



## A STRENGTHENED NETWORK AND AN INTEGRATION MAP FOR REFUGEES

Contract number: 2016-3-TR01-KA205-037114

Erasmus+ project, Strategic Partnerships in the field of youth

### Survival Kit for Refugees



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## GUIDELINES

Under the framework of I'MAPPY project, a survival kit for refugees was developed. The survival kit is resulting from Qualitative Research Activity conducted in each partner country, where basic information and requests on behalf of refugees, have been gathered. Those results are being presented in details in the CROSS-CULTURAL REPORT: ANALYSIS & INTERPRETATION, CONCLUSIONS & SUGGESTIONS of I'MAPPY project.

The survival Kit includes the following:

-Three different chapters described further below corresponding to language and information provision needs.

- 1<sup>st</sup> Leaflet includes information corresponds to recommendations of 1,4,7 therefore providing, emergency numbers & useful addresses, transportation info as well as a short list of places providing food, cloths etc.
- 2nd Leaflet includes information corresponding to recommendations 2 & 3, therefore providing information about communication habits/characteristics in each partner country
- 3rd Leaflet includes information corresponding to conclusions from point Language provision point 1, basic words and expressions of each partner country.

The contents of each national version leaflet, will be translated into the languages each country thinks suitable for its beneficiaries. The survival kit in the additional country language should be distributed to a) 15 young refugees from the additional services/organizations in each partner country and b) 5 Organization until the 28<sup>th</sup> of May. All partners should ask for feedback from the 15 young refugees according to the two questionnaires provided by IASIS, until the 13<sup>th</sup> of July. All partners, should receive feedback from the 5 Organizations according to the questionnaire provided until 30<sup>th</sup> of August. All partners shall provide their report steaming from the feedback questionnaire of both young refugees and organizations to IASIS NGO, in the reporting template that has been provided, until the 28<sup>th</sup> of Septmeber. IASIS NGO will develop an overall evaluation report and recommendations until the 22 of October. Finally, modifications and adjustments according to the Evaluation report should be done by all partners, until the 12<sup>th</sup> of November.

# GREECE

## LEAFLET 1\_INFORMATION PROVISION

LENGTH: 2 PAGES FRONT AND BACK

### PAGE 1

#### i) EMERGENCY NUMBERS & USEFUL ADDRESSES

	Greece
Police emergency number	100
Fire department	199
Ambulance	166
European Emergency Number	112
National Migration offices	30 210 9919040

#### ii) TRANSPORTATION INFO

	Greece
List of Apps providing information on local transportation	Public transportation: <a href="http://telematics.oasa.gr/">http://telematics.oasa.gr/</a>  Taxi: <a href="https://play.google.com/store/apps/details?id=gr.androiddev.taxibeat&amp;hl=en">https://play.google.com/store/apps/details?id=gr.androiddev.taxibeat&amp;hl=en</a>
Maps of metro/buses, if applicable (in English/Latin characters)	<a href="http://www.ametro.gr/?page_id=269">http://www.ametro.gr/?page_id=269</a>

### PAGE 2

#### LIST OF PLACES:

	Greece
PROVIDING FOOD PROVIDING CLOTHES	<a href="http://www.solidaritypeiraias.gr/kathimerina-dipla-stous-prosfiges/">www.solidaritypeiraias.gr/kathimerina-dipla-stous-prosfiges/</a> <a href="http://www.asmpeiraia.blogspot.gr">www.asmpeiraia.blogspot.gr</a>
PROVIDING NATIONAL LANGUAGE COURSES	<a href="http://www.asmpeiraia.blogspot.gr">www.asmpeiraia.blogspot.gr</a>





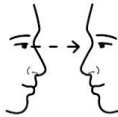


*\*For more information refer to I'MAPPY Application.*

## LEAFLET 2\_INFORMATION PROVISION

LENGTH: 2 PAGES FRONT AND BACK

## PAGE 1




## COMMUNICATION HABITS/CHARACTERISTICS IN GREECE

	Greece
BASIC GESTURES OF COMMUNICATION (BODY LANGUAGE/FACIAL EXPRESSIONS)	<ul style="list-style-type: none"> <li>Greeting: <ul style="list-style-type: none"> <li>Offer hand or wait for the person you're meeting to initiate the greeting.</li> <li>Some people prefer a kiss on each cheek, others only use this greeting among closest friends and family.</li> </ul> </li> </ul>    <ul style="list-style-type: none"> <li>Agree/disagree, yes/no: <ul style="list-style-type: none"> <li>Head up means "no", "disagree"</li> <li>Head down means "yes", "agree"</li> </ul> </li> <li>Eye contact is very important. Lack of eye contact means being impolite.</li> </ul>   <ul style="list-style-type: none"> <li>Greeks use many physical gestures over conversations.</li> </ul>  <ul style="list-style-type: none"> <li>In terms of facial expressions they are very intense.</li> </ul>  <ul style="list-style-type: none"> <li>Insulting gesture in Greece: showing 5 fingers</li> </ul>

DISTANCE PERSONAL SPACE	<p>When speaking to someone, people do not maintain physical distance and space. Being very close to each other is also very common.</p>
TOUCH OR NOT CULTURE	<p>Both in informal and formal situations, touching others is very common and is rather acceptable. Among family members and close friends, touching, friendly pushing, and hugging are often used.</p>
VOICE AND WAY OF SPEAKING (TONE, VOLUME ETC)	<p>Usually very loud and emotional and with intense presence. Laughing, talking and arguing very loud is common.</p>



## PAGE 2

	<i>Greece</i>
LOCAL/REGIONAL WEATHER AND SEASONS AVERAGE TEMPERATURE	<p>The <b>climate in Greece</b> is predominantly Mediterranean. However, due to the country's unique geography, Greece has a remarkable range of micro-climates and local variations. This climate has characteristics of both continental and Mediterranean climate. Average temperature:</p> <ul style="list-style-type: none"> <li>• in July + 35 °C,</li> <li>• in January -5°C.</li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;">    </div>



**LEAFLET 3\_BASIC COMMUNICATION WORDS AND EXPRESSIONS**

LENGTH: 2 PAGES FRONT AND BACK

**PAGE 1**

	LATIN LETTERS	GREEK LETTERS
HELLO – informally formally	Geia sas  Xairetai	Γειά σας  Χαίρεται
GOOD BYE – informally formally	Geia  Antio	Γεια  Αντίο
GOOD MORNING:	Kalimera	Καλημέρα
GOOD AFTERNOON:	Kalispera	Καλησπέρα
GOOD NIGHT:	Kalinixta	Καληνύχτα
THANK YOU:	Euxaristo	Ευχαριστώ
YOU ARE WELCOME:	Parakalo	Παρακαλώ
PLEASE:	Parakalo	Παρακαλώ
EXCUSE ME:	Me sigxwrite	Με συγχωρείτε/ Συγγνώμη
I AM FROM .....	Eimai apo...	Είμαι από...
MY NAME IS .....	To onoma mou einai...	Το όνομα μου είναι...
I WOULD LIKE TO GO TO....	Thelo na pao...	Θέλω να πάω...
I DON'T SPEAK .....	Den milao....	Δεν μιλάω...
I DON'T UNDERSTAND	Den katalabeno...	Δεν καταλαβαίνω...
I DON'T KNOW	Den ksero...	Δεν ξέρω...
I ONLY SPEAK A LITTLE GREEK	Milao mono ligo ellinika..	Μιλάω μόνο λίγο ελληνικά...
WHAT MUCH DOES IT COST?	Poso kanei?	Πόσο κάνει;
WHERE I CAN FIND THE .....	Pou mporo na bro...?	Που μπορώ να βρω...;
WHERE IS THE BUS STATION?	Pou einai i stati tou leoforiou?	Που είναι η στάση του λεωφορείου;
WHERE IS THE TOILET?	Pou einai i toualeta?	Που είναι η τουαλέτα;
I NEED HELP	Xriazome boithia	Χρειάζομαι βοήθεια





## PAGE 2

	LATIN LETTERS	GREEK LETTERS
YES:	Ne	Ναι
NO:	Oxi	Όχι
I DON'T KNOW:	Den gnorizo	Δεν γνωρίζω
STRAIGHT AHEAD:	euthia	Ευθεία
RIGHT:	deksia	Δεξιά
LEFT:	aristera	Αριστερά
STREET/ADDRESS:	Dromos/ dieuthinsi	Δρόμος/ διεύθυνση
BUS:	leoforio	Λεωφορείο
TRAIN:	treno	Τρένο
METRO:	metro	Μετρό
PHONE NUMBER:	tilefono	Τηλέφωνο
SHOP:	katastima	Κατάστημα
MOBILE PHONE:	Kinito tilefono	Κινητό τηλέφωνο
BUY:	agorazo	Αγοράζω
FOOD:	fagito	Φαγητό
CLOTHES:	rouxa	Ρούχα
SHOES:	papoutsia	Παπούτσια
HELP:	boithia	Βοήθεια

# TURKEY

## LEAFLET 1\_INFORMATION PROVISION

LENGTH: 2 PAGES FRONT AND BACK

### PAGE 1

#### i) EMERGENCY NUMBERS & USEFUL ADDRESSES

	Turkey
Police emergency number	155
Fire department	110
Ambulance	112
Directorate General of Migration Management UNHCR Turkey	0312 422 05 00 444 4 868

#### ii) TRANSPORTATION INFO

	Turkey
List of Apps providing information on local transportation	<p>Istanbul Metro: <a href="https://play.google.com/store/apps/details?id=com.spexco.flexcoder.ulasim.activities&amp;hl=tr">https://play.google.com/store/apps/details?id=com.spexco.flexcoder.ulasim.activities&amp;hl=tr</a></p> <p>Ankara Bus: <a href="https://m.ego.gov.tr/sayfa/2125/ego-cepte-uygulamasi">https://m.ego.gov.tr/sayfa/2125/ego-cepte-uygulamasi</a></p> <p>Taxi: <a href="https://play.google.com/store/apps/details?id=com.bitaksi.musteri&amp;hl=tr">https://play.google.com/store/apps/details?id=com.bitaksi.musteri&amp;hl=tr</a></p>
Maps of metro/buses, if applicable (in English/Latin characters)	<a href="https://itunes.apple.com/tr/app/citymapper-i-stanbul-haritasi/id469463298?l=tr&amp;mt=8">https://itunes.apple.com/tr/app/citymapper-i-stanbul-haritasi/id469463298?l=tr&amp;mt=8</a>



## PAGE 2

## LIST OF PLACES:

	Turkey
PROVIDING FOOD PROVIDING CLOTHES	<a href="http://www.kizilay.org.tr">www.kizilay.org.tr</a>
PROVIDING NATIONAL LANGUAGE COURSES	<a href="http://www.tomer.ankara.edu.tr">www.tomer.ankara.edu.tr</a>

\*For more information refer to I'MAPPY Application.

## LEAFLET 2\_INFORMATION PROVISION

LENGTH: 2 PAGES FRONT AND BACK

### PAGE 1

#### COMMUNICATION HABITS/CHARACTERISTICS IN TURKEY

	Turkey
BASIC GESTURES OF COMMUNICATION (BODY LANGUAGE/FACIAL EXPRESSIONS)	<ul style="list-style-type: none"> <li>Greeting: <ul style="list-style-type: none"> <li>Offer hand or wait for the person you're meeting to initiate the greeting.</li> <li>Some people prefer a kiss on each cheek, others only use this greeting among closest friends and family.</li> </ul> </li> <li>Agree/disagree, yes/no: <ul style="list-style-type: none"> <li>Head up means "no", "disagree"</li> <li>Head down means "yes", "agree"</li> </ul> </li> </ul>
DISTANCE PERSONAL SPACE	When speaking to someone, people do not maintain physical distance and space. Being very close might be considered 'impolite'.
TOUCH OR NOT CULTURE	Unless shaking hands, touching can be considered as not acceptable. It depends on the level of your relationship. It depends on the context.
VOICE AND WAY OF SPEAKING (TONE, VOLUME ETC)	Usually very loud and emotional and with intense presence. Laughing, talking and arguing very loud is common. It depends on the context.

### PAGE 2

	Turkey
LOCAL/REGIONAL WEATHER AND SEASONS AVERAGE TEMPERATURE	The coastal areas of Turkey bordering the Aegean Sea and the Mediterranean Sea have a hot-summer Mediterranean climate, with hot, dry summers and mild to cool, wet winters.

## LEAFLET 3\_BASIC COMMUNICATION WORDS AND EXPRESSIONS

LENGTH: 2 PAGES FRONT AND BACK

### PAGE 1

	LATIN LETTERS
HELLO – informally formally	Merhaba
GOOD BYE – informally formally	Görüşürüz Hoşça kal
GOOD MORNING:	Günaydın
GOOD EVENING:	İyi akşamlar
GOOD NIGHT:	İyi geceler
THANK YOU:	Teşekkürler
YOU ARE WELCOME:	Rica ederim
PLEASE:	Lütfen
EXCUSE ME:	Affedersiniz
I AM FROM .....	.....'danım .....'denim
MY NAME IS .....	Benim adım .....
I WOULD LIKE TO GO TO....	..... gitmek istiyorum
I DON'T SPEAK .....	..... konuşmuyorum
I DON'T UNDERSTAND	..... anlamıyorum
I DON'T KNOW	..... bilmiyorum
I ONLY SPEAK A LITTLE TURKISH	Sadece biraz Türkçe biliyorum
WHAT MUCH DOES IT COST?	Fiyatı ne kadar?
WHERE I CAN FIND THE .....	Nerden bulabilirim?
WHERE IS THE BUS STATION?	Otobüs durağı nerde?
WHERE IS THE TOILET?	Tuvalet nerde?
I NEED HELP	Yardıma ihtiyacım var



## PAGE 2

	LATIN LETTERS
YES:	Evet
NO:	Hayır
I DON'T KNOW:	Bilmiyorum
STRAIGHT AHEAD:	Dümdüz
RIGHT:	Sağ
LEFT:	Sol
STREET/ADDRESS:	Cadde/Adres
BUS:	Otobüs
TRAIN:	Tren
METRO:	Metro
PHONE NUMBER:	Telefon numarası
SHOP:	Dükkan
MOBILE PHONE:	Cep telefonu numarası
BUY:	Satın almak
FOOD:	Yemek
CLOTHES:	Kıyafet
SHOES:	Ayakkabı
HELP:	Yardım

# ITALY

## LEAFLET 1\_INFORMATION PROVISION

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### PAGE 1

#### i) EMERGENCY NUMBERS & USEFUL ADDRESSES

	Italy
<b>Carabinieri</b> (Military force charged with police duties)	<b>112</b> (Address: Via Nuoro, 9, 09125 Cagliari - CA)
<b>Police</b> (Polizia)	<b>113</b> (Address: Via Cardinale Amat Luigi, 9, 09129 Cagliari CA)
<b>Fire department</b> (Vigili del Fuoco)	<b>115</b> (Address: Viale Marconi, 300, 09131 Cagliari CA)
<b>Ambulance</b> - Emergency Medical Assistance (Ambulanza - Emergenza sanitaria)	<b>118</b> (Pronto Soccorso P.O. SS.ma Trinità Cagliari Via Is Mirrionis, 92) Pronto Soccorso P.O. SS.ma Trinità Cagliari Via Is Mirrionis, 92 tel 070 281925 - Pronto Soccorso P.O. Marino Cagliari Lungomare Poetto, 12 tel 070 370222 - Pronto Soccorso P.O. San Giuseppe Isili via Emilia, 33 tel 0782 820305 - Pronto Soccorso P.O. San Marcellino Muravera viale Rinascita, 1 tel 070 6097735 - tel e fax 070 9930459
<b>Coast Guard</b> (Guardia costiera)	<b>1530</b>
<b>Metropolitan Police</b> (Polizia Municipale)	<b>(+39) 070 53 35 33</b> Address: Via Luigi Crespellani, 5/a, 09121 Cagliari CA



ii) TRANSPORTATION INFO

	<i>Italy</i>
List of Apps providing information on local transportation	<p><b>BusFinder</b> is the free application for Android, iOS and Windows Phone devices for your movements in Cagliari.</p> <p>With <i>CTM BusFinder</i> you can:</p> <ul style="list-style-type: none"> <li>- Check the list of stops and the timetables in real time</li> <li>- Calculate your route</li> <li>- Find the closest stops and selling points</li> <li>- Save your favorite stops</li> <li>- Buy tickets by credit card</li> <li>- Consult the list of your purchases</li> <li>- Validate your ticket on the bus</li> </ul>
Maps of metro/buses, train if applicable (in English/Latin characters)	<p>Means of transportation - Other Useful links:</p> <ul style="list-style-type: none"> <li>- <a href="http://www.arst.sardegna.it">http://www.arst.sardegna.it</a></li> <li>- <a href="http://www.trenitalia.com/tcom/Treni-Regionali/Sardegna">http://www.trenitalia.com/tcom/Treni-Regionali/Sardegna</a></li> <li>- <a href="http://www.ctmcagliari.it">www.ctmcagliari.it</a></li> </ul>

## PAGE 2

## LIST OF PLACES:

	<i>Italy</i>
PROVIDING FOOD	- Caritas Diocesana di Cagliari (Mensa - Canteen ) Via Sant'Ignazio 88 - 09100 Cagliari Tel.: (+39) 392.4394684 - <a href="http://www.caritascagliari.it/">http://www.caritascagliari.it/</a>
PROVIDING CLOTHES	- Caritas Diocesana di Cagliari - Via Mons. Cogoni n°9, 09121 Cagliari
PROVIDING NATIONAL LANGUAGE COURSES	<p>- Croce Rossa Cagliari (Red Cross Cagliari) Viale Luigi Merello n°57, 09123 Cagliari</p> <p>- Sardinian Institute - Via Marengo n°39/A, 09123 Cagliari</p> <p>- ARCI Carovana Sarda della pace - Via Baronina n°13, 09021 Cagliari</p> <p>- CGIL Cagliari - Immigration office - Viale Monastir n°15, 09122 Cagliari</p>

\*For more information refer to I'MAPPY Application.

## LEAFLET 2\_INFORMATION PROVISION

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### PAGE 1

#### COMMUNICATION HABITS/CHARACTERISTICS IN ITALY

	<i>Italy</i>
BASIC GESTURES OF COMMUNICATION (BODY LANGUAGE/FACIAL EXPRESSIONS)	<p>Italians are used to communicate using many hands gestures, facial expressions and body language while talking. In order to fully understand both the Italian culture and the different ways the Italian people have to express themselves it is important to get used to it and learn how to interpret people's gestures. Find in the pictures below some of the most common hand gestures used in Italy.</p>
DISTANCE PERSONAL SPACE - TOUCH OR NOT CULTURE	<p>There are general zoning distances you can keep in mind if you live in Italy, they break down into the following:</p> <p><b>The Intimate Zone:</b></p> <p>It is usually about 15 to 45 cm's (6 to 18 inches). The Intimate Zone is the most important zone of all as it is only reserved for a select few of people, including parents, love partners, children, family and very close friends. Anyone who is not meant to be in the Intimate Zone and enters it will cause physiological changes and people will feel threatened.</p> <p><b>Friend Zone:</b></p> <p>This is about 45 cms to 1.2 meters (18 to 46 inches). This is the distance that we reserve for social gatherings such as parties, friendly interactions.</p> <p><b>Social Zone:</b></p> <p>About 1.2 to 3.5 meters (4 to 12 feet) this zoning is reserved for strangers we just met, acquaintances and anyone we interact with that we haven't established a relationship with.</p>

