or warm, which is source of health and security issues. To prevent these issues, UNHCR is winterizing shelters, has started to establish collective kitchen and to conduct information awareness activities.

Working in partnership

- UNHCR continues to closely cooperate with the European Commission and relevant EU agencies, including FRONTEX and EASO; as well as with local and governmental authorities.
- UNHCR's emergency assistance and protection services in Greece are delivered through several partners, including: the Greek Refugee Council, Praksis, ICMC, METAction, Ecumenical Refugee Council, Ministry of Interior and Administrative Reconstruction, Hellenic League for Human Rights, and Hellenic Theatre Drama & Education Network, Save the Children, Samaritan's Purse, WAHA. These partners have supported the provision of legal assistance and information on rights and obligations, the addressing of immediate relief/medical needs of persons of concerns and the protection of children and transfer of unaccompanied children to specialized facilities on the mainland, as part of the annual programme and the emergency appeal.

UNHCR continues to closely cooperate with A21, Agkalia, Apostoli/IOCC, Arsis, Caritas, FIRC, Hellenic Red Cross, Human Appeal, IOM, IRC, Islamic Relief, MdM, Medin, Mercy Corps, MSF, NRC, OXFAM, Spanish Red Cross.

UNHCR is reinforcing its support to volunteers, especially through capacity building activities, organization of trainings but also through direct support to their activity.

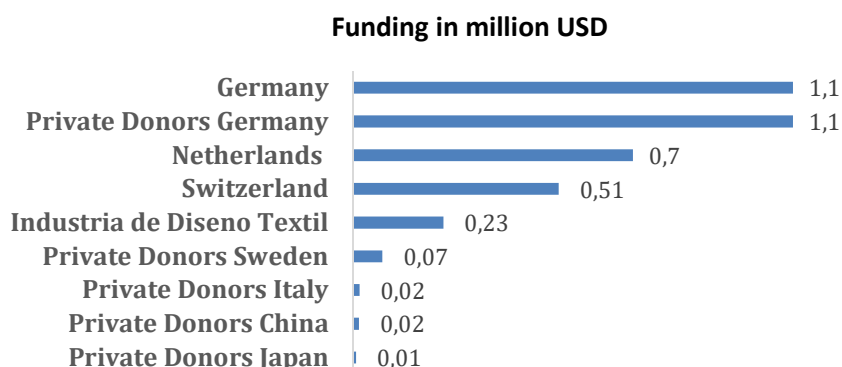
- In line with the Refugee Coordination model, UNHCR supports the Government's coordination efforts at central and local level, facilitating general and sectorial coordination meetings. General coordination meetings take place on a weekly basis on all islands and every other week at a central level. Twenty seven sectorial coordination meetings are also organized every week or every other week on the islands and Eidomeni.

FINANCIAL INFORMATION

On 30 September, UNHCR presented its revised appeal of USD 128 million for the Special Mediterranean Initiative (June 2015 – December 2016), which incorporates targeted programmes in countries of asylum or transit in Africa and the North Africa sub-region. The total financial requirements for Europe from June 2015 to December 2015 now amount to USD 56.6 million, including support costs. Out of this total amount, USD 27.2 million are requested for the humanitarian response in Greece (USD 11.4 million for 2015 and USD 15.8 million for 2016).

In addition, USD 34.2 million are required to address the urgent need to extend assistance measures and therefore protect people of concern from the winter weather conditions (November 2015 to February 2016).

A total of **USD 3.7 million** has so far been received for activities in Greece. UNHCR is very grateful for the financial support provided by donors who have contributed to their activities with unearmarked and broadly earmarked funds as well as for those who have contributed directly to the situation.



