

IFRC Greece Multi - Functional Centre (MFC) of Thessaloniki

**ACCOMPANIED
REFERRALS (ACCREF)**
17 July 2018 - 12 March* 2019
*end of programme

CONTEXT

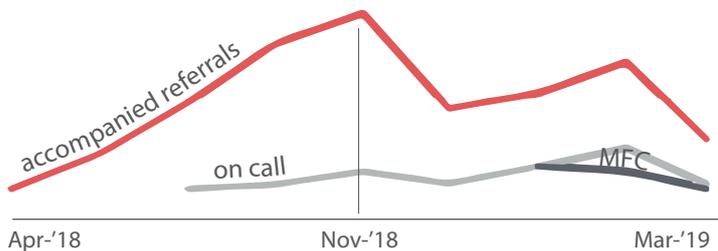
ACCREF is a team of skilled interpreters providing access to Public Services with priority in Health Services. ACCREF services are a combination of interpretation, cultural mediation and educational perspective managing refugees' and migrants' expectations and training them in practice about the Greek Public System and society.



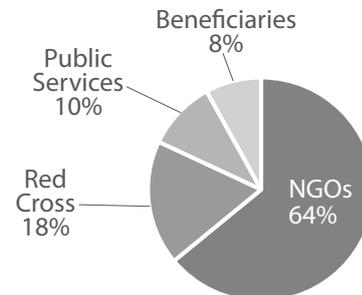
ACCREF FIGURES



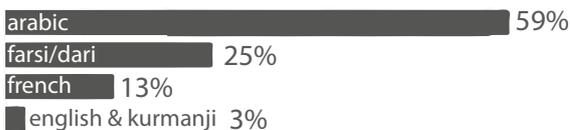
Type of service



Requests by



Services by language



Farsi, male 18-49 years old

I would like to suggest additional interpreters to cover more needs. The interpreter was really helpful in the hospital.



Arabic, female 18-49 years old

I hope every time I go to the hospital to have an interpreter

French, female 18-49 years old

I am very satisfied with the service and I will use it again in the future. The interpretation service is very helpful and without it, it would be difficult to have access to the greek public health system.

ACCREF is a pure integration program targeting on peoples' empowerment taking their lives back. Providing an interpreter is providing equal access and knowledge on how to move in a foreign city and public system.

Every accompaniment is special and unique; every person trusted us and shared with us valuable information of themselves is more than everything.

Families, women, children, patients accompanied with ACCREF interpreters in Hospitals, Public Services or Red Cross services made ACCREF a part of their issues and a part of their solution.

The biggest success was the trust people showed to themselves, participating in every procedure, medical or not, awareness of their condition and better compliance in treatment.

Results astonishing with people getting better, treated and more confident about the new rules of their living in Greece.