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Emergency appeal operations update Greece: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRGR001		GLIDE n° OT-2015-000050-GRC	
Operations update n° 1		Timeframe covered by this update: 21 October – 27 November 2015	
Date of issue: 7 December 2015		Date of disaster: Since January 2015	
Operation manager (responsible for this EPoA): Stephen McAndrew (Head of Operations)		Point of contact (name and title): Angelica Fanaki Responsible officer for International relations	
Operation start date: 2 September 2015		Operation end date: April 2016 (7 months)	
Operation budget: Revised to CHF 13,172,336 DREF allocated: CHF 296,549	Appeal hard coverage: 53%	Appeal's hard and soft coverage: 55%	
Number of people being assisted: 200,000			
Host National Society(ies) present (n° of volunteers, staff, branches): The Hellenic Red Cross's 800 volunteers and 30 staff from its HQ and the branches are involved in the operation.			
Red Cross Red Crescent Movement partners actively involved in the operation: The following Movement partners are involved in the operation (both bilaterally and multilaterally): British Red Cross, Belgian Red Cross, Bulgarian Red Cross, Canadian Red Cross, Croatian Red Cross, Danish Red Cross, Finnish Red Cross, French Red Cross, German Red Cross, Icelandic Red Cross, Irish Red Cross, Red Cross of Monaco, the Netherlands Red Cross, Norwegian Red Cross, Spanish Red Cross, Swedish Red Cross, Swiss Red Cross, and the ICRC.			
Other partners actively involved in the operation: Ministry of Interior and Administrative Reconstruction, Ministry of Health and other Greek authorities, DFID, the Luxembourg government, IOM, UNHCR, Médecins Sans Frontières (MSF), Médecins du Monde (MDM), Save the Children, Mercy Corps, as well as local organisations, associations and groups of volunteers. The Swiss Government and several private and corporate donors also contributed to the emergency appeal.			

Summary of the appeal

This operations update is to report on the implementation progress of the activities under the [revised Emergency Appeal](#) as well as inform a budget revision from CHF 12,670,715 to CHF 13,172,336. This revision is based on needs identified - mainly changes to IFRC staff structure for this operation and budget revisions for beneficiary communications. See revised budget [here](#).

From January 2015 onwards: Increasing numbers of people arriving to Greece. The number of migrants arriving on Greek shores soared by 750 percent over the first seven months of 2015, compared with the same period last year. The number of arrivals at the sea border between Greece and Turkey has been increasing steadily following the construction of a fence in the Evros region between Turkey and Greece in 2012. As of July 2015 a flow of around 1,000–1,500 people have been reported daily, mostly to the North Aegean and Dodecanese Islands.¹

22 May 2015: CHF 296,549 was released from the IFRC's Disaster Relief Emergency Fund (DREF) to meet the immediate needs of 10,000 migrants arriving in the islands of Rhodes, Kos, Chios, Lesbos, Samos and Crete. [DREF Report here](#).

¹ <http://www.unhcr.org/559fe2ef6.html>

ferry strike, put an extreme pressure on islands, where up to 28,000 refugees and migrants were staying on 6 November.⁵

The former Yugoslav Republic of Macedonia introduced new border restrictions on Friday 20 November 2015, which have seen sporadic border closures and the screening of migrants on the basis of nationality. The changes have led to thousands of people becoming stranded in Idomeni, on the Greek side of the border with the former Yugoslav Republic of Macedonia. Estimates suggest there were 3,000-4,000 people waiting to cross on 22 November 2015. The newly erected fence is causing clashes between migrants and police at the border, raising tensions and security measures at the north.

Within this context, challenges with the registration process, compounded by the increased number of arrivals, plus insufficient accommodation areas available in the entry points of the country, have caused frustration and tension between migrants and the local populations.

Recently, the average number of daily arrivals has decreased and between 22-24 November 2015, the numbers arriving decreased significantly (all transit sites in the north and south of Lesbos were emptied), after which the number of arrivals started increasing again. The reason for this fluctuation is not confirmed. Some speculations range from weather conditions to increased Turkish Coast Guard patrols. To date, 199 deaths have been reported with 110 people missing⁶ in Greece.

Red Cross response

Lesvos

- Total arrivals in Lesbos (January – 26 November 2015): **425,709**
- Total arrivals in Lesbos during November: **82,903** (65% of arrivals in Greece during November 2015)
- Average daily arrivals during November in Lesbos: approx. **3,070** per day
- Reception points: Oxy/Molyvos
- Registration sites: Moria and Karatepe⁷

The situation in Lesbos is extremely challenging for all humanitarian and local authorities and is worsening with more demand for specialized support due to the increased cases of shipwreck, with deaths and tragedies to deal with (psychological support services (PSS), identification and bodies' management, forensic activities and restoring family links (RFL)) in all the different sites at the same time. Currently there are two hotspots in Lesbos managed by Greek authorities – Moria and Karatepe. At the moment Red Cross has reached 36,156 beneficiaries through search and rescue, first aid, hygiene promotion, health, PSS and RFL activities in Lesbos, with 25,216 food and non-food items distributed. There is still need for IFRC and Red Cross to strengthen its capacities in critical areas of demand (especially for RFL and PSS) in Lesbos. Information about procedures, and provision of services and assistance by the different humanitarian agencies still remains a big challenge since these are constantly changing with no prior notice.

Samos

The average daily arrivals in Samos are estimated to be around 650 people with total arrivals so far of 88,4488 in 2015. At the moment Red Cross has reached 18,378 beneficiaries through first aid, hygiene promotion, health, PSS and RFL activities conducted on the Malagari port in Samos, with 5,337 food and non-food items distributed. One of the mobile clinics from the Spanish RC BHC ERU (basic health care; emergency response unit) is there driving most of the weight of the basic health care, RFL, PSS (child friendly space) response in Samos. The Spanish RC ERU also provides Wi-Fi and charging stations for migrants to charge their phones in order to establish contacts with their friends and family back home.

Chios

The average daily arrivals in Chios is estimated to be around 572 people with total arrivals so far of 95,214.⁹ To date, 9,454 beneficiaries were reached in Chios through Red Cross services - health, first aid, hygiene promotion, PSS and RFL on Shuda camp. A total of 5,079 food and non-food items have been distributed in Mersidini registration centre, which closed on 27 November after which distribution activities will be moved to Tambakika.

⁵ UNHRC operations update #6

⁶ UNHCR – Greece data 27 November 2015

⁷ UNHCR - Lesbos island arrival statistic 27 November 2015

⁸ <http://data.unhcr.org/mediterranean/country.php?id=83>

⁹ <http://data.unhcr.org/mediterranean/country.php?id=83>

The mobile clinics from the Spanish RC ERU is there in Chios, providing basic health care through Hellenic Red Cross (HRC) nurses and PSS services.

