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We are incredibly grateful for your support – our work would not be possible without the donations of people like you.



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Protection

As part of our holistic service, each of our clients is assigned a Protection Officer, who assesses their situation, and advocates for them to receive the services they need, particularly medical and mental health support. Together with the client, the protection team develops a participatory plan covering a wide scope of non-legal needs, which range from providing transportation to come to our sessions, accompanying our clients to medical appointments, providing covid tests and luggage for our clients getting transferred, referrals to external and public actors; accessing medical documentation that can serve as evidence for the legal claim, and support in first steps on integration after a positive asylum decision.

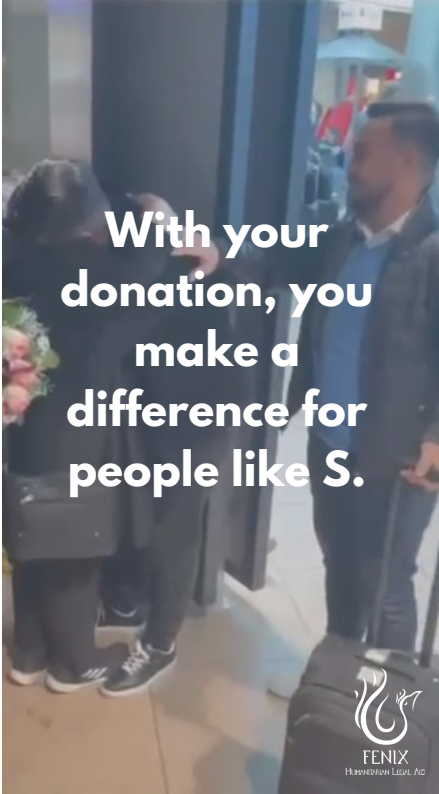
By choosing this package, you're helping to reduce the gap in accessing essential services by enabling our team to support asylum seekers in attending medical appointments, accessing safer accommodation, and receiving official documentation of vulnerabilities to support their asylum claims.

S is a woman from Afghanistan. She had been granted protection in Germany in early 2017, along with her husband and three children. During a trip to visit her family in Iran at the end of 2017, she lost her documents from Germany, and was unable to travel back. Out of fear of the authorities, who were routinely deporting undocumented Afghan nationals back to Afghanistan, she did not approach the Iranian authorities or the German embassy. She eventually made her way to Greece and applied for asylum in 2019. Because she had already received international protection in Germany, Greece could not assess her asylum claim. However, without documentation she was unable to return and was left in legal limbo.

When we came into contact with S. in September 2021, **she suffered from medical and mental health issues.** Our Family Reunification Team immediately began working on the case to establish a legal strategy. Meanwhile, **our Protection Team supported S. with her medical and social needs,** and our Mental Health Team ensured she had access to psychological support. Alongside these individual efforts, our Advocacy Team wrote a statement to draw attention to the legal limbo individuals like S. find themselves, in leaving them stuck between states. After being redirected for many months between various institutions which were unable to provide a viable solution in regards to a safe and legal transfer back to Germany our Family Reunification Team was finally able to obtain the necessary documentation and secured an appointment for S. at the German embassy in Athens.

While we applied to the local authorities in order for S. to be authorised to leave the island, **our Protection Team on Lesbos transferred her information over to the Athens team so they could continue to support S. on the mainland.** S. was able to attend her appointment, and received a positive decision!

In August 2022, S. received a return visa and a temporary travel document and was finally reunited with her children in Germany after 5 years!



**With your
donation, you
make a
difference for
people like S.**



“Everything would be difficult without Fenix’s guidance. It will be like a person who is standing in front of an intersection and doesn’t know which way to go.”

-Fenix client from Afghanistan



Thank you!