



Mr. Fodé Ndiaye
UN Resident Coordinator

FOREWORD

Dear Esteemed Partners and Readers,

I welcome you to the 3rd edition of our quarterly One UN in Rwanda Newsletter dubbed "Turi Kumwe". This publication provides an insight into what the One UN in Rwanda have been doing during the quarter – working collectively and in partnership with many of you, **delivering results as one for the benefit of the people in Rwanda, leaving no one behind.**

In the last quarter and just recently, Rwanda joined the world on September 21 to mark the 75th Anniversary of the United Nations (UN). The theme is: **The Future We Want, the UN We Need: Reaffirming our Commitment to Multilateralism.** The Rt. Hon. Prime Minister, Dr. Edouard Ngirente, the Prime Minister graced the commemoration as the Guest of Honor.

Activities and launched also the Integrated National Financing Framework (INFF). Rwanda is among the 15 countries globally, pioneering this important initiative aligned with the Addis Ababa Agenda Action on financing for development. The INFF will support the implementation of the National Strategy for Transformation (NST1).

We are glad to have partnered with European Union on this important that was highly attended by the diplomatic corps, the representatives of the development partners, CSOs, media and UN Heads and staff.

As we commemorate the UN75, this Covid-19 has shown us how important multilateralism is because we know that No one is safe alone unless we are all safe; **no one is strong alone; we are stronger together.**

The COVID19 pandemic reminds us how interconnected we are and how crucial multilateral cooperation and a rules-based international order, with the United Nations at its core, are.

So, the UN is renewing multilateralism and changing and innovating to be up to the scale, ambition and urgency needed to tackle important challenges of our planet, be it on poverty, hunger, inequalities, jobs, climate change, pandemics and other shocks, gender equality or youth engagement and peace and conflict prevention.

In Rwanda, UN is very proud to be a trusted partner of the Government and the people of Rwanda in the remarkable trajectory of transformation in all areas: in governance, in economic transformation, in social transformation and in the improvement to the well-being for the people in Rwanda, with diversity and inclusion. Thanks to a strong leadership, a clear vision and conducive environment for a fruitful cooperation between the Government, the UN, other development partners, Civil society and communities, all actors are together playing their role in the country's remarkable development trajectory. Building on what we have achieved together, with a stronger multilateralism and a renewed UN, we will do more and better to achieve the Sustainable development goals, for the people, the planet, peace and prosperity and with an effective and efficient partnership.

With the progress made to contain the spread of COVID-19 and the recent cabinet decisions on easing lockdown and reopening of a number of activities, I commend the Government of Rwanda for its leadership, strong actions and unwavering commitment in responding to COVID-19. The tireless efforts of the health workers and collective contributions and adhering to the Government measures are helping us keeping us all safe and healthy. The support of UN Rwanda with financial contribution of 18,181,991 USD so far, not only will contribute to the fight against COVID-19 but also to the successful implementation of the Economic Recovery Plan, to help build back better, stronger and greener.

Thus, the country will maintain its focus on the National Strategy for Transformation (NST1) and the efforts towards achieving the SDGs.

Over the last quarter, the UN in Rwanda launched Generation Unlimited (GenU) with the Minister of Youth and Culture, the Regional Director UNICEF and Youth leaders; held a webinar with Ministry of Youth and Culture to actively engage young people in enriching national and multilateral institutions, launched with Ministry of Emergency Management the Central Emergency Funds (CERF) to support Disasters Response and Early Recovery in Rwanda, supported the Government of Rwanda in voluntary repatriation of Burundian refugees, and collected views through the UN75 1 minute survey www.un-75.online where more than 11,000 people have taken the survey in Rwanda. The UN will keep on working on the insights to better build a system fit for purpose.

In this Newsletter, you will read stories from IOM, UN Women, FAO, WFP, UNFPA, UNCDF, WHO, UNDP and UN Volunteers. I invite you to visit rwanda.un.org and to follow us on Twitter & FB: @UNRwanda

With all that was achieved, I thank all the Heads of UN Agencies of our collective leadership but more importantly all our staff. You are our pride because of your commitment and your hard work. I want to thank Stephen Rodrigues, the UNDP Resident Representative for his tremendous work over the last five years, as he is leaving the country for another assignment.

As UN Rwanda, our role will always be anchored on what the Government sees in the future, our normative role, our comparative advantages and the synergies to be enhanced with other actors.

