

# GENERAL SECRETARIAT FOR GENDER EQUALITY

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## PROTOCOL COOPERATION

among

the General Secretariat for Gender Equality,  
Ministry of Interior

the General Secretariat of Reception,  
Ministry of Migration Policy

the General Secretariat of Public Health,  
Ministry of Health

the Ministry of National Defence

the Research Centre for Gender Equality

the Association of Greek Regions

the Central Union of Greek Municipalities

the National Centre for Social Solidarity

the Hellenic Agency for Local Development and Local Government

on the adoption of a common framework of procedures for the identification, referral, accommodation and provision of counseling services and activities to refugee women, victims or potential victims of violence and their children, as well as to refugee women who are single mothers heads of households, within the context of the projects:

1. "Operation of the public administration structures and services for women and for addressing violence - Operation of counseling and support centres for women victims of violence, at the regional level"
2. "Operation of the local government structures and services for women and for addressing violence - Operation of counseling and support centres for women victims of violence, at the local level"
3. "Operation of the National Centre for Social Solidarity (E.K.K.A) Structures and Services for women and for addressing violence- Operation of Shelters "

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4. “Operation of the local government structures and services for women and for addressing violence - Operation of Shelters ”
  
5. “Horizontal interventions of national scope for addressing violence against women”.

Athens, December 2016

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## Preamble

The General Secretariat for Gender Equality, within the Ministry of Interior (G.S.G.E./YP.ES), respecting the values and the fundamental human rights, is engaged in the design of interventions and the coordination of actions implemented by jointly responsible entities, for the provision of services to vulnerable groups within the refugee population, such as refugee women victims or potential victims of violence and their children, as well as refugee women who are single mothers heads of households and their children.

Within this context, the General Secretariat for Gender Equality:

- Is focusing, in the new updated Action Plan on Gender Equality 2016-2020, on the fight against the social exclusion of vulnerable groups, highlighting women experiencing multiple discrimination, in particular refugee women and their children;
- Is contributing through the “National Programme on preventing and combating violence against women 2014-2020” and through the structures operating within this particular context, to the provision of accommodation and emergency services to refugee women and their children;
- In addition, in order to achieve its goal, GSGE establishes a project Coordination Group, which – in cooperation with the Research Centre for Gender Equality- will assume the responsibility to contact the Regions and the Municipalities involved in the implementation of the project.

## Article 1

### “Objectives of the Cooperation Protocol”

Based on what is mentioned above, this Cooperation Protocol foresees agreement and cooperation among the individual parties, based on a common framework of procedures for the identification, referral, accommodation and support of the above mentioned target groups, which will be disseminated and accessible to all the professionals in the field, both men and women, dealing

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with the refugee crisis, within the context of the public administration, local government and nongovernmental organizations (NGOs).

Within this framework, the objectives set are the following:

1. Providing accommodation in 21 Shelters, in the context of the tasks of the General Secretariat for Gender Equality and the Research Centre for Gender Equality, the National Centre for Social Solidarity and the local government, for refugee women victims or potential victims of violence or single mothers heads of households and their children (up to the age of 18 years old for girls and up to 12 years old for boys) in order to ensure for them a safe accommodation and meet their nutritional needs;
2. Providing counseling services (social and psychological support and/ or job counseling), in case interpretation or intercultural mediation is available.

### **Article 2**

#### **“Subject of the Cooperation Protocol”**

In the context of the above mentioned objectives, the cooperating entities agree and accept that, both individually and jointly, they will contribute, in the best possible way, to the preparation, coordination, promotion and implementation of actions relating to:

#### **A. The refugee population**

1. Informing refugee women (asylum seekers or non asylum seekers), in accordance with the “Geneva Convention” and the provisions of article 2(b) and (c) of the Presidential Decree 141/2013, about the services provided, that is to say, the possibility of being accommodated in the Shelters under the General Secretariat for Gender Equality and local government entities, and the provision of psychosocial support and Networking with other entities and services, in case in case interpretation or intercultural mediation is available.
2. Informing refugee women about the terms and conditions of accommodation in the Shelters and the requirement of explicit adoption of the Shelters’ Rules of Procedure, in force since 20/12/2013, in the light of the applicable laws, relevant provisions and ministerial decisions or in the case that they will be updated.