	<p><b>Audience Zone:</b></p> <p>This is anything over 3.5 meters (12 feet) and is used to address an audience or large group of people.</p>
VOICE AND WAY OF SPEAKING (TONE, VOLUME ETC.)	<p>Shouting and screaming in public without a specific reason is considered bad manners by most of the people in Italy.</p>

## PAGE 2

	Italy																																																
LOCAL/REGIONAL WEATHER AND SEASONS AVERAGE TEMPERATURE	<p><b>Annual Weather Averages in Italy (Sardinia):</b> August is the hottest month in <b>Italy</b> with an average temperature of 25°C (77°F) and the coldest is January at 10°C (50°F) with the most daily sunshine hours at 12 in July. The wettest month is October with an average of 41.4mm of rain.</p> <div><div><p><b>Average Temperature: Sardinia</b></p><table><tr><th>Jan</th><th>Feb</th><th>Mar</th><th>Apr</th><th>May</th><th>Jun</th><th>Jul</th><th>Aug</th><th>Sep</th><th>Oct</th><th>Nov</th><th>Dec</th></tr><tr><td>10</td><td>11</td><td>12</td><td>14</td><td>17</td><td>21</td><td>24</td><td>25</td><td>22</td><td>18</td><td>13</td><td>11</td></tr></table></div><div><p><b>Average Rainfall: Sardinia</b></p><table><tr><th>Jan</th><th>Feb</th><th>Mar</th><th>Apr</th><th>May</th><th>Jun</th><th>Jul</th><th>Aug</th><th>Sep</th><th>Oct</th><th>Nov</th><th>Dec</th></tr><tr><td>18</td><td>14</td><td>23</td><td>26</td><td>19</td><td>9</td><td>2</td><td>3</td><td>24</td><td>41</td><td>39</td><td>30</td></tr></table></div></div>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	10	11	12	14	17	21	24	25	22	18	13	11	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	18	14	23	26	19	9	2	3	24	41	39	30
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec																																						
10	11	12	14	17	21	24	25	22	18	13	11																																						
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec																																						
18	14	23	26	19	9	2	3	24	41	39	30																																						

## LEAFLET 3\_BASIC COMMUNICATION WORDS AND EXPRESSIONS

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### PAGE 1

	<i>Italian</i>
HELLO – informally formally	Ciao Salve
GOOD BYE – informally formally	Ciao Arrivederci
GOOD MORNING:	Buongiorno
GOOD AFTERNOON:	Buonasera
GOOD NIGHT:	Buonanotte
THANK YOU:	Grazie
YOU ARE WELCOME:	Prego
PLEASE:	Per favore
EXCUSE ME:	Mi scusi
I AM FROM .....	Vengo da.../Sono di.....
MY NAME IS .....	Mi chiamo....
I WOULD LIKE TO GO TO....	Vorrei andare a...
I DON'T SPEAK .....	Non parlo....
I DON'T UNDERSTAND	Non capisco...
I DON'T KNOW	Non lo so...
I ONLY SPEAK A LITTLE Italiano	Parlo poco l'Italiano..
WHAT MUCH DOES IT COST?	Quanto costa?
WHERE I CAN FIND THE .....?	Dove posso trovare/ dov'è...?
WHERE IS THE BUS STATION?	Dov'è la stazione dell'autobus?
WHERE IS THE TOILET?	Dov'è il bagno?
I NEED HELP	Ho bisogno di aiuto



## PAGE 2

	<i>Italian</i>
YES:	Si
NO:	No
I DON'T KNOW:	Non lo so
STRAIGHT AHEAD:	Sempre dritto
RIGHT:	Destra
LEFT:	Sinistra
STREET/ADDRESS:	Via - Strada/ Indirizzo
BUS:	Bus
TRAIN:	Treno
METRO:	Metro
PHONE NUMBER:	Numero di telefono
SHOP:	Negozi
MOBILE PHONE:	Telefono/Cellulare
BUY:	Comprare
FOOD:	Cibo
CLOTHES:	Vestiti
SHOES:	Scarpe
HELP:	Aiuto

# SLOVAKIA

## LEAFLET 1\_INFORMATION PROVISION

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### PAGE 1

#### i) EMERGENCY NUMBERS & USEFUL ADDRESSES

	<i>Slovakia</i>
e.g Police emergency number Fire department Ambulance European Emergency Number 112	112 (in all emergencies) 158 150 155
Bratislava city police headquarters	Centrálny dispečing Gunduličova ulica č. 10 Bratislava Tel. 159 (any city police headquarters in Slovakia)

#### ii) TRANSPORTATION INFO

	<i>Slovakia</i>
List of Apps providing information on local transportation	All public transport inter cities: <a href="https://cp.hnonline.sk/vlakbusmhd/spojenie/">https://cp.hnonline.sk/vlakbusmhd/spojenie/</a> Public transport in cities: <a href="https://imhd.sk/ba/">https://imhd.sk/ba/</a> city is possible to change in the top-right corner
Maps of metro/buses, if applicable (in English/Latin characters)	Bratislava city transport maps: <a href="https://imhd.sk/ba/map-fullscreen/1907/City-Routes-20180210">https://imhd.sk/ba/map-fullscreen/1907/City-Routes-20180210</a> <a href="https://imhd.sk/ba/media/mn/00001773/Integrated-Transport-in-the-Bratislava-Region-20170429.pdf">https://imhd.sk/ba/media/mn/00001773/Integrated-Transport-in-the-Bratislava-Region-20170429.pdf</a>



## PAGE 2

### LIST OF PLACES:

	<i>Slovakia</i>
PROVIDING FOOD	Caritas Slovakia <a href="http://www.charita.sk">www.charita.sk</a>
PROVIDING CLOTHES	Slovak Red Cross <a href="http://www.redcross.sk">www.redcross.sk</a>
PROVIDING NATIONAL LANGUAGE COURSES	Online language courses: <a href="http://www.slovake.eu">www.slovake.eu</a> <a href="http://www.e-slovak.sk">www.e-slovak.sk</a>

\*For more information refer to I'MAPPY Application.



## LEAFLET 2\_INFORMATION PROVISION

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### PAGE 1

#### COMMUNICATION HABITS/CHARACTERISTICS IN SLOVAKIA

e.g

	<i>Slovakia</i>
BASIC GESTURES OF COMMUNICATION (BODY LANGUAGE/FACIAL EXPRESSIONS)	<ul style="list-style-type: none"> <li>Greeting: <ul style="list-style-type: none"> <li>Offer hand or wait for the person you're meeting to initiate the greeting. Direct eye contact</li> <li>Some people prefer a kiss on each cheek, others only use this greeting among closest friends and family.</li> </ul> </li> <li>Agree/disagree, yes/no: <ul style="list-style-type: none"> <li>Nodding means "yes", "agree"</li> <li>Shaking head means "no", "disagree"</li> </ul> </li> <li>Eye contact is very important. Lack of eye contact means being impolite.</li> <li>Slovakians do not use many physical gestures over conversations.</li> <li>In terms of facial expressions they are rather moderate.</li> <li>Raising and lowering shoulders – "I am indifferent" or "I don't know"</li> <li>Raising an eyebrow – "I am surprised"</li> </ul>
DISTANCE PERSONAL SPACE	When speaking to someone, people maintain a shoulder length distance.
TOUCH OR NOT CULTURE	In formal situations, touching others is very uncommon and is rather unacceptable. Among family members and close friends, touching, friendly pushing, and hugging are accepted.
VOICE AND WAY OF SPEAKING (TONE, VOLUME ETC)	Usually calm and not very emotional. If you avoid an eye contact, people may doubt your sincerity.