Let me end by commending the conducive environment in Rwanda: a strong leadership; clear vision; well-functioning institutions and accountability mechanisms and committed people and excellent partnerships between development partners and with the Government. Let us continue to act together to get out of this pandemic and build a better country for all! We are convinced that we will make it!

**October 1 “Umunsi mwiza wo gukunda Igihugu”
Happy Patriotism Day!**



*Photo: The Rt. Hon. Prime Minister, Dr. Edouard Ngirente, (C), The UN Resident Coordinator, Mr Fodé Ndiaye (C left) and UN Heads of Agencies in Rwanda in a group photo during celebrations of UN75 Anniversary and the launch of the Integrated National Financing Framework (INFF).
September 21,2020.*

STRENGTHENING CAPACITIES IN PESTICIDE SAFE USE IN TOMATO AND IRISH POTATO PRODUCTION IN RWANDA



Farmers planting Irish potatoes in one of the demo plots on which bio-organic pesticide will be used.

©FAO Teopista Mutesi

Food and Agriculture Organization of the United Nations (FAO) is implementing a Technical Cooperation Programme Facility (TCPf) project "Promotion of safer alternatives to Severely Hazardous Pesticides Formulations (SHPFs) and creation of Organic crops producers Cooperatives for sale as IGA in Rwanda" to promote a healthy, sustainable and hazardous pesticides-free agriculture at national level. It is in line with the implementation of the Rotterdam Convention to which Rwanda is a party.

Rwanda's agriculture tremendous development thanks to national efforts to transform the sector under the Crop Intensification Program (CIP), has seen an increase in input use including fertilizers and pesticides.

"I grow tomatoes; I apply chemical pesticides to my field after one month of planting until harvesting," said Jean Bosco," says Jean Bosco Zirimwabagabo, a tomatoes in Musanze district.

Most farmers in Rwanda rely on chemical pesticides and some have no knowledge about the existence of bio-pesticides and other safer alternatives.

Using the farmer field schools (FFS) approach, demonstration plots were established to help farmers learn the correct use of pesticides through Integrated Pest Management (IPM).

Leveraging agricultural extension support

Through adoption of IPM, farmers are recommended to judiciously apply chemical pesticides, bio-pesticides and other safer alternatives.

The project is focusing on potato and tomato because these are key crops in Rwanda seriously affected by pests and diseases and thus prompting excessive use of pesticides some of which may be hazardous.

"The majority of potato farmers here in Musanze use chemical pesticides. I didn't know bio-pesticides exist. The training exposed me to this new and useful knowledge," says Violette Masimbi Mwimvira, a potato farmer in Musanze district.

Poor pesticides use practices

Although there are no documented pesticide poisoning cases in Rwanda, the farmers say they experience headaches and mild skin itches that last for four to seven days. This is coupled with the fact that they don't use protective gear while spraying. Some do not follow the recommendations and wash the spraying pumps in the water canals feeding the farms.

"Most farmers in the area mix more than three chemical pesticides going beyond the recommended levels. These practices are learnt from fellow farmers.

Some farmers even use pesticides that have been banned by Rwanda Agriculture and Animal Resources Development Board (RAB), all in the name of boosting production and fighting pests and diseases," said Enias Akaraha, a potato farmer and an FFS facilitator.

Agro-dealers - most of whom are not trained - sell and advise farmers on pesticide use.

Leon Hakizamungu, an experts from RAB who is also the focal point of the Rotterdam Convention took the farmers through the session on identifying severely hazardous pesticide formulations (SHPFs) under Article 6 of the Rotterdam Convention, that describes a procedure for proposing SHPFs causing problems under conditions of use in developing countries and countries with economy in transition.

"Farmers need to be aware of the dangers of misusing and overusing pesticide to reduce risk to human health and the environment, and sustainable agriculture. We need to produce safe food," said Leon.

Potential of promoting biological control methods in Rwanda

The presence of herbs used in the bio-control of tomato and Irish potato presents an opportunity for the farmers to invest in planting the herbs.

FAO is conducting an assessment on the effect of use of chemical pesticides and incidents of acute pesticide poisoning with severely hazardous pesticide formulations (SHPF) in Musanze and Rulindo districts.

More here: <http://www.fao.org/rwanda/news/detail-events/en/c/1307034/>

IOM COVID-19 RESPONSE:

REFUGEES IN RWANDA ARE GENERATING INCOME BY MAKING FACE MASKS

The International Organization for Migration (IOM) in partnership with UNHCR, the Government of Rwanda and the Non-Governmental Organization Maison Shalom, distributed 20,000 reusable face masks to refugees living in the country as part of the efforts to contain the spread of COVID-19.