Kos

The average daily arrivals in Kos is estimated to be around 572 people with total arrivals so far of 54,549¹⁰. In 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. Red Cross distributions are currently conducted on the police station premises and on the streets. To date, 1,958 beneficiaries have been reached in Kos through water and sanitation and hygiene (WASH), PSS activities for children, hygiene promotion, first aid provision and RFL services. A total of 11,075 of food and non-food items have been distributed.

Idomeni

In Idomeni, crossing point to the former Yugoslav Republic of Macedonia, the total number of arrivals so far has reached 507,745 with an average daily influx rate of 5,600 migrants.¹¹ A total number of 28,648 beneficiaries were reached through first aid, health, RFL and PSS Red Cross activities. A total of 24,971 items were distributed by Red Cross volunteers. The items consisted mainly of Red Cross sleeping bags and camping mats, as well as other items from local donations to the HRC branch in Thessanoliiki. The deterioration of weather conditions and border access will mean there is a huge need for winterization and food items in the coming weeks. The IFRC has deployed a Norwegian/French/Danish Red Cross' BHC ERU in Idomeni providing healthcare and PSS services.

Athens

In Athens, the major needs are to receive proper information when arriving from islands, reception and follow up of unaccompanied minors (UAM) and RFL cases. To date, Red Cross has reached 3,030 beneficiaries through its basic health care and RFL activities in the centres. A total of 1,566 non-food items (hygiene kits donated by German Red Cross) have also been distributed. In September, HRC distributed 2,800 water bottles and 2,500 sandwiches to migrants on the streets in Omonoia square (not funded under this appeal). The provision of medical assistance to cover the evening/night shifts at the collective centre; clothes, food, water and hygiene parcels are currently being managed by the local authorities with the support of local associations such as scouts or churches with private donations. With the exception of Eleonas, the centres are not permanent and will be moved every few months. The current hotspots for now are in Eleonas, Faliro and Elliniko. The Galatsi centre has closed since 24 November and in Faliro, HRC volunteers will be distributing meals and clothes (provided by the government) on a daily basis. HRC will also be providing PSS activities in Faliro.



HRC with government and non-governmental authorities inspecting the new site in Faliro. This hall is designated as the resting place for migrants in Athens. Photo: IFRC

With border restrictions in the north and evolving political situations, Athens is proving to be a critical operational spot.

Amidst the constantly evolving situation, the Hellenic Red Cross (HRC) and the International Federation of Red Cross and Red Crescent Societies (IFRC) are providing humanitarian response as best as possible, hitting the ground running with search and rescue, and first aid services; emergency food, water, blankets and clothing distributions; and also running mobile clinics providing basic health care. Psychosocial support and restoring family links with tracing services are also being provided, with particular focus on children and unaccompanied minors.

¹⁰ <http://data.unhcr.org/mediterranean/country.php?id=83>

¹¹ UNHCR Factsheet Idomeni-Greece, 27 November



Red Cross rescue teams in Lesvos. Photo: HRC



Red Cross rescue teams waiting to receive migrants on boats in Lesvos. Photo: HRC

Basic health clinics with medical staff have been set up by the Norwegian/French/Canadian Red Cross (Idomeni), and Spanish Red Cross (Samos and Chios) supporting HRC staff, treating patients 24-hours-a-day.

Consolidated figures of some of the activities in all locations from this Emergency Appeal operation, as of 27 November, are summarized below. The figures reported in this update reflect the response of the RC/RC Movement.



77,116 food and non-food items distributed



30,864 health services provided



1,204 HRC volunteers mobilized



620 RFL/tracing activities provided

Coordination and partnerships

Overview of Host National Society

The International Relations Division of Hellenic Red Cross (HRC) is leading the coordination of response and the operational management team at the HRC headquarters has been ensuring support to the branches and volunteers on the islands. Assistance to migrants is provided by different divisions within the National Society, including Nursing Division (health and care), the Samaritans (search and rescue and first aid), Tracing Services (Restoring Family Links - RFL) and the Social Welfare Division (with a strong background and experience in the provision of accommodation and other services to migrants).

HRC continues to take the lead in this operation, supported by IFRC, the International Committee of the Red Cross (ICRC) and Partner National Societies (PNSs). This report is mostly based on data collected by HRC on the Athens transit sites, northern border areas and affected islands, and further elaborated, and clarified by reports from the IFRC staff and ERU teams supporting this operation.

Overview of Red Cross Red Crescent Movement in-country

The IFRC and coordinated bilateral support to the HRC operation is being supported by surge deployment as shown in the table below. So far there have been RDRT deployments for assessments, logistics and relief from the Austrian Red Cross, Bulgarian Red Cross and Red Cross of Serbia. There were also FACT deployments for logistics, assessments, water and sanitation, relief and health. ERU services are provided by the Norwegian/French/Canadian, Spanish, British, Benelux, Luxembourg, British and Swiss Red Cross.

	Team Composition
IFRC surge	Head of Operations, PMER, Finance, Admin, Communications, Volunteer mobilization
FACT	Team leader, logistics, communications, health, WASH
RDRT	Logistics, relief and assessment
	Supporting Red Cross Red Crescent partners
ERU basic health care	Norwegian/French/Canadian Red Cross; Spanish Red Cross
ERU logistics	British Red Cross; Swiss Red Cross
ERU relief	Benelux/Luxembourg

In addition to the global tools, many partner national societies are currently assisting in various capacities. German Red Cross has been supporting with relief goods for distribution and Danish Red Cross continues to support health services in the northern area of Lesvos with hygiene promotion, and PSS activities and RFL service, as well as running a charging and communication station and provision of information. The British Red Cross (BRC) has been supporting HRC on Kos, Samos and Chios in water and sanitation and distribution of food, water and hygiene kits. The rental contract for 15 chemical toilets in Kos was maintained by them, which was passed on to HRC. Currently BRC is contributing through the multilateral approach.

An Arabic speaking ICRC delegate is currently in Idomeni to coordinate with Red Cross and non-Red Cross partners; engage with migrants to understand the needs and how to better support them; and identify opportunities to enhance the assistance in RFL. His presence in Idomeni contributes to the general support to the HRC in coordination and management among Red Cross and non-Red Cross partners in the site. The ICRC continues to collaborate with HRC and IFRC on RFL support.

On behalf of the Hellenic Red Cross (HRC), IFRC would like to thank all partners and donors for their invaluable support to this operation.

Please see mapping of Movement response in [Annex 1](#).


Non-Movement actors

Coordination meetings are taking place regularly at the respective operational areas to ensure there is no overlapping of services. In Lesvos, distribution meetings with humanitarian actors, facilitated by UNHCR are held every Monday to coordinate efforts of different humanitarian actors. Meetings are also held weekly with governmental representatives and non-governmental actors for different camp sites to plan activities for the week, as well as discuss gaps and needs. HRC works closely with the government to assist in distributions as well as with other humanitarian actors in filling gaps. Information from the police on a regular basis at the locations are important to facilitate planning for the activities.

