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Internews
Local voices. Global change.

In The Loop explores the concerns and perceptions of people affected by the EU refugee crisis. Internews documents online and offline feedback gathered from refugees and migrants on a daily basis. By providing analysis of this feedback, the review aims to strengthen accountability and close the feedback loop by giving voice to Persons of Concern.

THE NEED FOR TRANSLATION SUPPORT AT HOSPITALS

Refugee and migrants say one of their major concerns is their difficulty in communicating with medical staff at hospitals. They need a translator with them for doctor's appointments but it can take long time to find one, often several days or weeks. They wish they had better access to translating support.

Health care is bad. Yesterday at 3 am my wife got really sick and we took her to the hospital in Chalkida. There were no interpreters there so we couldn't communicate with doctors about our problem.

- Syrian Kurdish male, 36-49, Ritsona

We heard about a phone number we could call for translation support, but we don't know more about it. It would be very useful!

- Iranian Female, 26-35, Athens

My father is sick, and camp management told me to wait until we find a translator to be able to send me to hospital. I have been waiting 12 days. Please tell people it is a major problem for us.

- Afghan male, 26-35, Eleonas

CAMP MANAGEMENT AND COORDINATION: WHAT WILL BECOME OF THIS CAMP?

In certain official sites, some residents told ITL they were really frustrated about the confusing information they had about camp closure. In one camp, people keep hearing about a potential camp closure with residents believing that this is the reason why they were not given any containers. They wish they had containers to cope with the winter conditions.

10 months ago the management of the camp told us that this camp will be evacuated soon, that's why they don't bring any containers here. It has been 10 months and we have seen no change in this camp, the conditions are still really bad.

- Afghan female, 26-35, Elliniko

What is going to happen with this camp finally? Not knowing what will happen is really frustrating for us. We didn't get containers because they said they would close the camp. Nothing happened. Nor evacuation, nor containers.

- Afghan male, over 50, Elliniko

FOOD COMPLAINTS: WOULDN'T IT BE LESS EXPENSIVE FOR THEM TO GIVE US THE INGREDIENTS?

In certain sites, refugee and migrants still complain about food quality. For those who are in the same camp for months, they cannot bare to eat the same ready-to-eat meals every day. Some report they just keep and accumulate the bread and throw away the rest. They wish they could have access directly to the their own ingredients and be able to cook for themselves.

We can't eat those ready-to-eat meals anymore. Try to eat the same plastic food with no taste, for more than 6 months and you'll see how it feels. Now we just keep the bread and throw away the rest. They have to change this. Wouldn't it be less expensive for them to give us the ingredients?

- Afghan Male, 18-25, Schisto

I have heard they are going to stop distributing this awful food and give us ingredients instead. I am really happy about that.

- Afghan Male, 18-25, Schisto



WHO AND WHERE

92 face-to-face



8 online



FACE-TO-FACE INTERACTIONS

age:



locations:

10

FACE-TO-FACE & ONLINE INTERACTIONS

language:



gender:

