RAPID NEEDS ASSESSMENT AMONG KOSOVAR REFUGEES HOSTED BY ALBANIAN FAMILIES,

AND ASSESSMENT OF HUMAN RIGHT VIOLATION COMMITTED IN KOSOVO

KUKES TOWN, ALBANIA. 29/04/99

Assessment conducted by Epicentre at the request of

Médecins Sans Frontières,

in collaboration with the Institut Français de Veille Sanitaire
Summary of Results of a Rapid Assessment Among Kosovar Refugees Hosted by Albanian Families. Kukes Town, Albania. 29/04/99

Main Indicators

1. Description of the sample

Kosovar households sampled 205 100%
Total sample size 1510

Average N° of household members= 7.4
Ratio Male:Female (15-54 age-group) = 1:1.6
Households coming from Villages 161 78%

2. Details of the exodus

Directly/indirectly deported by armed forces 138 70%
Duration of exodus ≤5 days 186 91%
Households arriving by walking (70 answers) 8/70 9%
Arrived in Kukes ≥3 weeks ago 133 65%
Households with at least one member absent 70 34%
Total number of absent household members 141/1510 8.5%
Missed or separated by force 42/141 30%
Stayed to fight with KLA 45/141 32%

Households reporting at least 1 death by intentional violence

Period N°1 : 28/02/98-23/03/99 6 3%
Period N°2 : 24/03/99-25/04/99 2 1%
Total number of reported deaths for the 2 periods = 16

3. Hosting conditions and basic needs coverage

Households paying a monthly rent 126 61%
Average monthly rent = 250 Dutch Marks
Average N° of household per housing = 1.8
Households not receiving food rations 41 20%
Households receiving a complete food ration only once 117 57%
Households receiving at least one blanket 46 24%
Blankets per family among these 46 = 3.7
Households receiving soap 107 52%
Households wanting to stay in Kukes 147 72%
1. Introduction

Immediately after the beginning of the NATO offensive in the Federal Republic of Yugoslavia on the 24th of March, Serbian armed forces deliberately provoked a massive population exodus of ethnic Albanians living in Kosovo mainly towards the neighbouring countries of Montenegro, Macedonia and Albania (see map N°1).

One month after the beginning of the crisis the number of refugees having fled Kosovo is estimated to 500 000. Among those 3 countries, Albania is the one hosting the larger number of refugees. According to the UNHCR, as of the 7th of May 1999, approximately 400 000 Kosovars have crossed the border into Albania.

Currently the only open point in the frontier with Kosovo is Morina, a locality of Kukes district at the North East of the country. The capital of the district, Kukes town, has became a large crossing-point of refugees and serves as a base of a vast relief operation co-ordinated by the UNHCR. The responsibility for the distribution of food to the refugees is being shared by WFP and the International Federation of Red Cross.

Médecins Sans Frontières (MSF) started to operate in the region beginning of April and, in Kukes town, is currently in charge of the management of the so called New camp and is providing medical assistance of the former Italian camp. Those two camps harbour a population of around 2 000 and 7 000 persons respectively.

Currently several types of refugee settlements can be identified around Kukes town: wild tractor camps and tent camps which are the more «visible» types (see map N°2), plus the collective centres (mosque, schools...) and the hosting families, less apparent but as important in size. It quickly appeared to the aid relief agencies, that the basic needs and the coverage of those needs were going to be very different for each of those groups.

At the request of MSF, Epicentre carried out rapid need assessments on two of those settlements: the tractor camps and the hosting families. A report on the former group had been already elaborated and distributed to the concerned agencies1. The results and recommendations presented in this report concern only the population hosted by Albanian families in the town of Kukes. The assessments were conducted in close collaboration with the French National Public Health Centre (Institut de Veille Sanitaire).

2. Objectives

- To provide information on demography, basic needs and basic needs coverage of Kosovar refugees hosted by Albanian Families in Kukes town.
- To estimate the proportion of Kosovars living in hosting families in Kukes town (excluding collective centres and camps)
- To obtain detailed information on the causes and duration of the exodus from Kosovo

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1 See MSF/Epicentre report: Rapid needs assessment among Kosovar refugees in tractor camps, Kukes town 21/04/99
3. Methods

A sample of households living in Kukes was obtained using a two-stage random technic. A sample of 100 apartment buildings and houses were randomly selected from a map depicting all existing physical structures in the town. Each structure selected was visited and whenever a building with several apartments was found, a sample of two apartments was randomly selected.