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3. Implementing the updated internal Rules of procedure of the Shelters.

### **B. The staff of the structures (Counseling Centres, Shelters and the SOS Helpline 15900)**

1. Informing and providing guidelines about the identification, the referral procedures, the accommodation and support of beneficiaries refugee women and their children.
2. Planning trainings on asylum, relocation and family reunification procedures as well as providing guidelines on the process of protecting refugee women, victims or potential victims of gender based violence, in cooperation with non- governmental organizations.

### **C. The staff of the Reception and Identification Service and the staff of the Open Temporary Reception Structures and the Open Temporary Accommodation Structures**

1. Informing and providing guidelines about the identification, the referral, procedures, the accommodation and support of beneficiaries refugee women and their children.
2. Planning trainings on preventing and addressing gender-based violence incidents against female refugee population.

#### **Article 3**

#### **“Identification, Referral and Accommodation Procedure of refugee women and their children in Shelters under the General Secretariat for Gender Equality Network of structures”**

#### **Identification of the target group:**

- a) Women victims of violence<sup>1</sup> or potential victims of violence<sup>2</sup> and their children<sup>3</sup>
- b) Women single mothers heads of households accommodated in the Reception and Identification Centres, in the Temporary Reception Structures and the Temporary Accommodation Structures<sup>4</sup>

For the proper operation of the Shelters and in order to ensure **secrecy and confidentiality** within the structure, the procedure is set out as follows:

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1 Domestic violence, trafficking, sexual harassment , rape, female genital mutilation etc.

2 Woman alone without a supportive framework

3 Until 18 years of age for girls, until 12 years for boys.

4 As laid down in article 8 of law . 4375/2016 (O.G. A' 51)

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**The identification, referral and accommodation procedure for women of the target group** in the Shelters under the General Secretariat for Gender Equality Network, aiming at preventing and tackling violence against women, involves the following **stages**:

1. The identification is taking place in the Reception and Identification Centres, in the Open Temporary Reception Structures and the Open Temporary Accommodation Structures by competent state authorities' officials and /or certified NGOs active within these structures, who recommend the referral.

In the case of incidents that are identified outside the above mentioned temporary reception and accommodation structures, the state authority officials or certified NGOs, which are in cooperation with the General Secretariat for Gender Equality, may refer the incident to the local Counseling Centres<sup>5</sup> or the Municipality's Social Services.

2. The initial referral to the Counseling Centers of the Network of structures under the General Secretariat for Gender Equality or to the Municipality's Social Services or to the National Centre for Social Solidarity (E.K.K.A.) is undertaken by the competent state authority, that is by a) the Head of the Reception and Identification Centre b) the Head of the Open Temporary Reception Structures and the Open Temporary Accommodation Structures, through a referral note. The entity which recommended the referral (state structures officials or certified NGOs) is responsible for escorting the beneficiaries and their children from the above sites to the Network of GSGE structures or to the Municipality's Social Services or to the National Centre for Social Solidarity. In case this is not possible, the escort of women beneficiaries is ensured by the officials of the Counseling Centres/ intercultural mediators or Municipality's Social Services or the National Centre for Social Solidarity, in cooperation with the reception structures or entities.
3. The NGO active in the above refugee structures, after identifying the women of the target group: a) informs the competent state authority, mentioned in par. 2, b) gets in contact with the staff of the competent Counseling Centre within the bounds of the particular geographic territory or the local Municipality Social Service or the National Centre for Social Solidarity, in order to check the Shelter accommodation availability, c) facilitates the obligatory medical assessment<sup>6</sup>, in cooperation with the competent state health care authorities (municipal

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<sup>5</sup> Information at [www.womensos.gr](http://www.womensos.gr) and at the 24/7 SOS Helpline 15900.

<sup>6</sup> The medical examinations are undergone on the basis of the applicable guidelines given by the Ministry of Health which include the functional appropriateness of coexistence. The accommodation suitability may be issued by a social worker or psychologist or psychiatrist of a state entity. The medical examinations may be differentiated by relevant decisions- guidelines of the General Secretariat of Public Health. The place of examination is determined in cooperation with the competent Head of the National Primary Healthcare Network unit (PEDI).