In Athens, the HRC hosts bi-weekly coordination meeting, with other actors including UNHCR, IOM and NGOs.

During the reporting period, IFRC coordinated with IOM and UNHCR on its regional refugee and migrant response plan for Europe.

Operational implementation

	Food security and non-food items for relief distribution
Outcome 1: The basic nutrition needs of the migrants in transit through the territory of Greece are met	
Output 1.1 Hellenic Red Cross is prepared to offer hot meal rations daily for migrants	
Outcome 2: Non-food assistance is provided to migrants in transit through the territory of Greece	
Output 2.1 Migrants receive essential non-food items for winterization from the Hellenic Red Cross	

Output 2.2 Migrants receive food-to-go kits from the Hellenic Red Cross

Output 2.3 Bottled water is distributed to migrants

Progress

Hellenic Red Cross (HRC) has been able to distribute a total 77,116 items in the form of food parcels, water bottles, hygiene kits (women, men and babies), survival kits and some winterization items to the migrants on the mainland and islands. The clothing items distributed are from donations made to the respective HRC branches and all items distributed vary depending on the needs in the areas. See table below for summarised breakdown of distribution.

Table 1: Total of items distributed by Red Cross to date

Red Cross distributions as of 26 November 2015									
	Chios	Kos	Lesvos	Samos	*Rhodes	*Crete ¹²	Idomeni	Athens	All locations
Food services	252	2,297	5,265	533	0	0	14,011	0	22,358
Water bottles	2,608	1,728	0	2,074	0	0	0	0	6,410
Sleeping bags, mats, and blankets	86	310	397	278	0	0	4,000	0	5,071
Hygiene items	170	1,144	9,586	359	0	0	11,25	949	13,333
Clothing	0	0	1,899	0	0	0	5,835	0	7,734
Other NFIs (survival kits, backpacks, misc.)	1,963	5,596	11,499	2,093	200	242	0	617	22,210
TOTAL	5,079	11,075	28,646	5,337	200	242	24,971	1,566	77,116



Distribution at Elaionas. Photo: HRC



Distribution at one of the migrant camp sites
Photo: German Red Cross

In close collaboration with HRC the German Red Cross (GRC) has been supporting the distribution of NFIs on the island of Lesvos and several locations in Attica, Athens. On the island of Lesvos volunteers of the HRC have been distributing since early October individual hygiene kits for women, men and babies. Since early November, for the island of Lesvos, where the majority of the refugees arrive, three items were added to the distribution, namely winter jackets, backpacks and baby carriers. GRC's support will be for a duration of four months, and is kindly being supported by the German Federal Foreign Office.

The schedules of Red Cross distributions at the sites are mainly fixed (Lesvos – Monday to Saturday; Samos and Kos – twice a week, Athens – twice a week) but subject to changes depending on the following factors: decisions by respective municipalities, coordination with UNHCR and other operating humanitarian actors, number of migrants arriving, security situation as well as the weather.

As of reporting date, in Idomeni, the items being distributed (water bottles, food parcels, jar food for babies, baby kits, individual hygiene items, blankets, socks, jackets), with the exception of sleeping bags and camping mats,

¹² The distributions in Rhodes and Crete were conducted during the DREF operations

are all through private donations to the HRC Thessaloniki branch but are now slowly decreasing. In future Red Cross will be providing the items for distribution. There are also plans to provide hot meals in Idomeni.

Successes

Overall, there is a strong calibre of HRC volunteers to carry out the activities. The local volunteers are capable and efficient in their roles, gained from experience and training in distributions. The distributions are generally well organised and no major incidents have been reported during these activities.

Challenges

As many of the food and non-food items are planned to be supported through the IFRC appeal, the current funding level for appeal response makes it difficult to provide sufficient supplies and decisions based on insufficient resources are a constant challenge.

In Kos and Chios, there is a need for recruitment of more volunteers. In Chios, many of the existing volunteers are elderly and as such, lifting of heavy boxes and physical activity required for distributions can be a challenge for them. In Kos, while distributions are conducted down by the port, there are no proper assigned distribution sites until recently. Most distributions were done (and still are on some days) on police premise which is not conducive; it has been negotiated to now do distributions from the trucks on the streets. Discussion between UNHCR and the municipality on this matter is still ongoing. In Lesvos, the ministry has indicated a strong possibility of closing the Moria migrant centre. In Chios, Red Cross distributions take place only in Mersidini. However, Mersidini closed on 27 November after which distribution activities will move to Tambakika. On the mainland in Athens, as some migrants prefer to be out in the public square or parks, there is a huge need to include hot meals and winterization items in the distribution plan in the coming months.

With winter approaching, there are increasing needs for food and non-food items for all sites, especially Idomeni. The current and anticipated needs are bigger than the existing capacity and stocks on hand. In some areas, distribution of the sleeping bags follow a very strict criteria to ensure the items do not run out during winter time.



Health & care

Outcome 3: The beneficiaries are provided with psychosocial support services (PSS).

Output 3.1 Psychosocial support is provided to people in need, particularly for children.

Outcome 4: Beneficiaries have access to first aid, basic health care, medical screening and referral services.

Output 4.1 First aid is provided to migrants by volunteers

Output 4.2. Basic health care is provided to the migrants by medical teams

Psychosocial support

Psychosocial support (PSS) services, with special focus on children are being provided in Athens, Chios, Samos, Lesvos and Idomeni in the form of information provision and creation of child friendly spaces with recreational activities on site.

With the presence of Spanish Red Cross ERU in Samos and Chios, child friendly spaces are established from 10 am – 2 pm - facilitating ludic activities such as singing and dancing, enabling children to express themselves through drawing, clay modelling, music activities as well as physical activities such as volleyball games. This space is very much appreciated by both children and parents, who can relax and enjoy time spent with their children.

Provision of relevant and updated information, paying special attention to women are important to alleviate stress and anxiety in situations like this. This is achieved through the posting of maps and through delivery of leaflets and *vis-a-vis* explanation.



Child friendly space set up by Spanish RC ERU.
Photo: IFRC

The IFRC Violence Prevention Advisor made a Child Protection assessment of the Greece Operation from 14 to 22 November 2015. The report is currently being finalized with recommendations where needed.

Danish Red Cross continues to support HRC in operating health services in northern area of Lesbos, hygiene promotion and PSS activities, RFL service, running a charging and communication station, and providing information to the migrants. PSS for volunteers is also being conducted on site. IFRC Psychosocial support reference centre will also provide further information and guidelines on PSS to the field coordinators in Athens in order for them to facilitate PSS activities there for children.

The table below summarises the number of PSS services provided to adults and children to date.