The number of local Albanians presently living in the apartment, as well as the number of Kosovars, if any, was systematically recorded. A standard questionnaire containing information on date of arrival, family composition and hosting conditions was addressed to the head of the Kosovar household. A household was defined as the members of the family that used to live under the same roof before the beginning of their exodus. A separated questionnaire was filled for each Kosovar household whenever there was more than two occupying the same apartment.

For each household we recorded the details of their exodus, the number of missing members, together with the number and cause of deaths occurred during two periods of time, (i) between the 28/02/98 (Muslim holiday) and the 24/03/99 (beginning of NATO offensive) and (ii) between the 24/03/99 and the date of the survey.

Details about relief aid such as food and non-food items and the perceived priority needs of the households were also obtained. For the question on food items, only the delivery of a complete food ration was taken into account. We did not consider here the various items distributed by trucks in a first-arrived-first-served basis (fish/beef cans, cookies and sometimes fresh vegetables).

4. Results

4.1. General Information

The survey was conducted between the 25th and the 27th of April. Altogether, 195 housings (apartments or houses) were visited. In 119 of these housings (61%) there were 213 Kosovar households\(^2\), in 59 (30%) there were no Kosovars, 2 (1%) were rented to foreign journalists and 13 (7%) were empty at the moment of the visit. In two apartments (1%) the occupants refused the interview.

Out of the 59 Albanian families not hosting Kosovars at the moment of the survey, 30 (50%) reported having done so during the month preceding the survey.

The total number of Kosovars and Albanians in the sample was 1572 and 807 respectively (ratio 1.9:1). The average number of persons among the Kosovar household was 7.4.

\(^2\) Thirty three of the 119 housings (27%) were exclusively occupied by Kosovar families.
4.2. Description of the sample of Kosovar refugees

Detailed information was obtained for 1510 of the 1572 persons of the sample (205/213 households). The distribution by age and sex is shown in Table 1. Females accounted for 55% of the sample (sex ratio M:F = 1:1.24). However, the proportion of females was higher among the 15 to 54 year age-group (62%, sex ratio =1:1.6).

Table 1. Age and sex distribution of a sample of 1510 refugees. Hosting families survey, Kukes town, Albania. 27/04/99

<table>
<thead>
<tr>
<th>Sex</th>
<th>0-4 (%)</th>
<th>5-14 (%)</th>
<th>15-54 (%)</th>
<th>&gt;55 (%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>98 (15)</td>
<td>230 (34)</td>
<td>284 (42)</td>
<td>62 (9)</td>
<td>674 (100)</td>
</tr>
<tr>
<td>Female</td>
<td>97 (12)</td>
<td>198 (24)</td>
<td>471 (56)</td>
<td>70 (8)</td>
<td>836 (100)</td>
</tr>
<tr>
<td>Total</td>
<td>195 (13)</td>
<td>428 (28)</td>
<td>755 (50.0)</td>
<td>132 (9)</td>
<td>1510 (100)</td>
</tr>
</tbody>
</table>

The large majority of the households interviewed (161/205, 78%) lived in villages before their exodus. Those villages were in general located around Prizren, Djacovtica, Dragash and Suarekha in South Kosovo.

4.3. Details of the exodus

Detailed explanations concerning the causes of the "departure" from Kosovo were obtained from 197 families. One hundred thirty eight (70%), said they were directly or indirectly threatened by Serbian armed forces to leave their houses. Eleven families (6%) were compulsory sent (in collective buses) or conducted to the Albanian border by armed forces, and 45 (23%) left because they feared a Serbian aggression.

For 91% (186/205) of the families the exodus to the Albanian border lasted less than 5 days (median = 2 days). Nine families (4%) reported having left their villages of origin 8 to 12 months before their arrival to Albania "because of the war" and had moved into relatives' houses in other towns and villages of South Kosovo. The rest (5%) spent between 1 to 4 weeks either hiding in the mountains or in relatives' houses in their way to Albania.

Information on the means used to reach the border was only obtained for 70 families. Of these, 62 (91%) reported having came by motorised vehicles (tractor and/or cars) and the other 8 (9%) had walked to the border.