The masks were produced by a women group (34 individuals) in Mahama refugee camp as part of the income-generating project to improve their livelihood.

Rebeca Kankidi lives with her family of 10 members in the Mahama refugee camp. She is one of the women who have been contracted to make the masks. "I'm happy that we have been entrusted as women with the production of barrier masks to protect refugees against COVID-19 pandemic. I am very grateful because the income I get from this will help support my family," said Rebeca Kankidi. This intervention served as a lifeline, enabling communities to cope with the economic hardships brought by the COVID-19 pandemic.



“I’m happy that we have been entrusted as women with the production of barrier masks to protect refugees against COVID-19 pandemic. I am very grateful because the income I get from this will help support my family,” said Rebeca Kankidi.

©Photo: IOM Rwanda

“This intervention is a great example of how the UN can work with local and international NGOs to contribute to the livelihood of refugees, especially during the global COVID-19 pandemic,” said IOM Rwanda Chief of Mission, Ms. Helene Fors.

The distribution was supported by the US State Department – Trafficking in Persons Office (JTIP) and has been ensured in the framework of an IOM Rwanda comprehensive intervention on COVID-19 response

that included the donation of 170 boxes of surgical masks to the One-Stop Centers across the country, as well as the procurement of 75 handwashing stations to the refugee camps.

Read full story: <https://rwanda.iom.int/news/refugees-rwanda-are-generating-income-making-face-masks>



The technical launch of the Business Clinic that supports women entrepreneurs with strategic guidance and business advisory services during the COVID-19 pandemic. Photo: UN Women/ Tumaini Ochieng

UN WOMEN AND THE RWANDA CHAMBER OF WOMEN ENTREPRENEURS LAUNCH BUSINESS CLINIC TO SUPPORT WOMEN ENTREPRENEURS

UN Women in collaboration with the Rwanda Chamber of Women Entrepreneurs (RCWE) launched a Business Clinic to provide strategic guidance and business advisory services to women entrepreneurs and guide their business continuity plans through legal, marketing, accounting, financial and mental/psychological services; as well as other business-related information and areas of advocacy.

The Business Clinic is part of UN Women's COVID-19 response and recovery efforts in support to women-owned businesses as they navigate this time of economic uncertainty, losses and even business failure caused by the pandemic.

While it initially started with thirty, the clinic is now extending its services to 100 women entrepreneurs. A key activity of the business clinic is the analysis of the economic recovery fund to ensure that women-owned businesses fully understand and leverage the economic stimulus packages put forward by the Government of Rwanda.

The clinic will also provide mentorship and coaching services to women entrepreneurs and will identify business and investment opportunities for women, including market linkages and joint ventures for their increased competitiveness.

"The covid19 crisis is both a health and a socio-economic crisis. With this business clinic we are providing quick and quality support to assist as many women owned businesses as possible," notes Fatou Lo, UN Women Representative in Rwanda. "Supporting more women-owned businesses to launch, own and manage small and medium enterprises is integral to our work as UN Women. This is at the heart of our collaboration with the government and with the private sector. As we enter the decade of the SDGs and try to build a better, greener, inclusive and equitable world post COVID-19, we must ensure that women are not left behind," she adds.

FACILITATING ACCESS TO WORKING CAPITAL TO GROW REFUGEE'S MSES AND BUILD RESILIENCE THROUGH UNCDF PARTNERSHIP WITH LOCAL MFIS



Rudatinya with his new inventory after getting a working capital loan from Umutanguha Microfinance Bank

Refugees before the introduction of social distancing. Photo credit, Kate Holt

With its project of “Expanding Financial Access and Digital & Financial Literacy in Rwanda” (REFAD), UNCDF partnered with Umutanguha Microfinance Rwanda (UFC) to facilitate access to financial products and services to vulnerable and underserved people specifically refugees and their host communities.

It is through this partnership that, UFC is providing financial education to Rudatinya- a Burundian refugee in Mahama camp married with five kids who owns a small grocery shop in one of the camps; the training allowed him to understand the benefit of saving and getting loans from financial institutions and in 2019, he opened his account with UFC. Six months later, he applied for a working capital loan of Rwf 500,000 to increase his inventory. His business expanded considerably and in July 2020 he obtained an additional loan of RWF 4,000,000 (USD 4,000) to grow his business from a retailer to a wholesaler of rice and maize flour in the camp.

This support had a positive impact on his household. As Rudatinya says: “The financial education training allowed me to see the importance of having various sources of income in a household, that’s why after my business expanded, I opened a small shop for my wife in the camp, so that she can earn money as well”.

Find more at : <https://www.uncdf.org/rwanda>

SUPPORTING YOUTH-LED BUSINESS AMID COVID-19 CRISIS



The Youth Connekt beneficiary sells the cow horn jewelry, creating jobs in manufacturing and contributing to his local economy.

On 28 August 2020, Mr. Stephen Rodriques, the Resident Representative of UNDP in Rwanda, was invited by the Commonwealth Youth Council (CYC) to be the guest speaker at its first Youth Entrepreneurship Support (YES) Webinar Series.

Themed “Supporting SMEs through COVID-19 Crisis: Challenges and Opportunities for Youth Businesses”, this e-event sought to discuss the challenges that youth-led small and medium enterprises are facing due to the COVID-19 pandemic, while also presenting options and opportunities to support these businesses to get back on their feet and create new products and services. Participants included young African, European entrepreneurs, economists, development experts and practitioners, partners and decision makers.

In his key note address, Rodriques highlighted the significant disruptions and hardships that the pandemic has caused across Africa and the rest of the world, but was also optimistic based on the resilience that many companies have shown, and the new innovations that have emerged to tackle the pandemic. The UNDP Representative noted that many entrepreneurs facing the crisis saw opportunities to launch new businesses, change business models, and introduce new products and services.

Some of the innovative initiatives or new products that can be listed here include solar-powered and touch-free water dispensers, various forms of handwashing stations, new protective gears, creatively designed face masks, and several disinfecting equipment.

UNDP is partnering with other actors to provide young entrepreneurs and SMEs with financial and technical support to be innovative, flexible, resilient and adaptive to the changing environment. By way of example, in Rwanda, the Ministry of Youth and Culture with support from UNDP and KOICA, conducted a nation-wide rapid impact assessment among 970 youth entrepreneurs to understand the scale of the impact of the COVID-19 pandemic on youth led SMEs. The results show that 95% of the young entrepreneurs from all sectors reported severe impacts on their businesses, ranging from reduced revenues linked to reduced demand, limited access to markets, as well as transport challenges, among others.

Based on the data, the Government of Rwanda has developed a plan to support those young entrepreneurs impacted by the pandemic. UNDP and KOICA are partnering with the Government and other development actors to provide both the technical and financial support needed to implement this plan and support the young business owners.

READ more: <https://rb.gy/rtduwb>

PUTTING THE BRAKES ON COVID-19: SAFEGUARDING THE HEALTH AND RIGHTS OF WOMEN AND GIRLS



UNFPA and the One UN sister agencies are supporting national partners in gender-based violence prevention & response through public awareness raising activities using multimedia platforms, and strengthening referral networks including in humanitarian settings through the use of a free hotline by community members.

“On this World Population Day, and every day, we call attention to the vulnerabilities and needs of women and girls being exasperated by the COVID-19 crisis. Ending the shadow pandemic of gender-based violence is essential.” proclaimed Mr Schreiner.

As the COVID-19 pandemic rages around the world, women and girls have been disproportionately affected, with sexual and reproductive health services being curtailed and gender-based violence on the rise.

This year's World Population Day, celebrated on 11th July, served as an opportunity to raise awareness of the sexual and reproductive health needs of people around the world. UNFPA called attention to the needs and vulnerabilities of women and girls amid the global pandemic, and the efforts needed to secure their health and human rights.

“No organization or country can do this alone,”

said Dr. Natalia Kanem, UNFPA's Executive Director, in her statement.

Around the world, women face a variety of heightened risks due to the pandemic. Those requiring sexual and reproductive health services can face anxiety about exposure to the virus while seeking care, or they may forgo care entirely.

Other women are not able to receive care at all due to movement restrictions and curbed health services.

UNFPA is working with partners to ensure continuity of Sexual and Reproductive Health (SRH) essential services. UNFPA is also supporting Rwanda's continued joint monitoring of the supply chain of family planning commodities and maternal health lifesaving medicine to ensure availability to the last mile.

UNFPA is procuring various types of PPEs to ensure frontline health workers responding to COVID-19 across treatment centers and those providing continued SRH health services have the protective equipment they need to stay safe.