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or public units). To this end, in case of a medical examination carried out by public units under the Ministry of Health, the refugee accommodation structures must inform the nearest National Primary Healthcare Network units (P.E.D.I), which fulfill the adequate requirements according to the guidelines of the General Secretariat of Public Health, concerning the number of accommodated children and women, as well as the on time intake of a refugee woman into the Shelter. Women who are referred for accommodation into the Shelters, are necessarily escorted during the medical examination by adequate staff and interpreter. A prior referral note by the competent authority and ensuring a vacant position into the Shelter are considered necessary before the conduction of the medical assessment. The National Health Operations Centre may coordinate the health assessment process and the provision of auxiliary services d) undertakes the transportation of the woman and her children, in the presence of an interpreter/cultural mediator, for the arranged appointment with the Counseling Centre or the local Municipality Social Service or the National Centre for Social Solidarity. In case the NGO may not assist in the transportation of the woman and her children, the transportation is made by the Municipality or the Region or with the assistance of KEPOM<sup>7</sup>.

4. In case the referral to the Shelter is made by a Counseling Centre, its staff: a) provide the refugee woman who is to be hosted in the shelter with counseling services, in accordance with the applicable scientific standards, with the assistance of an interpreter: her social history is taken and the refugee woman is informed about the context, the process, the hosting terms and conditions; the accommodation suitability of the woman is examined by a social worker, when it is possible, b) check availability in the shelter, before the referral of the woman who is to be hosted, inform about the accommodation request and notify the identification entity c) inform<sup>8</sup> the Municipality Social Service about the imminent accommodation in the shelter, so that the social service may arrange the transportation of the woman to the shelter, d) inform KEPOM<sup>9</sup> in case refugee women or their children leave the Shelter.
5. In case the referral to the shelter is made by the Municipality Social Service, its staff: a) provide the refugee woman with counseling services with the assistance of an interpreter: her social history is taken and the refugee woman is informed about the context, the process, the

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<sup>7</sup> Central Operational Migration Body (KEPOM)

<sup>8</sup> The Counseling Centre informs accordingly the EKKA, which is the responsible authority for keeping a registration, management and monitoring system on the cases of accommodation of women- asylum seekers, in accordance with Π26/Γ.Π. 93510/2011 (OG B' 2016).

<sup>9</sup> Central Operational Migration Body (KEPOM)

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hosting terms and conditions; the accommodation suitability of the woman is examined when there is the availability of appropriate staff (psychologist, social worker) in the Municipality, b) check availability in the Shelter, before the referral of the woman who is to be hosted, inform<sup>10</sup> about the accommodation request and notify the identification entity, c) undertake the transportation of women and their children in vehicles owned by local authorities (Municipalities, Regions) to (and from) the Shelter or where necessary and d) inform KEPOM in case refugee women or their children leave the shelter.

6. In case the referral to the Shelter is made by the National Centre for Social Solidarity, its staff: a) provide the refugee woman with counseling services with the assistance of an interpreter: her social history is taken and the refugee woman is informed about the context, the process, the hosting terms and conditions, b) check availability in the shelter, inform about the accommodation request and notify the identification entity, c) inform the Municipality Social Service about the imminent accommodation in the shelter, so that the social service may arrange the transportation to the shelter and d) inform KEPOM in case refugee women or their children leave the shelter. It is noted that in case the National Centre for Social Solidarity refers refugee women to its own shelter, then the procedures followed are the ones set by the entity.
7. The Shelter provides: a) information on the hosting conditions based on the Rules of Procedure, b) food c) safe accommodation for women and their children, and d) counseling services, in case interpretation or intercultural mediation is ensured. The accommodation of women of the target group is temporary (up to three months, with the possibility to be extended under certain conditions); it is provided in parallel with other services offered to other accommodated women and their children.
8. It is noted that, in case refugee women or their children leave the Shelter, the staff of the Shelter must inform the competent Counseling Centre or the Municipality Social Service or the National Centre for Social Solidarity, depending on which entity recommended the referral. The entity that had recommended the referral must inform the KEPOM accordingly.