All the 205 families, but two (99%) arrived after the 24/03/99. The median number of days since the arrival in Kukes was 24. The number of families arrived during the 3 to 4 weeks preceding the survey was 133 (65%) while the rest arrived one to two weeks before (7% and 27% respectively).

3 Indirect threatening was interpreted as any demonstration of violence against neighbours or inhabitants of the same village, followed by a verbal order for an immediate departure from their houses.
4.4. **Retrospective mortality**

A total of 16 deaths were reported between the 28/02/98 and the date of the survey with seven of them (43%) occurring after the beginning of NATO offensive. Nine (56%) of the 16 deaths were explained by acts of violence conducted by Serbian police or military forces (7 male adults and two children less than 10 years old), and one occurred during the exodus to Albania (elder).

The crude mortality rate per 10 000/day and per period are presented in table 2. The mortality rate attributed to violence after the NATO offensive was 0.6/10 000/day [95%CI: 0.16 – 1.9]

Table 2. Retrospective crude mortality rate among a sample of 1510 Kosovar refugees. Hosting families survey, Kukes town, Albania 28/02/98 - 25/04/99

<table>
<thead>
<tr>
<th>Period</th>
<th>Nº of deaths</th>
<th>Crude mortality rate/10 000/day</th>
<th>[95% CI]</th>
</tr>
</thead>
<tbody>
<tr>
<td>28/02/98 – 23/03/99 (391 days)</td>
<td>9</td>
<td>0.15</td>
<td>[0.07 – 0.3]</td>
</tr>
<tr>
<td>24/03/99 – 25/04/999 (33 days)</td>
<td>7</td>
<td>1.4</td>
<td>[0.6 – 3.0]</td>
</tr>
</tbody>
</table>

4.5. **Absent family members**

Seventy households (34%) reported at least one member absent (not in Kukes) at the moment of the survey. The total number of absents was 141, 60% of which were males between 15 and 54 years old. This figure represented 8.5% of the sampled population (141/(1510 + 141)). According to the respondents, 31 persons out of the 141 (22%) were missed during the exodus and 45 (32%) stayed in Kosovo (or went back) to join the KLA forces (see table 3).

Table 3. Reported reasons for the absence of household members. Hosting families survey, Kukes town, Albania, 27/04/99

<table>
<thead>
<tr>
<th>Reason</th>
<th>N</th>
<th>(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>missed during exodus</td>
<td>31</td>
<td>(22%)</td>
</tr>
<tr>
<td>Separated by force</td>
<td>11</td>
<td>(8%)</td>
</tr>
<tr>
<td>stayed voluntary</td>
<td>29</td>
<td>(20%)</td>
</tr>
<tr>
<td>KLA fighter</td>
<td>45</td>
<td>(32%)</td>
</tr>
<tr>
<td>Others</td>
<td>25</td>
<td>(18%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>141</td>
<td>(100%)</td>
</tr>
</tbody>
</table>
4.6. Hosting Conditions

When asked about their hosting conditions, 126 households (61.5%) said they were paying a rent, 40 (20%) said they were hosted by free, and the rest (18.5%) were hosted by relatives. The mean rent paid by families was 250 Dutch Marks per month (range 66 - 800).

The average number of households per housing was 1.8 (range 1 to 6) and the mean number of Kosovar refugees per housing was 13 (range 1 to 53).

4.7. Coverage of essential needs

None of the households interviewed had a registration card nor any other document identifying them as refugees. The large majority said having been visited at home and registered in a list. It was not clear though, if the visitors were administrative Albanian officers or "Mother Theresa" affiliated members.

Concerning the food, 41 families (20%) reported not having received any food ration since their arrival to Kukes. Among the other 164 families, 117 had received a food ration only once (see table 4). This food ration consisted generally in parcels distributed by the Albanian Red Cross. The number of food parcels received per family varied from 1 to 5 according to the family size. The reported mean duration of the food ration received was 4.5 days (oil and yeast aside). Bread was the only food commodity received systematically (usually daily) by the families interviewed.

The number of families in the sample that received at least one blanket was 46 (24%). For these 46 households, the average number of blankets received per family was 3.7. None of the families had received mattresses.

About half of the households (107) had received some soap and a small percentage (2.5%) said they had received occasionally non-food items such as cloths, pampers and hygienic commodities.