PSS activities for children in Elaionas, Athens.
Photo: HRC

Table 2: Psychosocial services provided by Red Cross as of 27 November 2015

	Chios	Kos	Lesvos	Samos	Idomeni	Athens	Total
PSS and counseling: # of people participating	1,883	17	3,466	1,364	498	-	7,228
Children's activities: # of children participating	150	87	14	1,445	1,301	-	2,997

Challenges

Language is a huge barrier for PSS as it involves two-way communication. As the migrants usually speak Arabic, Farsi or Dari, Red Cross staff and volunteers find it difficult to provide such services to the migrants. At present, Red Cross staff and volunteers use English, and rely on body language, or ad hoc translators to facilitate PSS services. As such, Red Cross volunteers find this task challenging and some prefer to volunteer in other areas such as in distributions, resulting in a shortfall of PSS volunteers.

In the south of Lesbos (Moria and Karatepe) there is limited PSS service. Any request for PSS support is provided by the HRC's Lesbos field coordinator who is PSS certified. There are plans in the near future to arrange for PSS activities for children in the Karatepe registration centre. In Kos, the HRC's field coordinator is also experienced in PSS and provides the service whenever there is a need. In Idomeni, the PSS site is situated in between the distribution site and health camps which is not a good environment for PSS and needs to be relocated.

Due to the new procedures regarding access control to cross the borders into the former Yugoslav Republic of Macedonia (only in periods the former Yugoslav Republic of Macedonia border police let migrants from Syria, Afghanistan and Iraq pass the border, families with small children mostly), this leaves migrants from the other nationalities with great concerns. During this time a slight increase in patients under considerable physiological stress, with psychosomatic complaints such as headache, stomach ache and restlessness was reported.

First aid

First aid is provided by volunteers in the centres of Chios (in the health camps), Samos and Idomeni on an adhoc basis. The Samaritans is the first-aid and rescue division of the Hellenic Red Cross comprising 14 permanent staff members and 4,650 active volunteers. In Kos and Lesbos, first aid services are provided by Samaritans and nurses. In Kos, first aid is provided to beneficiaries who reside all around town by Samaritans. Any further referrals are usually made to MSF or the hospital.

On the mainland, nurses and volunteer nurses provide first aid in all centres in afternoon shifts. Volunteers are also provided with first aid training on the site.

The table below shows the number of first aid services dispensed in all locations as of 27 November.



A Samaritan in uniform.
Photo: IFRC

Table 3: First aid and rescue services provided by Red Cross as of 27 November 2015

First Aid/ Location	Chios	Kos	Lesvos	Samos	Crete	Idomeni	Athens	Total
First aid and rescue: # of ppl assisted	(included as part of the health sector)	404	14,788	2	457	448	(included as part of the health sector)	16,099 ¹³

Basic health care

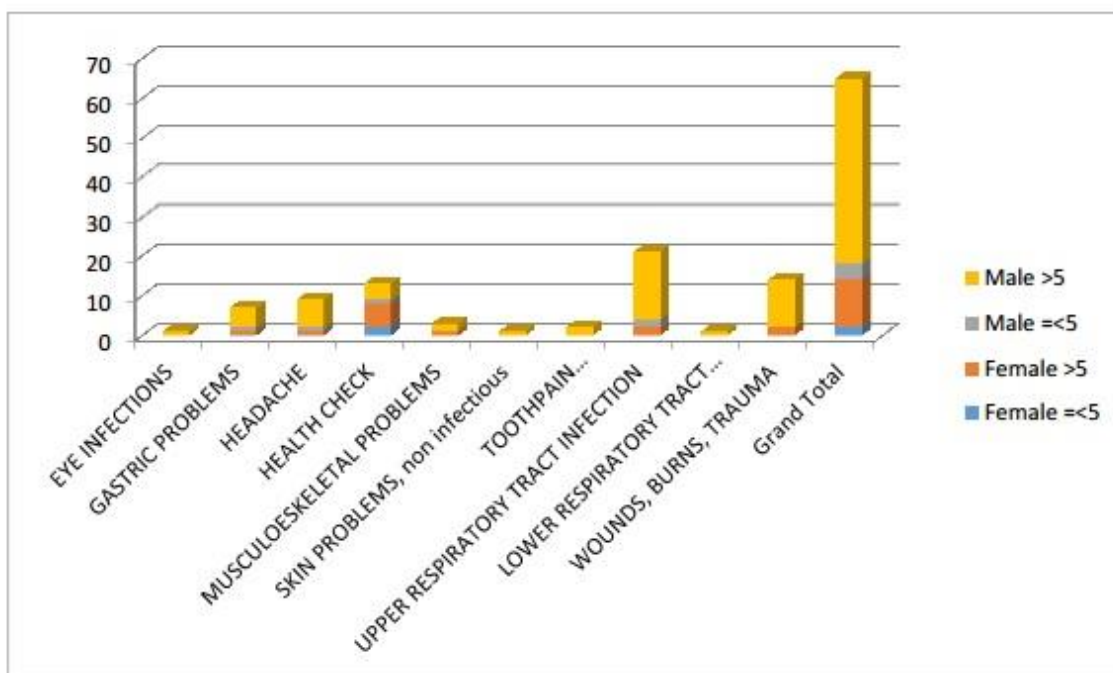
The ERUs are providing the bulk of basic health care (BHC) services to the migrants in Samos, Chios and Idomeni. In Samos and Chios, the ERUs are deployed by the Spanish Red Cross and in Idomeni by the Norwegian/French/Canadian Red Cross. The presence of BHC ERU ensures health service coverage of a big range of migrants' health problems, resulting in fewer referrals to health services and hospitals. Referrals are only made for those who need further treatment. The ERUs are working in close collaboration with the staff from the HRC's Nursing Division to ensure continuity of health services after the deployment of the global response tools. In Samos and Chios, the ERU is currently in the process of planning to hand over services to the HRC. In Idomeni, there is coordination and partnership with all the other health care providers to ensure continuity of health services 24/7. Meanwhile, the ERU will continue until February 2016.



New health clinic at Tambakika, Chios registration site.
Photo: Spanish Red Cross

The graph below provides a one-week snapshot (21-27 November) of the types of diagnosis and treatments in the Spanish Red Cross (SRC) ERU camp in Chios, disaggregated by sex and age.

Fig 2: SRC ERU Diagnosis and Treatment in Chios (21-27 November 2015)



¹³ Number of first aid service should be higher as in Chios and Athens, first aid is conducted in the health unit

Currently in Lesvos, assessment is being done on whether there is a need to set up BHC services there. At present, BHC is provided in the north by a nurse, in collaboration with Danish Red Cross.

In Chios, the health clinic was recently moved from the port to the Tambakika registration centre, and erected on 23-24 November, finally filling the healthcare void in Chios. Satisfaction from all parties were reported due to this development.

Table 4: Number of beneficiaries who received basic health care from Red Cross as of 27 November 2015

Total number of beneficiaries from	Chios	Kos	Lesbos	Samos	Idomeni	Athens	All locations
Basic health care (incl. ERU and nursing) - # of people assisted	5,146	-	724	6,704	16,678	1,612	30,864

Success

The excellent BHC services provided by the ERUs have been acknowledged by the Ministry of Health, thereby increasing HRC's visibility.