Major donors of unrestricted and regional funds in 2015: [The United States of America](#) | [Sweden](#) | [United Kingdom](#) | [Netherlands](#) | [Norway](#) | Private donors in Spain | [Denmark](#) | [Australia](#) | [Japan](#) | [Canada](#) | [Switzerland](#) | Private donors in Italy | [France](#) | Private donors in the Republic of Korea | [Finland](#) | Private donors in Japan

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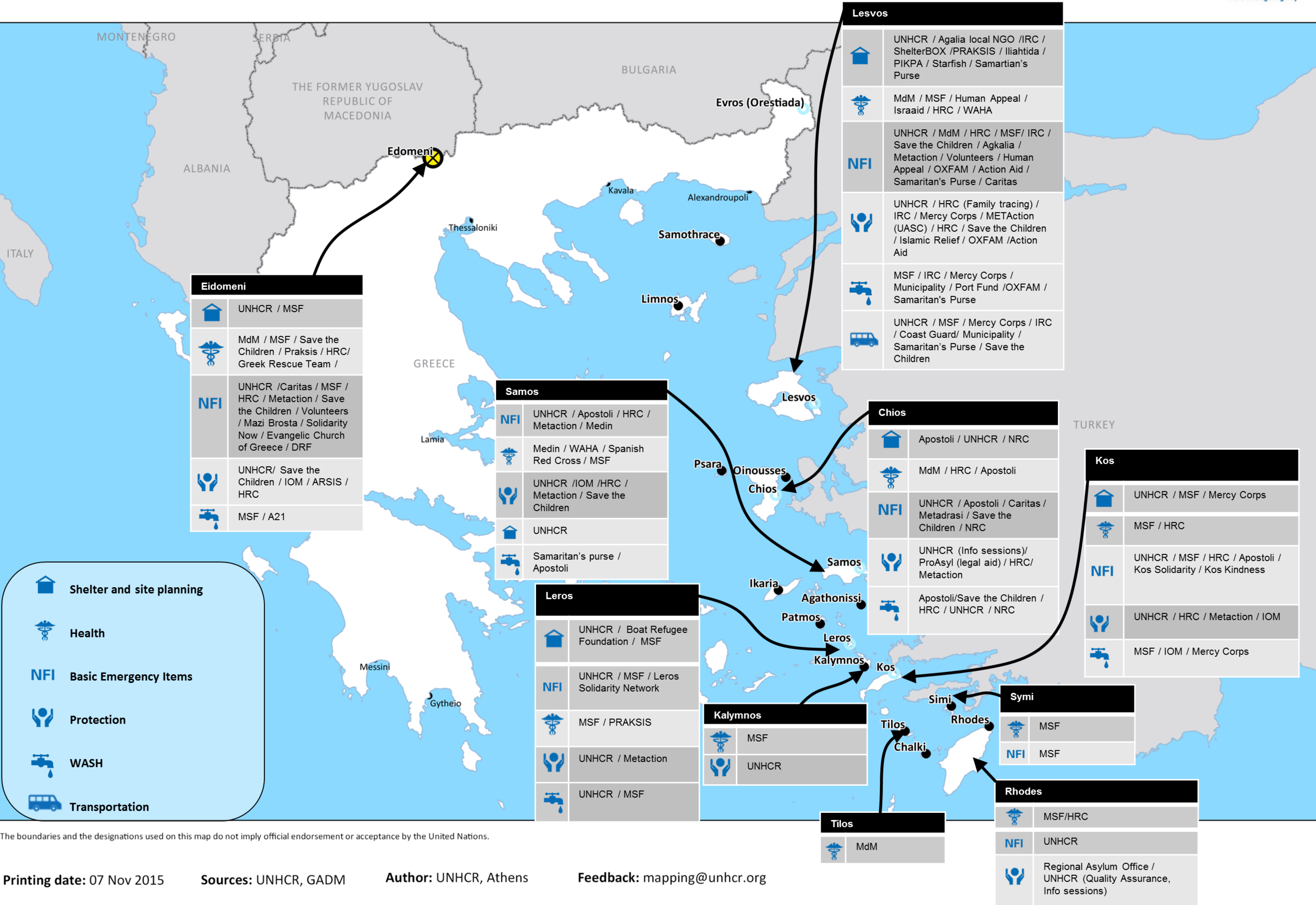
Links: [Arrival figures website](#) - [Refugee stories](#) - [Facebook](#) – [Twitter](#)

Who's Doing What Where? (Greece - as of 07 November 2015)

Greece

Locations on Affected Islands: [name]

as at 07 Nov 2015



The boundaries and the designations used on this map do not imply official endorsement or acceptance by the United Nations.