Table 4. Coverage of basic needs among a sample of Kosovar households. Hosting family survey. Kukes town, Albania, 27/04/99

<table>
<thead>
<tr>
<th>Basic Needs Indicators</th>
<th>N° of Households (N=205)</th>
<th>(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not receiving food rations since arrival</td>
<td>41</td>
<td>(20%)</td>
</tr>
<tr>
<td>Receiving a complete food ration only once</td>
<td>117</td>
<td>(57%)</td>
</tr>
<tr>
<td>Receiving at least one blanket since arrival</td>
<td>46</td>
<td>(24%)</td>
</tr>
<tr>
<td>Receiving soap</td>
<td>107</td>
<td>(52%)</td>
</tr>
</tbody>
</table>

4 More than 95% of the parcel distributed were ICRC boxes containing 1lt of oil, 1kg de sugar, 500 gr of paste, 500 gr of cooked chicken, dry yeast, 200 gr of soap and washing detergent. The rest were the FRC boxes containing similar items plus 12 kg of wheat flour.
Perceived priority needs were similar for the majority of people interviewed: 135 out of 191 households (71%) reportedly mention food, blankets and cloths as their main concern, 39 (20%) only mentioned food, 11 (6%) only mentioned cloths and blankets and the rest (3%) miscellaneous things such as money and hygienic items.

4.8. **Immediate Plans**

To the question about the household immediate plans, the majority of them (72%) answered they wished to stay in Kukes until the conflict in Kosovo would be over (see table 5). As much as 12% wished to be relocated in a 3rd country (usually in Europe) where they have close relatives, while only a minority (1%) had relatives in Albania to whom they could move in the near future.

Table 5. Immediate plans of Kosovar households staying in Kukes (N=205). Hosting family survey, Kukes town, Albania; 27/04/99

<table>
<thead>
<tr>
<th>Plans</th>
<th>N</th>
<th>(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stay in Kukes</td>
<td>147</td>
<td>(72%)</td>
</tr>
<tr>
<td>Leave Kukes for another place in Albania</td>
<td>11</td>
<td>(5%)</td>
</tr>
<tr>
<td>Join relatives in other places in Albania</td>
<td>2</td>
<td>(1%)</td>
</tr>
<tr>
<td>Join relatives or be relocated in a 3rd country</td>
<td>25</td>
<td>(13%)</td>
</tr>
<tr>
<td>Household head wanting to go back to fight in Kosovo</td>
<td>13</td>
<td>(6%)</td>
</tr>
<tr>
<td>Don't know what do</td>
<td>6</td>
<td>(3%)</td>
</tr>
</tbody>
</table>

5. **Discussion**

The results of this survey are representative of the refugee population lodging in houses and apartments in Kukes town. Considering that the Albanian population in this town is estimated to 20 to 25 000 (figure given by local authorities), the number of Kosovars lodged in Kukes can be estimated to 40 to 50 000.

In general, refugees arriving to Kukes may go immediately further south, or decide to stay in town. In Kukes there are 4 "categories" of refugees: those settled in collective centres, those staying in wild tractors camps, those "accepted" in tent camps and the group so called "refugees in hosting families". With hundreds to thousands new arrivals to, and departures from Kukes everyday the total number of refugees in the town at a given point in time can only be roughly estimated.
Table 6 shows rough estimates of the different groups of refugees in Kukes town as of the 25th of April. According to these figures, refugees lodging in town represented more than 50% of the total refugee population. This and the fact that the group studied is also the most stable and the one that will probably stay the longer in Kukes, are elements that must be taken into account when planning relief operations in the region.

Table 6. Approximate population figures of refugees settled in Kukes town as of the 25th of April 1999.

<table>
<thead>
<tr>
<th>Type of Settlement</th>
<th>Approximate numbers</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collective centres</td>
<td>20 000&lt;sup&gt;1&lt;/sup&gt;</td>
<td>25 000</td>
</tr>
<tr>
<td>Tent camps</td>
<td>16 000&lt;sup&gt;2&lt;/sup&gt;</td>
<td>30 000</td>
</tr>
<tr>
<td>Wild tractor camps</td>
<td>5 000&lt;sup&gt;3&lt;/sup&gt;</td>
<td>?</td>
</tr>
<tr>
<td>(Potato factory and Zabel)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refugees lodging in town</td>
<td>45 000&lt;sup&gt;3&lt;/sup&gt;</td>
<td>?</td>
</tr>
<tr>
<td>Total</td>
<td>86 000</td>
<td></td>
</tr>
</tbody>
</table>