Water, sanitation and hygiene promotion

Outcome 5: The risk of sanitation-related diseases has been reduced through the provision of WASH services at the arrival spots.

Output 5.1 Improve sanitation conditions on at least two islands

Output 5.2 Good hygiene practices are promoted among migrants

Output 5.3 Hygiene kits are distributed to migrants

Hygiene promotion is conducted by the Red Cross in all locations with varying activities such as distribution of leaflets and hygiene kits, dissemination of health messages and demonstration activities.

Hygiene kits are distributed to facilities in Athens and in the islands of Samos, Chios, Lesbos and Idomeni.

In Kos, through donation from British Red Cross, 15 chemical toilets are in use. Hygiene promotion leaflets are being distributed.

In Samos, migrants are mobilized by the HRC volunteers and nurses to participate in hygiene promotion activities. One of the activities consists of a weekly environmental cleaning at the camp area. House cleaning kits were purchased for each container (altogether 60 containers), which serves as a shelter for the migrants. It is an excellent way to provide structure, normality and communal living to their lives, even if for a brief period. The response has been extremely positive. Much credit goes to the enthusiastic and motivated volunteers there in facilitating these activities.

Interactive and fun hygiene promotion activities for children are conducted to educate them on the correct techniques of handwashing, and oral and personal hygiene. For women with babies, they are provided with demonstrations on the correct way of changing diapers and taking care of babies.

In Chios, distribution of leaflets and dissemination of health messages, and handwashing demonstrations are carried out in the hosting camp in Shuda by the HRC nurses and volunteers.

In Idomeni, there is limited activity in this area as the overwhelming needs and demands are more than HRC can provide at the moment, coupled with the high transitory nature of the location.



Chemical toilets donated by British Red Cross in Kos.
Photo: HRC

In Lesvos, hygiene leaflet distribution and brief sessions (15 minutes) on personal hygiene by volunteers are being implemented.

Restoring family links (RFL)

Outcome 6: Family links are restored wherever people are separated from, or stay without news of their families.

Output 6.1 Family tracing services are provided to the migrants

In cooperation with the International Committee of Red Cross (ICRC), HRC registers and traces missing family members globally, i.e. cross border tracing. Upon arrival in Greece, migrants are helped to establish contacts with their families through the Red Cross via mobile Wi-Fi communication sets and battery charging units for recharging mobile phones.

Prepaid telephone calls and/or phones are provided when needed. More than 500 individuals have spoken to their beloved ones in four months – August to November 2015- thanks to the three minutes phone call program. The RFL team provides information to prevent family separation during the migrant transits. So far, 480 migrants have been assisted through the tracing services across all locations.

RFL volunteers are equipped with very basic phone devices, pre-paid phone cards and RFL USBs containing basic RFL instructions and forms. They are able and ready to provide brief phone calls, take photos for the Trace the Face program, register separated and unaccompanied minors for RFL purposes and collect tracing requests. All their actions are coordinated by the tracing service in Athens and it is at the tracing service where all RFL information should be centralized.

Mobile charging stations have been established in different sites on Lesvos for refugees/migrants to charge their phones, enabling them to contact family and friends when in transit. Prepaid telephone calls and/or phones are provided when needed. With support from IFRC and ICRC, there will soon be RFL staff appointed and based in Lesvos, Idomeni, Athens and other areas as needed.

In Idomeni there is a RFL kiosk there with HRC staff. In Kos, there are very few RFL volunteers, so most of the tracing activities are referred to the HRC headquarters. In Samos and Chios, the HRC tracing department will be sending mobile phones for calls to be made to families of migrants.

There have been many success stories as a result of HRC's excellent dedication in tracing separated family members. For example, according to a HRC staff, in Samos, there was a Syrian family of 11 who arrived on different boats and as a result landed on different coasts in Samos. The young daughters of the family referred to HRC for help. With the services of a taxi driver and the HRC staff, the family was reunited after an hour of searching.

Challenges

RFL is an essential component, especially in an operation of this nature where people are constantly on the move. There is still a need for dedicated RFL capacity in all locations. Currently dedicated tracing volunteers are not enough and as such, the service is almost always provided by the nurses who already have their hands full. Aside from the need for more volunteers, and the 20-hour fast track trainings, there is still need for more support in this area.



A charging station on a migrant camp. Photo: IFRC

Logistics and supply chain

Outcome 7: The functionality of the distribution process and the logistic capacity is guaranteed.

Output 7.1 Sufficient warehousing and transportation capacity is available and logistics-related facilities are operational in the locations for distributions

Output 7.2 Emergency Response Supply Chain Coordination Group is set up

Reassessments (previous assessments were done in September and first week of October) are being carried out in the existing warehouses in the islands to ensure proper storage of goods, implementation of updated SOPs as well as to review current arrangements with relevant parties for prolonged usage of the warehouses. Warehouses are usually maintained by volunteer focal points who have been trained in warehouse management and supply chain operations. Follow ups of the volunteers post training will also be conducted during the assessments.

Generally the emergency response supply chain coordination (ERSCCG) group is well set up and running smoothly – the team in HRC is being capacitated with training and technical expertise.

Inventory reporting is updated on a weekly basis from the distribution sites. The central warehouse in Kamatero, Athens was recently restructured and renovated in September, with an IT system in place.

Lesvos and Idomeni, being the primary entry and exit points, will be assigned a dedicated logistics delegate to cope with the overwhelming needs there.

Challenges

The geographic structure of this operation can be a challenge as the affected areas are spread out in different islands – logistics set up is expensive. Continual communications are needed between logistics and programme staff to ensure smoother communication flow and increased efficiency.



Field coordinators using the pallet trolley jack to arrange distribution items in the Lesvos warehouse. *Photo: IFRC*



Relief items arriving at the warehouse in Lesvos. *Photo: IFRC*



National Society capacity building

Outcome 8: The HRC has improved capacities to respond during emergencies and crisis

Output 8.1 HRC has more active and skilled volunteers for emergency response.

Output 8.2: Volunteers and staff of the HRC get trained in skills for emergency response.

Output 8.3 Hellenic RC Headquarters and operational branches get the necessary equipment to conduct emergency response.

From 9 to 25 November 2015, a volunteer mobilisation advisor has been working together with the HRC National Volunteering Manager in identifying volunteering management areas where there may be room for improvement in the framework of the emergency operations. As an outcome, a report has been produced providing some inputs in the following working areas such as volunteer leadership and management, needs assessment, insurance, data collection system, communications, recruitment of local volunteers, recruitment of spontaneous volunteers from the mainland or from other countries, induction etc.

