

National Communicating with Communities (CwC) Working Group – December 18th 2020 - Minutes

<b>Date:</b>	<b>December 18th 2020</b>	
<b>Location:</b>	WEBEX	
<b>Participants:</b>	ACCMR; CRS Cash; Danish Refugee Council(DRC); Hellenic Red Cross; IFRC Cash; Intersos Hellas; IOM HELIOS; KEM- City of Athens; NCR; METAdrasi; MFC Athens, Safe Place Greece, SolidarityNow, UNHCR(CwC, Inter-Agency, Thessaloniki, Athens),	
<b>Chairs:</b>	Alexandra Zavvos, Solidarity Now and Aneta Ostasz, UNHCR	
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• Review of last meeting's Minutes and action points</li> <li>• CwC PoC Assessment proposal</li> <li>• Covid- related Communication Updates(including new measures and the extension of the lockdown)</li> <li>• Partner Updates</li> <li>• AoB</li> </ul>	
<b>Talking points</b>	<b>Discussion</b>	<b>Action Points</b>
<b>Review of last meeting Minutes</b>	Last meeting minutes were reviewed and approved without any significant edits or concerns.	Minutes approved
<b>National CwC working group and Northern CwC wg to be merged temporarily</b>	The coordinators announced that the meetings for the National CwC working group and Northern CwC wg covering Thessaloniki and the North of Greece will merge until further notice. The current online format used for the meetings is better suited to a unified working group meeting, the separate in vivo meetings will resume once the situation is more stable.	Share this update with any members or agencies that may not be aware of the change.
<b>CwC Participatory Assessment</b>	<p>The CwC coordinators/UNHCR proposed a Communication with Communities (CwC) participatory assessment to set the priorities for 2021. Members were asked to consider whether this assessment is necessary and would assist them.</p> <p>Context: CwC assessments have been conducted by separate agencies (IOM, UNICEF, UNHCR) in specific locations/areas, however the working group is lacking a comprehensive inter-agency CwC assessment country-wide, which would help frame the national CwC response.</p> <p>The assessment would be carried out jointly by devising a set of key questions and issues to raise, agreeing on the format and channel of communication(survey(online/person), focus group discussions(FGD), phone</p>	Contact CwC co-chairs if there is a will to conduct this participatory assessment.

	<p>survey/interviews) assuring coverage of all areas including RICs, sites, hotels, urban and even rural areas. AGD considerations for the illiterate, visually impaired would be incorporated.</p> <p>The aim is to understand more about:</p> <ul style="list-style-type: none"> <li>• Preferred channels of CwC ( in-person( info-sessions, community groups) broadcast lists/whatsapp, websites, SMS, etc.); In which format is information easiest to understand (in-person, SMS, GIFs/videos, podcasts, Facebook, WhatsApp, posters, radio, etc.)</li> <li>• Trusted and reliable sources of information in Greece with a focus on online platforms/ websites (RefugeeInfo, Mobile Info Team, UNHCR Help Website, NGO websites)</li> <li>• Trusted and preferred complaints/feedback channels (Helplines, Protection Helpdesks, online complaints forms, complaints boxes, etc.).</li> <li>• Capacity and interest of PoC to be involved in CwC processes and products – creation of own videos, information sessions and how these are delivered in COVID times</li> <li>• Major gaps in CwC channels/products.</li> </ul> <p>Working Group Response:</p> <p>DRC is planning a CwC survey in its sites and is thinking about which channels to do it through. Capacity to conduct this is limited.</p> <p>DRC conducted a phone survey in June for feedback on effectiveness of information dissemination through megaphones, infobots, whatsapp broadcasts. One limitation is that many did not have functional phones or SIM cards. Whatsapp connectivity is not stable for calls on whatsapp numbers. 2 rounds were carried out.</p> <p>The response from the working group was not clear-cut regarding the need and capacity to conduct an assessment. Partners who support this idea should reach out via email.</p>	
<p><b>CwC Partners' Winter Lockdown Updates</b></p>	<ul style="list-style-type: none"> <li>• ACCMR is continuing urban mapping of available services during the COVID crisis, available here: <a href="https://docs.google.com/spreadsheets/d/1fCtXP-93Xn24WRz7P5gJmxAznP8RIYh/edit#gid=1861367124&amp;fvid=1082748528">https://docs.google.com/spreadsheets/d/1fCtXP-93Xn24WRz7P5gJmxAznP8RIYh/edit#gid=1861367124&amp;fvid=1082748528</a></li> <li>• Greek Council for Refugees informed the group that after 3.000 requests for assistance and information were submitted through the GCR Helpdesk on facebook, <a href="https://www.facebook.com/GCRhelpdesk">https://www.facebook.com/GCRhelpdesk</a>,</li> </ul>	