<sup>1</sup> Source ADRA  <sup>2</sup> Source UNHCR  <sup>3</sup> Source MSF

5.1. Causes and consequences of the exodus and Human Rights violations

The results of this survey as well as the refugees’ accounts on the exodus to Albania fully support the previous reports on serious human right violations committed against ethnic Albanians by Serbian forces in Kosovo. Close to 70% of the families were either, physically and/or verbally threatened by armed militias or military forces, or terrorised by systematic acts of vandalism including burning and shelling of their villages, and finally compelled to depart immediately from their homes (families reportedly say they had to leave within 5 - 15 minutes otherwise risking their lives).

The excess of crude mortality observed since the 24<sup>th</sup> of March and the fact that more than half of the deaths reported were caused by intentional violence underlines the seriousness of the situation. Assuming that the rest of the refugee population in Kukes (~ 90 000) suffered the same type of aggression, the number of deaths attributed to intentional violence among this group could range from 200 and 600.

Also alarming is the fact that close to a third of families reported at least one member of household absent. In absolute numbers our results suggest that, among those refugees staying in Kukes, there may be at least 2 000 missing persons, and that other 2 to 3 000 were left behind. More than 60% of the family members that are absent are male adults, which implies that an important number of households are headed by women and elders. This is clearly supported by the strong under-representation of men 15 to 54 years old in our sampling.

5.2. Basic needs coverage of aid-relief operations

According to the results of this study, relief aid has not appropriately reached the refugees lodged in Kukes town. In the absence of a proper system for registration, refugees can not be identified as such, and in consequence, it is impossible to insure that each family receives the minimum to cover its basic needs, namely complete food rations, blankets, cloths and soap (plastic sheeting and water containers for refugees sleeping outdoors). As a result, families are spending their lean savings for purchasing food and other basic items for daily subsistence. This is aggravated by the fact that at least 60 percent of them are also paying high rents.
The above problems are, unfortunately, not limited to this group of refugees. A rapid assessment conducted in two tractor camps held similar conclusions as regard to basic needs coverage.

The permanent arrival of refugees (which has markedly slowed down after the 20th of April), their mobility and the multiple and diverse number of settlements existing in the town are factors that make difficult delivery of aid. However, there is no such a thing as scarcity of aid in Kukes nor major logistic constraints hampering it. Trucks delivering all kind of items are seen daily in the streets of the town and the warehouses of the agencies in charge of distribution of commodities are full.

That such situation occurs on the verge of a massive and without-precedent mobilisation of the international community is unacceptable.

Since a large sector of the refugee population in Kukes is not benefiting from relief aid, it should be acknowledged that the current aid mechanisms are not efficient enough. The bottleneck begins on the lack of a system for clear identification of the target population as well as a poor understanding of the basic needs that should be covered in priority for each "category" of refugees.

5.3. Current situation and perspectives

The overall health status of the refugees is acceptable for the time being (see annex 1 for the MOH surveillance epidemiological report). No energy-protein malnutrition cases were observed and besides some sporadic cases of measles no other cases of potentially epidemic diseases have been reported in the town.

However, with food, basic commodity prices and rents rapidly rising, the refugees will soon run out of money. Increasing sectors of the population will start relying exclusively on external aid, and the health status of the most vulnerable groups, namely children and elders may progressively deteriorate. Should the coverage of basic needs not be rapidly improved, this status of «grace» would not last much longer.

The important proportion of elders among this population (8%) and the prevalence of chronic diseases such as diabetes and cardiovascular disorders should be carefully considered by health agencies since the list of essential drugs do not always allow adequate case management of those conditions.

The reason why the majority of refugees don’t want to move from Kukes in the near future may be explained by the striking lack of information the refugees had on vital issues such as the localisation and size of settlements in the south of the country (or the way of reaching those places if desired), available assistance for searching missing family members and existing procedures for people wishing to join relatives in a 3rd country. There is a strong feeling of uncertainty among the people interviewed not adequately addressed by the relief agencies operating in Kukes.