Recruitment of volunteers is constantly ongoing to increase the volunteer network for mobilization in this emergency operation. Induction sessions in the form of “fast track” training is provided to new volunteers. This training course is structured in five sessions of four hours each (20 hours in total). The topics covered in this training are as follows:

- Red Cross Red Crescent Movement
- Hellenic Red Cross
- Health promotion
- First Aid
- Teamwork
- Code of ethics
- Refugee, asylum-seeker and migrant’s reality and status
- Operational update
- Psychosocial support
- Safe distribution guidelines
- Communication and reporting lines
- Restoring Family Links

Further to that, constant upskilling and training in specific areas for existing volunteers and HRC staff is also ongoing. Two representatives from HRC participated in PSS crisis communication workshop organized by Bulgarian RC, and one representative from HRC participated in cash transfer programme workshop organized by IFRC in Budapest during the reporting period.

Hardware support is also provided to further equip HRC staff and volunteers in carrying out their activities. Equipment such as laptops in branches, pallet trolley jacks, Red Cross vests and other visibility items are also provided.

In Samos and Chios, a volunteer field coordinator (supported by HRC field coordinator) position has been introduced. The volunteer field coordinators for the islands are primarily trained in warehouse management, distribution, and general coordination in emergency operations. This will go a long way in empowering and capacitating the volunteers as well as encourage sustainability in the operation.

Training is being conducted for HRC logistics staff and volunteers on cash transfers, warehouse operations and management and supply chain operations.

One of the pressing needs for HRC at this moment is to set up a volunteer database management in order to better track volunteer information and manage volunteer resources effectively and efficiently.

Beneficiary communication and engagement with migrants and host communities

Outcome 9: Migrants access timely, accurate and trusted information that contributes to reducing their vulnerability and to engage in two-way communication with the Red Cross and with host communities to foster their social inclusion.

Output 9.1 Migrants take informed decisions about their safety, health and well-being

Output 9.2 Negative attitudes against refugees and migrants are reduced and host communities facilitate their social inclusion

There is a great need for beneficiary communications in all locations in this operation. Listening to people's voices and better understanding their needs is crucial in reducing their vulnerability. In addition, it puts them at the centre of the Movement humanitarian assistance and enables us to be more accountable to them. Letting people know who is delivering services, what, where and when, are key components of an information drive that are needed as a first step. Without this, situations at the migrant centres easily descend into chaos and the most vulnerable people in particular - the elderly, disabled, women and children - are the ones to suffer unnecessarily. Information is an implicit part of life saving aid to be 'given' by aid workers. Community engagement *needs* to be a two way process and as 'end-users' people in a crisis need to be listened to. Moreover, these diverse voices need to be responded to - not only as a process of accountability but to ensure that the impact across the response is improved for every aid dollar spent.

While provision of information is critical and ongoing in every sector, beneficiary communications has been primarily activated in Lesbos island where easily the highest number of migrants arrive on a daily basis. There is a critical need to ensure they all receive information that can help them navigate upon their arrival, and the constantly changing and seemingly chaotic registration processes.

The Walkie Talkie Information Service was launched in Karatepe this week with a 20-minute professionally produced program played as an MP3 file on a speaker. This vital information helped to orientate people entering the site giving them timely, accurate and relevant information at a much needed 'hyper-local' level inside the site. The speaker is managed by Red Cross volunteers who ensure it is played daily on a loop as they distribute clothes and deliver services.

The audio program has also been given to MSF in Karatepe with a small speaker - they will play the program as a trial to gather feedback from listeners with a view to potential collaboration in future programs. The challenge currently is the lack of electrical power to plug in speakers. Megaphones with USBs and speakers with battery power are on order. Discussions with the authorities and camp management to install a public announcement system in Karatepe are ongoing.

A 20-minute program was also produced in both Arabic and Farsi for Moria, mirroring the Karatepe program to provide orientation and information about Red Cross services on the site. HRC has requested permission to play the program inside the camp. This has been requested in writing, and response from UNHCR is awaited.

A poster to aid distributions has been designed and will be translated very soon. This provides some accountability in the distributions as well as acts as a tool to aid the poor communication between volunteers and refugees. A short script has also been produced outlining the distribution process and this will be recorded and played at each distribution.

A volunteer tool kit has been drafted with FAQs, site maps and language board to be given to volunteers on arrival. This aims to



Language board in Arabic included in the volunteer toolkit. Photo: IFRC

given them a little more information to answer the many questions they face. FAQs are being translated into Greek and dissemination of the pack is expected in the coming days. An HRC volunteer manager (HR resource) is being mobilized to ensure volunteer mobilisation, briefings and feedback are strengthened on the ground.

A national CEA (community engagement and accountability) person is to be recruited. Invitations for collaboration with Internews will be developed further. UNCHR has been approached and further discussions will be held in the near future to pursue options and ideas.

Challenges

Information materials to the migrants often need to be cleared and approved by the ministry and camp coordinator beforehand; this process often takes time and hinders the speed and efficiency in engaging with beneficiaries.

Also, the complexities of language with both Red Cross volunteers and many of the refugees who are not able to use English as a common medium for information exchange need to be mitigated.

The registration process has changed regularly in Lesvos since people began arriving in June. Registration for Syrian families was initially in one site, and then switched to other sites while single males and other nationalities are processed elsewhere. The constant changing process adds to the difficulty of consistent messaging with reliable timings and locations.

Hotline services

HRC's hotline service is an Athens-based initiative included and funded under the Multifunctional Centre's programme to facilitate the integration of refugees in society. HRC's "telephone information and support line for refugees" has been operating since 1998, managed by the Social Welfare Division of HRC and co-funded by the European Refugee Fund and Ministry of Labour Social Welfare and Solidarity. The funds are no longer available since beginning of this year and HRC is struggling to source for new funds for this activity. As there is no HRC hotline staff specifically dedicated to this operation (recruitment for a HRC staff fluent in Arabic is still underway), the hotline service for this operation is maintained by the two existing full time HRC staff already working there, in shifts. On average, they receive about 10-15 calls/day from migrants requesting for a variety of information – routes to take, residency process and legislation in Greece, schooling for children, updates on border access, etc.

Collaboration is being done with the beneficiary communications consultant to spread the word on the hotline service through posters, education sessions, and recordings in all the islands.

Operational support services

Communications

All communication activities directly support the Emergency Appeal and aim to raise awareness and sensitize the public, media and donors on the emergency situation, humanitarian needs and Red Cross Red Crescent response. Communication activities to date are as follows:-

- Preparation of communications strategy, key messages, talking points and questions & answers documents, which are updated regularly
- Responding to all international media requests received, providing interviews about the Red Cross response, and proactively liaising with media in the field and pitching story ideas. Supporting the HRC communications team in media relations with national media and field staff in media handling. Supporting the HRC communications team in media relations. Identifying suitable HRC spokespersons. Updating the media database and hosting visits of journalists.
- Providing IFRC and NSs with weekly facts & figures about the situation, as well as regularly updated infographics. Training the HRC communications staff to independently update the document.
- News stories about migrants and volunteers, blog postings and social media content are drafted on a weekly basis to be used on the IFRC website and by NSs
- Fresh photos and short video clips are made available on a weekly basis
- Weekly media monitoring of HRC and IFRC operation mentioned

The emergency communications delegate has been travelling to the different locations to keep a finger on the pulse in the various locations, blogging and tweeting on the situation and Red Cross response (her blog can be found here: <http://www.ifrc.org/en/news-and-media/blogs/in-pictures---greece-three-days-of-rescuing-people/>; and

twitter handle here: [@hagacaroline](#) (estimated 70 tweets so far)). Other articles on the operation can also be found on the IFRC website: <http://www.ifrc.org/en/news-and-media/news-stories/europe-central-asia/greece/>. The IFRC communications delegate conducts media interviews regularly and the head of operations was interviewed by CNN (US edition) on the 26 November. Press releases are sent to national media in Greece on a regular basis. A press conference was held upon the occasion of the IFRC Secretary General's mission to Greece on 3 November 2015; it was attended by global news wires generating 1 billion media impressions

A Dutch video blogger group of five young men visited Idomeni with a representative from the Netherlands Red Cross. The group is very popular among the youth in the country with over 244,000 subscribers to their Youtube channel. The group produced a two part mini-documentary about their visit which showcases the work of the Red Cross as well. The first part https://www.youtube.com/watch?v=xvxgq_DfP-Q has already been viewed almost 50,000 times. The recently published second part <https://www.youtube.com/watch?v=sQ0LNWabuFI> has also already had over 29,000 views.

Planning, monitoring, evaluation and reporting (PMER)

Currently PMER surge support from the IFRC Asia Pacific Regional Office is in Athens for a three-week period to collect information and produce an operations update. However the existing monitoring and evaluation system of the National Society will be strengthened through the presence of a longer term PMER support staff for a period of time to train the staff of HRC on reporting formats, data collection, communication lines, monitoring visits etc. Monitoring visits will be performed by the IFRC regional office for Europe's PMER and other operational units.

Following the DREF operations, in September, HRC (with support of IFRC DREF coordinator) conducted a first ever emergency response debrief to evaluate its overall response in the DREF operations. A SWOT (strength, weakness, opportunity and threats) analysis was conducted, identifying successes, gaps and lessons learned as a way forward to inform decision making in future operations.

A mid-term and final evaluation to this emergency appeal operations will be conducted with technical support from the IFRC Secretariat and the involvement of the National Society's staff and volunteers, with special emphasis on the personnel in the branches to allow the building up of this capacity as widely as possible.

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1. Click [here](#) to see the Revised Emergency Appeal budget
2. Click [here](#) to return to the title page

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace**.