It is noted that for any case which does not fall within the above procedure, the staff of the structures of the Network, get in contact with the Research

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<sup>10</sup> The Counseling Center informs accordingly the E.K.K.A, the authority which is responsible for keeping a registration, management and monitoring system, concerning the accommodation requests of the asylum seekers in accordance with Π25/Γ.Π. 93510/2011 (OG B´ 2016).



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Centre for Gender Equality and the General Secretariat for Gender Equality.

### Article 4

#### “Responsibilities of the involved parties”

In order to implement the above actions, which are complementary to each other, the involved and signing entities undertake activities, as follows:

#### **The General Secretariat for Gender Equality (G.S.G.E.):**

- ✓ Establishes and operates a project Coordinating Team for the coordination of relative activities, taking place on the premises of the General Secretariat for Gender Equality (8, Dragatsaniou str., Athens).
- ✓ Updates the Internal Rules of Procedure of the Shelters, having in mind the Rules in force since 20/12/2013 and the needs arisen from the refugee crisis.
- ✓ Informs the Regions and the Municipalities where the Counseling Centres and the Shelters are located about the goal of the project and the implementation process in relation to the refugee issue.
- ✓ Informs and gives guideline to the staff of the Network structures and the Municipalities' Social Services.
- ✓ Refers, through the Counseling Centres, women of the target group and their children to a Shelter, by following the above mentioned procedure.
- ✓ Cooperates with international organizations, international or Greek NGOs for the implementation of actions to address the refugee crisis, highlighting refugee women and their children.
- ✓ Designs, produces and distributes the information material (leaflets and posters, translated in English, Arabic, Farsi and Urdu) for the women of the target group and their children, in cooperation with the United Nations Refugee Agency.
- ✓ Translates the fill-in forms used in the Shelters in cooperation with the United Nations Refugee Agency in speaking languages.
- ✓ Plans the training of the network structures staff, also in cooperation with NGO's, on issues related to the Asylum, Relocation and Family Reunification procedures, as well as on the main guidelines concerning the process of protecting refugee women victims or potential victims of gender-based violence.
- ✓ Informs accordingly the National Center for Social Solidarity (the authority which is responsible for keeping a registration, management

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and monitoring system about the accommodation requests of the asylum seekers) about the cases of accommodation of women asylum seekers.

- ✓ Operates a special information hub on its web site.

### **The Research Center for Gender Equality**

- ✓ Supervises, on a scientific and organizational/ administrative basis, the provided services. In this context, it cooperates with the staff of the structures of the network on preventing and addressing violence against women, as well as with the staff of the Municipalities' Social Services.
- ✓ Undertakes the recruitment and training process of interpreters/ cultural mediators and coordinates the interpretation and/ or intercultural mediation process in order to satisfy the communication needs and provide information/ counseling support to women.
- ✓ Informs and provides guidelines to the staff of the structures of the Network and to the staff of the Municipalities' Social Services.
- ✓ Distributes information material in order to meet the information and adaptation needs of refugee women and their children regarding the current situation.
- ✓ Refers the women of the target group and their children to the Shelters, through the Counseling Centres, for which the Research Centre has undertaken the responsibility to recruit and operate, by following the above mentioned procedure.
- ✓ Informs accordingly the National Centre for Social Solidarity (the authority which is responsible for keeping a registration, management and monitoring system concerning the accommodation requests of the asylum seekers) on the cases of accommodation of women asylum seekers.

### **The Reception and Identification Service and the Administration of the Open Temporary Reception Structures and the Open Temporary Accommodation Structures:**

- ✓ Ensure the identification and referral of women of the target group, following the above mentioned procedure.
- ✓ Distribute material, aiming at :

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- informing women of the target group about the opportunity to be accommodated in the Shelters and thus have access to counseling services.
- informing the staff of the Counseling Centres and the Shelters.

### **The Central Operational Migration Body:**

- ✓ Ensures the transportation of women of the target group from the Reception and Identification Centres, the Open Temporary Reception Structures and the Open Temporary Accommodation Structures to the local Counseling Centres, the Municipality's Social Services or the National Centre for Social Solidarity, in case of a major emergency or when the transportation is not possible through any other appropriate means.