“We commend the Ministry of Health's efforts to both assess continuity of SRH services under the COVID-19 response, and leverage strong community platforms across Rwanda to promote SRH information & services during these challenging times.”

said Mark Bryan Schreiner, UNFPA Representative to Rwanda.

As the global community comes together in solidarity to survive this pandemic, we lay the foundation for more resilient, gender-equal societies and a healthier, more prosperous future for all.

Against my will' Campaign in Rwanda

UNFPA has joined hands with partners across Rwanda in a 2-week campaign to raise awareness on the importance of ensuring sexual and reproductive health and rights, especially for women and girls.

Full story: <https://rwanda.unfpa.org/en/news/putting-brakes-covid-19-safeguarding-health-and-rights-women-and-girls-5>

INNOVATIVE APPROACH BRINGS HOPE IN RWANDA TO REDUCE STUNTING

"It requires smart efforts to reduce stunting among young children" said Vera Lugutuah Kwara, Nutritionist for the United Nations World Food Programme (WFP) in Rwanda. Through the innovative approach of the "Smart Simplicity stunting-free village model," Rwandan communities, at the village level, are using a combination of tools to easily identify malnutrition and make quick decisions to improve a child's nutrition status.

Stunting is the impaired growth and development of children caused from poor nutrition, repeated infection, and inadequate psychosocial stimulation. Stunting in early life - particularly in the first 1,000 days of a child's life from conception until the age of two has life-long consequences. Stunted children fall sick more often and are more likely to suffer from chronic diseases, they perform less well in school and are more likely to grow up to be economically disadvantaged.

The prevalence of stunting in Rwanda is very high at 35 percent (affecting approximately 590,000 children) compared with the developing country average of 25 percent. The main causes of stunting in Rwanda include: inadequate quantity and quality of diets, infectious diseases, limited access to safe water, sanitation, hygiene and health services, and inadequate care practices. These problems are particularly severe in Rwanda's Western Province where 44 percent of children experience stunting.

"I assist and advise pregnant and breastfeeding mothers in my village," said Vestine Mukakimenyi, a community health worker (CHW) in Gasiza village in western Rwanda. "I truly appreciate the training I've received through the "Smart Simplicity stunting free village model," as it has enabled CHWs like me to more easily identify children at risk of stunting and provide support to parents," Vestine added.

The Smart Simplicity approach reimagines the way nutrition actors target stunting by empowering local actors and stakeholders at all levels to resolve the absence of central, standardized data. Previous approaches were hampered by poor data collection and sharing between actors leaving local health workers unable to tell where chronic hunger is occurring and where to best focus efforts. The Smart Simplicity approach therefore uses a combination of tools, such as the maternal and child scorecard and the length mat, to easily identify malnutrition and make quick decisions to improve a child's nutrition status. This allows data to be aggregated on a local and district level providing unprecedented insight. Plans are underway to digitise the scorecard further increasing data collection efficiency.

Crucially, the Smart Simplicity approach promotes early identification of stunting among children at the village level and enables CHWs and local leaders to quickly advise parents on appropriate feeding and hygiene practices.



Community health workers using the length mat tool to easily identify stunting at the community level. ©WFP/JohnPaul Sesonga

This ensures that children receive critical nutrition-related interventions to treat and avoid malnutrition. "Before having access to these combined tools at the village level, CHWs found it difficult to easily identify stunted children and lacked guidance on what actions needed to be undertaken when stunted children were identified," Vestine noted.

"The child scorecard trained my husband and I on how to evaluate our household feeding practices and areas to improve our child's nutrition," said Odette, a local fruit farmer. "Before the programme started, my wife and I didn't fully understand just how critical it is that our son Gad be able to eat green vegetables and fruits on a regular basis," noted Jean-Baptiste, Odette's husband. Odette and Jean-Baptiste also noted that they were able to share these lessons learned with other community members.

This new approach is being rolled out by the Rwanda's National Early Child Development Programme (NECDP), in partnership with the Boston Consulting Group (BCG), One UN agencies working on nutrition along with village leaders and community health workers, with the aim of supporting the reduction of stunting across the country. The roll-out in Rwanda follows the successful implementation of the Smart Simplicity approach in Tanzania.

The collaboration began in mid-2019 when the "Smart Simplicity stunting-free village model" was first tested in Kabagabo village in north-western Rwanda. 2019 data indicated that 52 percent of children under the age of five in Kabagabo are stunted.

"Tools included in this new approach such as the individual maternal and child scorecard help us to monitor a child in their first 1,000 days from conception up to their second birthday," said Jean-Baptiste Nzabonimpa, Kabagabo village leader. "Guided by the interventions listed on the scorecard, we are able to easily identify the gaps and advise parents on specific actions to improve their child's nutritional status, including referring acutely malnourished children to health centres for treatment if needed," Jean-Baptiste added.

More: <https://insight.wfp.org/ensuring-children-in-rwanda-have-the-opportunity-to-reach-their-full-potential-c2af3593a523>

Rwanda's response to COVID-19 brings out the need to prepare and learn from practice.

Wash your hands, wear your face mask and practice physical distancing. These COVID-19 safety measures by the World Health Organization (WHO) will probably go down in the World's history as the most repeated and translated words of the year 2020.



"A Staff at the National Laboratory of Rwanda testing samples collected during a COVID-19 drive-through voluntary mass testing in the City of Kigali."

"I had a travel history, so when I felt the symptoms, I thought it was wiser to go get tested. I remember joking with security people at the hospital's gate to be careful when they check my car because I was coming for a COVID-19 test." Confides Frank Sanga. He is the seconded person to have been tested positive for COVID-19 in Rwanda.

Mr. Sanga got tested at King Faisal Hospital, one of the 4 referral hospitals in Rwanda. By February Rwanda was in full preparedness mode drafting standard of procedures and guidelines, gathering funds, putting final touches to the first treatment centre and establishing a cross sectorial National Joint Task Force (JTF).

Rwanda was also conducting free COVID-19 tests weeks before its first confirmed case. Six months later the country is closing in on half a million samples tested and sharing some of its best innovative practices in the response to COVID-19.

Laboratories throughout the country are testing 24/7. Occasional drive-through mass testing is the latest addition to Rwanda's response mechanism. 17 treatment centres are operational, but these might decrease as centres are closed when the last patient leaves and asymptomatic cases are introduced to the Home-Based Care system.

To further strengthen its chances against COVID-19, the Government of Rwanda welcomed the support of partners. An advisory team made of scientists was integrated to the JTF and development partners chipped in with donations of much needed medical and non-medical equipment and supporting response in various areas.

In addition to thermostats, reagents, test kits and Personal Protective Equipment (PPE), WHO Rwanda availed 25 permanent technicians for all pillars in the response to accompany the JTF through the outbreak.

From coordination, surveillance, case management, data collection, logistics, Infection Prevention Control (IPC), laboratory to risk communication and community engagement, WHO Rwanda team supported the development of COVID-19 tools and guidelines, implementation of activities on the field and reporting.

While hopeful for a global solution and equitable access to COVID-19 tools, the pandemic is a reminder to invest in stronger health systems and risks undoing the gains made in health and other sectors. Rwanda currently counts 4711 confirmed cases with a 63% recovery, 1.2% test positivity and 0.5% death rates.

MY NAME IS ANISO AHMED WORKING AS INTERNATIONAL UN VOLUNTEERS IN EMERGENCY TRANSIT CENTRE (ETM) IN RWANDA.

Currently I am Serving the refugees in ETM as IUNV, I have been able to effectively apply my skills in all my work with the community and with colleagues at the field office level. My dealings with persons of concern, especially with the women, have been instrumental in helping the protection office build trust and rapport which has helped fulfil the ETM solutions mandate.

My work with women and girls has been instrumental in ensuring that their needs are listened to addressed in line with the UNHCR Age, Gender and Diversity approach.

Also, I helped in the distribution of Non-Food Items to the refugees and monitor the help desk during the hotline calls. During this time I gained experience and develop my skills from the field of work. Apart from community engagement,



ANISO AHMED/IUNV

I am at the front-line on the daily basis with the refugees who require assistance and support from UNHCR and partners and I facilitate the communication between the refugees and the assisting agencies.

I am task to interpret very vulnerable and traumatized group of refugees and asylum seekers who sees language access

can mean the diffidence between life and death and I am proud to be UNV interpreter because it opened my eyes to the reality interpreting task and how is so crucial to the lives of refugees. Fortunately, UNV pull together different language expert and who had firsthand experience thus we work as team to teach each other and improve the service we deliver to the refugees.

Serving as UNV is golden opportunity to me in two ways first it offers unique job opportunity job being brought up in Refugee camp and I always wanted to help refugees and the act of volunteering is tied to a central purpose: putting the needs of others first.