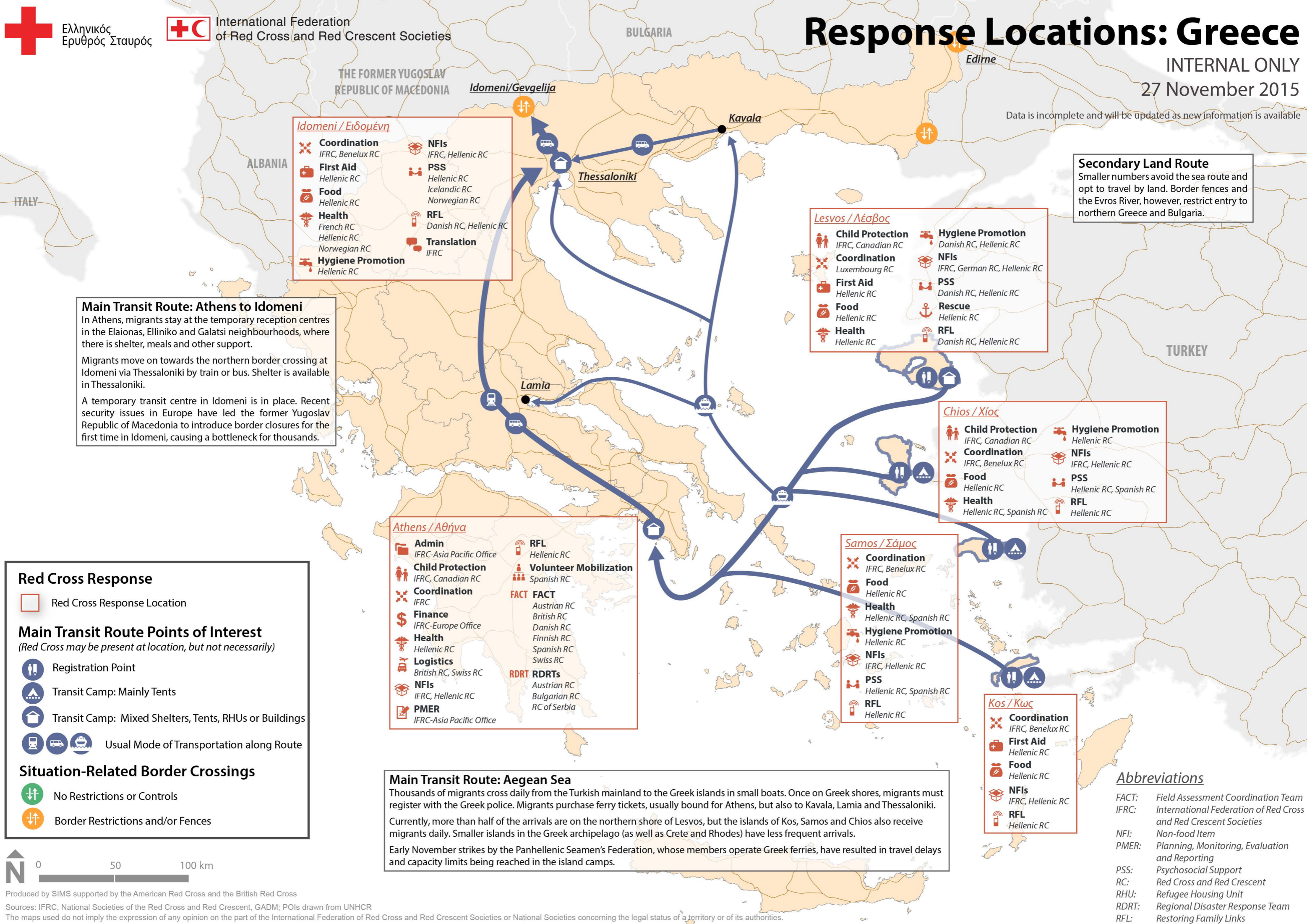
EMERGENCY APPEAL

03/12/2015

MDRGR001 Greece: Population Movement

Budget Group	Multilateral Response	Inter-Agency Shelter Coord.	Bilateral Response	Appeal Budget CHF
Shelter - Relief				0
Shelter - Transitional				0
Construction - Housing				0
Construction - Facilities	6,300			6,300
Construction - Materials	9,000			9,000
Clothing & Textiles	2,491,500			2,491,500
Food	2,468,000			2,468,000
Seeds & Plants				0
Water, Sanitation & Hygiene	1,659,582			1,659,582
Medical & First Aid	109,120			109,120
Teaching Materials	0			0
Utensils & Tools	225,000			225,000
Other Supplies & Services	139,300			139,300
Emergency Response Units			1,591,190	1,591,190
Cash Disbursements	69,000			69,000
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	7,176,802	0	1,591,190	8,767,992
Land & Buildings				0
Vehicles				0
Computer & Telecom Equipment	26,100			26,100
Office/Household Furniture & Equipment				0
Medical Equipment				0
Other Machinery & Equipment				0
Total LAND, VEHICLES AND EQUIPMENT	26,100	0	0	26,100
Storage, Warehousing	178,300			178,300
Distribution & Monitoring	971,544			971,544
Transport & Vehicle Costs	155,000			155,000
Logistics Services	200,000			200,000
Total LOGISTICS, TRANSPORT AND STORAGE	1,504,844	0	0	1,504,844
International Staff	577,665			577,665
National Staff	16,400			16,400
National Society Staff	654,730			654,730
Volunteers	334,000			334,000
Total PERSONNEL	1,582,795	0	0	1,582,795
Consultants	10,000			10,000
Professional Fees	85,000			85,000
Total CONSULTANTS & PROFESSIONAL FEES	95,000	0	0	95,000
Workshops & Training	77,600			77,600
Total WORKSHOP & TRAINING	77,600	0	0	77,600
Travel	134,950			134,950
Information & Public Relations	140,400			140,400
Office Costs	65,925			65,925
Communications	50,065			50,065
Financial Charges	5,100			5,100
Other General Expenses	10,400			10,400
Shared Office and Services Costs				0
Total GENERAL EXPENDITURES	406,840	0	0	406,840
Partner National Societies				0
Other Partners (NGOs, UN, other)				0
Total TRANSFER TO PARTNERS	0	0	0	0
Programme and Supplementary Services Recovery	706,549	0		706,549
Total INDIRECT COSTS	706,549	0	0	706,549
Pledge Earmarking & Reporting Fees	4,617			4,617
Total PLEDGE SPECIFIC COSTS	4,617	0	0	4,617
TOTAL BUDGET	11,581,146	0	1,591,190	13,172,336
Available Resources				
Multilateral Contributions	5,027,570			5,027,570
Bilateral Contributions			1,591,190	1,591,190
TOTAL AVAILABLE RESOURCES	5,027,570	0	1,591,190	6,618,760
NET EMERGENCY APPEAL NEEDS	6,553,576	0	0	6,553,576

Data is incomplete and will be updated as new information is available



Main Transit Route: Athens to Idomeni
In Athens, migrants stay at the temporary reception centres in the Elaionas, Elliniko and Galatsi neighbourhoods, where there is shelter, meals and other support.
Migrants move on towards the northern border crossing at Idomeni via Thessaloniki by train or bus. Shelter is available in Thessaloniki.
A temporary transit centre in Idomeni is in place. Recent security issues in Europe have led the former Yugoslav Republic of Macedonia to introduce border closures for the first time in Idomeni, causing a bottleneck for thousands.

Secondary Land Route
Smaller numbers avoid the sea route and opt to travel by land. Border fences and the Evros River, however, restrict entry to northern Greece and Bulgaria.

Red Cross Response

Red Cross Response Location

Main Transit Route Points of Interest
(Red Cross may be present at location, but not necessarily)

- Registration Point
- Transit Camp: Mainly Tents
- Transit Camp: Mixed Shelters, Tents, RHUs or Buildings
- Usual Mode of Transportation along Route

Situation-Related Border Crossings

- No Restrictions or Controls
- Border Restrictions and/or Fences

Idomeni / Ειδομένη

Coordination IFRC, Benelux RC	NFIs IFRC, Hellenic RC
First Aid Hellenic RC	PSS Hellenic RC Icelandic RC Norwegian RC
Food Hellenic RC	RFL Danish RC, Hellenic RC
Health French RC Hellenic RC Norwegian RC	Translation IFRC
Hygiene Promotion Hellenic RC	

Lesvos / Λέσβος

Child Protection IFRC, Canadian RC	Hygiene Promotion Danish RC, Hellenic RC
Coordination Luxembourg RC	NFIs IFRC, German RC, Hellenic RC
First Aid Hellenic RC	PSS Danish RC, Hellenic RC
Food Hellenic RC	Rescue Hellenic RC
Health Hellenic RC	RFL Danish RC, Hellenic RC

Chios / Χίος

Child Protection IFRC, Canadian RC	Hygiene Promotion Hellenic RC
Coordination IFRC, Benelux RC	NFIs IFRC, Hellenic RC
Food Hellenic RC	PSS Hellenic RC, Spanish RC
Health Hellenic RC, Spanish RC	RFL Hellenic RC

Athens / Αθήνα

Admin IFRC-Asia Pacific Office	RFL Hellenic RC
Child Protection IFRC, Canadian RC	Volunteer Mobilization Spanish RC
Coordination IFRC	FACT FACT Austrian RC British RC Danish RC Finnish RC Spanish RC Swiss RC
Finance IFRC-Europe Office	RDRT RDRTs Austrian RC Bulgarian RC RC of Serbia
Health Hellenic RC	
Logistics British RC, Swiss RC	
NFIs IFRC, Hellenic RC	
PMER IFRC-Asia Pacific Office	

Samos / Σάμος

Coordination IFRC, Benelux RC
Food Hellenic RC
Health Hellenic RC, Spanish RC
Hygiene Promotion Hellenic RC
NFIs IFRC, Hellenic RC
PSS Hellenic RC, Spanish RC
RFL Hellenic RC

Kos / Κως

Coordination IFRC, Benelux RC
First Aid Hellenic RC
Food Hellenic RC
NFIs IFRC, Hellenic RC
RFL Hellenic RC

Main Transit Route: Aegean Sea
Thousands of migrants cross daily from the Turkish mainland to the Greek islands in small boats. Once on Greek shores, migrants must register with the Greek police. Migrants purchase ferry tickets, usually bound for Athens, but also to Kavala, Lamia and Thessaloniki.
Currently, more than half of the arrivals are on the northern shore of Lesbos, but the islands of Kos, Samos and Chios also receive migrants daily. Smaller islands in the Greek archipelago (as well as Crete and Rhodes) have less frequent arrivals.
Early November strikes by the Panhellenic Seamen's Federation, whose members operate Greek ferries, have resulted in travel delays and capacity limits being reached in the island camps.

- Abbreviations**
- FACT: Field Assessment Coordination Team
 - IFRC: International Federation of Red Cross and Red Crescent Societies
 - NFI: Non-food Item
 - PMER: Planning, Monitoring, Evaluation and Reporting
 - PSS: Psychosocial Support
 - RC: Red Cross and Red Crescent
 - RHU: Refugee Housing Unit
 - RDRT: Regional Disaster Response Team
 - RFL: Restoring Family Links