Worried by the proximity of Kukes to the border of Kosovo (30 km) and the risk of an extension of the conflict into this region, the UNHCR and the Albanian authorities have

5 See MSF/Epicentre report: Rapid needs assessment among Kosovar refugees in tractor camps, Kukes town 21/04/99
expressed their intention to move all the refugee population from Kukes to the camps in the South, leaving the town as a mere transit site. The continuous influx of refugees into the north of Albania, the inevitable saturation of other localities in the country, and the fact that many refugees are already «installed» and not willing to move outside Kukes town, make most unlikely the success of that policy. Moreover, the tractor camp episode has shown that the re-deployment of refugees may be difficult to handle, and can provide ground to violations of the refugees' basic rights. On April 21st more than 3000 people staying in the tractor camp around the Mosque were compelled by the Albanian police to empty the camp and to leave immediately to the south in buses made available by the Albanian authorities. Since no reasonable solutions were proposed to the owners of the tractors, men decided to stay behind. The methods used in this occasion caused the splitting of families and strong psychological disarray among the population. The UNHCR, agency in charge of refugee protection, should closely monitor the process of re-deployment towards the south so as to avoid that such deplorable incidents occur again.

While searching for a durable and acceptable solution for those who have been or will be in Kukes for long, the concerned agencies should make all possible efforts to urgently and appropriately address the basic needs of this population including protection. To fail in doing so, in the midst of plethora of aid and multiple aid-relief agencies, will be regrettable.

6. Recommendations

1. The following elements should be addressed urgently to insure that the basic needs of refugees, old as well as new arrivals to Kukes, are appropriately covered

- Implement as soon as possible a simple registration system in order to insure proper access to relief aid. This basically means to give a registration card to each family arrived or arriving in Kukes.
- Insure systematic weekly distributions of food parcels containing recommended energy and protein daily requirements in cold weather (2300 kcal/person/day).
- Distribute a minimum of one blanket per person.
- Distribute when possible to each family 2 mattresses as well as cloths for adults and children.
- Insure a regular distribution of hygiene commodities such as soap, tooth-paste and tooth brushes and women hygienic towels (tissues or pampers for babies would also be required.
- Improve the refugee access of information through leaflets and continuous messages on radio and TV. The identification of a site or a bureau where people could be advised and oriented according to their needs may help substantially improve the access to key information and make the refugees to participate more actively in the search of solutions of their problems.
- Elaborate a well defined and «transparent» strategy for the re-deployment further south of refugees currently settled in Kukes. Avoid the use of force, coercion or intimidation before or during the process of re-deployment.
Document and immediately report any measure that violates refugees' basic human rights. Events like the forced displacement of tractor camps from Kukes should not be allowed and should not occur any more.

Encourage the dialogue with the refugees, such as the one initiated by UNHCR through their «Blue River Strategy»

Improve the visibility and strengthen the existing programme for the search of missing family members.

The above recommendations apply also to the other categories of refugees and particularly those that are still in the tractor camps.

2. A definite solution to the current crisis may still take several months. As time passes by, the needs of the refugees will evolve and the agencies in charge will have to adapt their activities to respond to new priorities. The following are some elements to be considered at short and medium term:

- Continue the implementation and strengthening of the epidemiological surveillance system proposed by the Ministry of Health/WHO/French National Public Health Centre. This should be a priority for all agencies implementing health activities, as the potential risk for the apparition and rapid extension of infectious disease outbreaks in Kukes is very high.

- Carefully consider the prevalence of chronic health disorders, and in particular diabetes, when planning essential drug supply.

- Implement a mortality surveillance system based in grave counts and hospital deaths. An initiative attempting to count graves was initiated by UNHCR a couple of weeks ago. This initiative needs to be maintained and a systematic data collection system promptly implemented.

- Implement vaccination of measles and polio to all new arrivals, and continue the EPI strengthening at local health structures.

- Extend the Mental Health programme initiated in some of the tent camps to cover the population lodging in the town.

7. Acknowledgements

6 This strategy consists in taking some Kosovar community leaders to visit camps in the South and have them to transmit their impressions to the refugee community.
Beyond formalities, four persons deserve all the credit for the work done: Gadgick, Zabit, Filoreta and Hakim, all of them refugees themselves. The exercise they had to go through was a permanent mirror of their own distress and I can do nothing but to express my deepest respect for their understanding and implication on the study. I hope their work will contribute to the improvement of the situation of their and all Kosovar families. Thanks also to Marta's invaluable help during the whole survey and to Kristine and Ian who allowed to finished the assessment in a short time frame. The map and photos are the result of the restless and ingenious mind of Denis.