	<p>efforts are focused on responding to requests already received and following up on cases which we have already taken up. The service will resume for new cases as of the 21<sup>st</sup> of February. PoC are asked to withhold from sending new submissions.</p> <ul style="list-style-type: none"><li>• Tele-interpretation services continue in Thessaloniki in the Municipality Center for Integration of Migrants. KEM Thessaloniki (lawyer, psychologist, social worker), provide services with physical presence on an appointment basis and also remotely. Apart from Arabic, they can receive requests in Urdu (on Monday), in Farsi (on Tuesday) and in Sorani (on Wednesdays).</li><li>• The Hellenic Red Cross still operates with Mobile Health Unit in Malakasa, Corinthos, Tripoli, Kara Tepe-Lesvos, providing access to primary health care and hygiene promotion.</li><li>• The registration for Language Courses at the MFC Athens is open since Monday the 14th of December Greek and English courses and until capacity is full. The courses will take place online and will start in the first weeks of January. The flyer is attached to the email with all details for those interested.</li><li>• IOM Helios services continue remotely (numbers are available on website) but are suspended during the holiday 25 Dec. to 1 January. Integration Learning Centers outreach activities continue, and teams are conducting outreach activities in open accommodation centers and Filoxenia Hotels and have constant presence in Lesvos.</li><li>• The Migrant Integration Center(KEM) in Athens continues to operate during the holidays. The center has created COVID-material for students and visitors of centers The services of the Migrant Integration Center (KEM) of the City of Athens, on the ground floor of Mezonos and Psaron in Metaxourgeio, operate only by appointment, observing the necessary protection measures. KEM is open to the public Monday to Friday from 9 am to 5pm and you can make an appointment by calling 2132082998.</li><li>• Applications for Greek, English and computer courses for adults are accepted every Monday and Thursday from 10 am to 1 pm on the ground floor of KEM (Mezonos and Psaron Metaksourgio). No</li></ul>	
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	<p>appointment needed. For more information please call: 2105246722. To make an appointment for Vocational Counseling either call 210 5249704 (Monday and Thursday, 8am-2pm) or visit the relevant office of KEM (Mezonos 45, 3rd floor).</p> <ul style="list-style-type: none"> <li>• Safe Place Greece received funding to create a community garden space, looking for a partner to collaborate with. Contact <a href="mailto:amani@safeplaceinternational.org">amani@safeplaceinternational.org</a> if you would like to partner with this initiative.</li> </ul>	
<p><b>AoB</b></p>	<ul style="list-style-type: none"> <li>• The CwC COVID folders are still online/ on the google drive. Please share additional information with CwC co-chairs, as needed.</li> <li>• CwC Corona_Virus Material: <a href="https://drive.google.com/drive/u/1/folders/1DKC1mhBk3M1Yd5T27ArdUc9LmRCydfod8EHRrGXQCf2hRBNjBXY6pePgfV">https://drive.google.com/drive/u/1/folders/1DKC1mhBk3M1Yd5T27ArdUc9LmRCydfod8EHRrGXQCf2hRBNjBXY6pePgfV</a></li> <li>• Covid-19 by Language: <a href="https://drive.google.com/drive/u/1/folders/1Y8JO-d8EHRrGXQCf2hRBNjBXY6pePgfV">https://drive.google.com/drive/u/1/folders/1Y8JO-d8EHRrGXQCf2hRBNjBXY6pePgfV</a></li> <li>• Covid-19 CwC_Youtube: <a href="https://www.youtube.com/channel/UCrM9R2KPFv409Oo6H9hyRTw/playlists">https://www.youtube.com/channel/UCrM9R2KPFv409Oo6H9hyRTw/playlists</a></li> </ul>	<p>Will continue to be shared by email</p>