### **The General Secretariat of Public Health (GSPH):**

- ✓ Ensures the identification and facilitation of the referral procedure of the women of the target group. The National Health Operations Centre (EKEPI) provides guidelines about the identification and facilitation of the referral procedure, through the health care units of the Centre or the open accommodation structure or any other structure.
- ✓ Provides information to the local health services and to GSPH staff involved in the Reception and Identification Centres, the Open Temporary Reception Structures and the Open Temporary Accommodation Structures and/or to the Hospital Social Services, through the National Health Operations Centre (EKEPI) about the above mentioned procedure.
- ✓ Contributes and facilitates to the medical assessment of women of the target group, depending on the capacity of the local health units and the staff availability.
- ✓ Facilitates the referral procedure of women of the target group to the public health structures, in case of difficulties which cannot be adequately addressed by the health units of the refugee structures (through the competent coordinating mechanism, that is the National Health Operations Centre (EKEPI)).
- ✓ May coordinate the vaccination for children who have not been vaccinated during their stay in the reception/accommodation structure from which they have been referred (through EKEPI).
- ✓ May inform entities which provide health care services to the reception/accommodation structures on the above mentioned procedure (through EKEPI).

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- ✓ May contribute, in a coordination level (through EKEPI), to the provision of the necessary medical assessment to the women of the target group.

### **Regions and Municipalities:**

- ✓ Refer, through their Social Services and the Municipality Counseling Centres, women of the target group and their children to the Shelters of the Network through the above mentioned procedure.
- ✓ Undertake the transportation of women of the target group and their children by vehicles owned both by local and regional authorities to (and from) the accommodation structures or where necessary, upon decision of the local mayor or the head of the region.
- ✓ Inform accordingly the National Centre for Social Solidarity (the authority which is responsible for keeping a registration, management and monitoring system about the accommodation requests of the asylum seekers) about the cases of accommodation of women asylum seekers.

### **The National Center for Social Solidarity:**

- ✓ Provides information based on incidents recorded within its own Services, thus contributing to the overall monitoring of the project.
- ✓ Provides methodological tools and material for the management of incidents related to vulnerable social groups.
- ✓ Refers women of the target group and their children to the Shelters within the Network of Structures, through the above mentioned procedure.
- ✓ Contributes to networking with jointly responsible services, entities or NGOs.
- ✓ Undertakes, if needed, the transportation of women of the target group and their children from the Reception and Identification Centres, the Open Temporary Reception Structures and the Open Temporary Accommodation Structures to the local Counseling Centres or the Municipality's Social Services or the National Centre for Social Solidarity.

### **The Hellenic Agency for Local Development and Local Government:**

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- ✓ Monitors on a weekly basis the accommodation availability in the 19 Shelters of the Municipalities and 2 Shelters of National Centre for Social Solidarity and informs the members of the project Coordinating Team accordingly.
- ✓ Keeps distinct data about the beneficiaries of the Network of structures on preventing and combating violence against women.
- ✓ Provides, under approval of the GSGE, information based on the data recorded on the data base of the Network of structures regarding women of the target group and their children.

It is of high importance to have all stakeholders informed about the new asylum conditions, the legal status of the refugee woman of the target group, documents possibly required, etc.

### **Article 5 “Duration of the Cooperation Protocol”**

Based on what has been mentioned above, the contracting entities aim at the fulfillment of the obligations arising from the present Protocol. They agree to cooperate throughout the Protocol's implementation, so as not to disrupt the initial mission of the project (Structures for women victims of violence or women suffering multi-discrimination), as well as to maintain the current management status of the project by the General Secretariat for Gender Equality. The project is funded by the new NSRF of the programming period 2014-2020.

### **The Signing Parties**

**THE GENERAL SECRETARY  
FOR GENDER EQUALITY**

**THE ALTERNATE MINISTER OF  
NATIONAL DEFENCE**

**FOTEINI KOUVELA  
ΦΩΤΕΙΝΗ ΚΟΥΒΕΛΑ**

**DIMITRIOS VITSAS  
ΔΗΜΗΤΡΙΟΣ ΒΙΤΣΑΣ**

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**THE GENERAL SECRETARY OF  
RECEPTION**

**THE GENERAL SECRETARY OF  
PUBLIC HEALTH**

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