

## Supplemental Information

### Ethnographic Data Collection

In the sections below, we describe the two main aspects of our ethnographic data collection: semi-structured, in-depth interviews and participant observation.<sup>1</sup> As elaborated more extensively below, we collected data in Attica (the broadest region in Greece, where roughly 40% of the population live) and Lesbos. We chose to report our data collection strategies this way in order to maximize transparency, while maintaining the anonymity and confidentiality of interview participants and individuals observed. We must maintain participants' confidentiality and anonymity because the issues discussed in these interviews and discussions are politically sensitive, and participants could face retribution if they are connected to the findings of this study. Since Melissa Carlson conducted all semi-structured interviews and participant observation, the appendix below outlines the steps she took during the data collection process.

#### I. Semi-Structured, In-depth Interviews

Carlson conducted a total of 25 interviews, interviewing two different types of individuals: Greek government officials, and international and national aid workers. She divided interviewees into these two categories because she anticipated that they have different sources of information as well as different experiences with vulnerable migrants, and thus varying perspectives of how and why vulnerable migrants exercise their legal rights. Below, we list how many individuals from each category she interviewed, the date of the interview, and provide interesting characteristics about the group of interviewees as a whole. Carlson provides aggregate, rather than individual, characteristics of the interviewees in order to minimize potential breach of confidentiality.

*i. Greek Government Officials:* Carlson interviewed four total government officials. Of these four, three were government doctors and involved in health sector in some capacity; one

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was involved in the government's efforts to combat smuggling and human trafficking.  
Three of the interviewees were members of the military.

<u>Interview No.</u>	<u>Date of Interview</u>
Interview 1	June 3, 2016
Interview 2	June 3, 2016
Interview 7	June 9, 2016
Interview 9	June 13, 2016

*ii. International and National Aid Organization workers:* Carlson interviewed workers employed at both national and international aid organizations engaged in the refugee crisis. These workers were engaged in various different types of service provision, ranging from protection and health to education, shelter and food distribution. Of these interviews, four were conducted with lawyers who work with organizations that provide legal aid to refugees, or who work in protection. Nine interviewees focused on strengthening communication with vulnerable migrant communities in some capacity.

<u>Interview No.</u>	<u>Date of Interview</u>
Interview 3	June 6, 2016
Interview 4	June 6, 2016
Interview 5	June 6, 2016
Interview 6	June 8, 2016
Interview 8	June 10, 2016
Interview 10	June 13, 2016
Interview 11	June 13, 2016
Interview 12	June 13, 2016
Interview 13	June 17, 2016
Interview 14	June 17, 2016
Interview 15	June 20, 2016
Interview 16	June 20, 2016
Interview 17	June 20, 2016
Interview 18	June 24, 2016
Interview 19	June 24, 2016
Interview 20	June 24, 2016
Interview 21	June 26, 2016
Interview 22	June 26, 2016
Interview 23	June 27, 2016
Interview 24	June 30, 2016

## II. Participant Observation

As seen below, we conducted participant observation in two different settings: formal and informal refugee camps<sup>2</sup> and aid organization coordination meetings. We chose to conduct participant observation in these two settings because (1) it would allow us to observe refugees' desire and ability to access their rights, as well as how they went about exercising their rights, in real time; and (2) understand how aid organizations communicate and spread information to refugees, as well as ascertain refugees' perception of aid organizations and the government as credible sources of information. Collectively, participant observation in these two settings allowed us to understand both aid organization and refugees' perspectives and engagement with information access.

Carlson accessed formal and informal refugee camps as a volunteer Arabic translator. Throughout the course of translating, she spoke with refugees, volunteers from formal volunteer groups, and workers from aid organizations. Carlson observed interactions between refugees, aid workers, and the military/police personnel managing the camps. In the sections below, we list the days she visited each camp and the specific volunteer activity she performed that day. When Carlson made camp visits, she generally volunteered in that camp between four to eight hours per day. We also outline how many individuals she spoke with, on average. While she had a variety of different verbal and non-verbal interactions, the instances she included were substantive conversations that usually lasted anywhere from fifteen to forty-five minutes. These discussions generally focused on refugees' experiences, intentions, and how they accessed information. As such, questions focused on refugees' willingness to go to government officials and aid workers for information, their perceptions of official sources of information, and the nature of their interactions with government officials and aid workers. Questions also focused on how refugees access information, their contact with smugglers, and their perceptions of informal sources of information.

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Representatives from aid organizations currently providing services to urban refugees living in Victoria, Omonia, and Exarchia (areas of Athens) attended the Victoria coordination meetings. In these meetings, aid organization workers would discuss current challenges to program implementation, interactions with the government, communicating important information to beneficiaries, and identifying the informal and formal living situations of refugees in urban areas. Carlson also attended a volunteer coordination meeting in Scaramangas, which covered similar topics, but specific to that refugee camp. She recorded the topics attendees discussed and what they said.

Date of Camp Visit

Volunteer Work Performed

*i. Piraeus, Informal Refugee Camp at the Port of Attica*

June 4, 2016	translator for volunteers; distributed meals
June 5, 2016	translator for volunteers; distributed meals
June 7, 2016	translator for volunteers; distributed meals
June 9, 2016	translator for volunteers; distributed meals
June 15, 2016	distributed meals

Carlson interviewed an average of 3 refugees per day: 15 total discussions

Carlson interviewed an average of 4 volunteers/aid organization workers per day: 20 total discussions

*ii. Scaramangas, Formal Camp run by Military in Attica*

June 14, 2016	translator for Danish Refugee Council (DRC) camp census/survey
June 15, 2016	translator for DRC camp census/survey
June 16, 2016	translator for DRC camp census/survey
June 21, 2016	translator for DRC camp census/survey
June 22, 2016	translator for DRC camp census/survey; attended volunteer coordination meeting
June 23, 2016	translator for DRC camp census/survey

Carlson interviewed an average of 5 caravans of refugees per day; average of 2 adults spoken with per caravan: 60 total discussions

Carlson interviewed an average of 7 volunteers/aid organization workers per day: 42 total

*iii. Moria, Detention Center on Lesbos (Greek Island)*

June 27, 2016	visited with aid organization worker
June 28, 2016	translator for journalist

Carlson interviewed 1 aid organization worker on June 27th in Moria

Carlson interviewed 8 refugees on June 28th.

Date of Victoria Coordination Meetings

June 10, 2016

June 17, 2016

July 1, 2016

Nature of Participation

Attendee, representative of Melissa Network

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