## PAGE 2

Again, using pictures and as less words as possible

	<i>Slovakia</i>
LOCAL/REGIONAL WEATHER AND SEASONS AVERAGE TEMPERATURE	<b>Slovakia has northern moderate climatic zone</b> , with four seasons. Average temperature: <ul style="list-style-type: none"> <li>in July + 26 °C,</li> <li>in January - 3°C.</li> </ul> In Slovakia the average annual temperature is 10 °C

## LEAFLET 3\_BASIC COMMUNICATION WORDS AND EXPRESSIONS

LENGTH: 2 PAGES FRONT AND BACK

### PAGE 1

	Slovakian
HELLO – informally formally	Ahoj! Čau! Dobrý deň
GOOD BYE – informally formally	Ahoj! Čau! Dovidenia
GOOD MORNING:	Dobré ráno
GOOD AFTERNOON:	Dobrý deň
GOOD NIGHT:	Dobru noc
THANK YOU:	Ďakujem
YOU ARE WELCOME:	Nech sa páči
PLEASE:	Prosím
EXCUSE ME:	Prepáčte
I AM FROM .....	Som z ....
MY NAME IS .....	Moje meno je ....
I WOULD LIKE TO GO TO....	Chcem ísť ....
I DON'T SPEAK .....	Nehovorím ....
I DON'T UNDERSTAND	Nerozumiem
I DON'T KNOW	Neviem
I ONLY SPEAK A LITTLE SLOVAK	Hovorím len trochu po slovensky
WHAT MUCH DOES IT COST?	Koľko to stojí?
WHERE I CAN FIND THE .....	Kde môžem nájsť ....?
WHERE IS THE BUS STATION?	Kde je autobusová stanica?
WHERE IS THE TOILET?	Kde je toaleta?
I NEED HELP	Potrebujem pomoc



## PAGE 2

	Slovakian
YES:	Áno
NO:	Nie
I DON'T KNOW:	Neviem
STRAIGHT AHEAD:	Rovno
RIGHT:	Vpravo
LEFT:	Vľavo
STREET/ADDRESS:	Ulica / Adresa
BUS:	Autobus
TRAIN:	Vlak
METRO:	Metro
PHONE NUMBER:	Telefónne číslo
SHOP:	Obchod
MOBILE PHONE:	Mobilný telefón
BUY:	Kúpiť
FOOD:	Jedlo
CLOTHES:	Oblečenie
SHOES:	Topánky
HELP:	Pomoc

# LITHUANIA

## LEAFLET 1\_INFORMATION PROVISION

LENGTH: 2 PAGES FRONT AND BACK

### PAGE 1

#### i) EMERGENCY NUMBERS & USEFUL ADDRESSES

	Lithuania
e.g Police emergency number Fire department Ambulance European Emergency Number 112	112 (in all emergencies)
Kaunas city police headquarters	Vytauto pr. 91, Kaunas Tel. +370 37 223 726

#### ii) TRANSPORTATION INFO

	Lithuania
List of Apps providing information on local transportation	<a href="http://www.stops.lt/kaunas/#kaunas/en">http://www.stops.lt/kaunas/#kaunas/en</a> Mobile app "Trafi" (available on iOS and Android)
Maps of metro/buses, if applicable (in English/Latin characters)	-

### PAGE 2

#### LIST OF PLACES:

	Lithuania
PROVIDING FOOD PROVIDING CLOTHES PROVIDING NATIONAL LANGUAGE COURSES	Centras INLT Šv. Gertrūdės g. 18a, Kaunas <a href="mailto:InLT@redcross.lt">InLT@redcross.lt</a> <a href="https://www.facebook.com/www.redcross.lt/">https://www.facebook.com/www.redcross.lt/</a>

*\*For more information refer to I'MAPPY Application.*

## LEAFLET 2\_INFORMATION PROVISION

LENGTH: 2 PAGES FRONT AND BACK

### PAGE 1

#### COMMUNICATION HABITS/CHARACTERISTICS IN LITHUANIA

e.g

	<i>Lithuania</i>
BASIC GESTURES OF COMMUNICATION (BODY LANGUAGE/FACIAL EXPRESSIONS)	<ul style="list-style-type: none"> <li>Greeting: <ul style="list-style-type: none"> <li>Handshake, with direct eye contact, and a smile</li> <li>Once a relationship has been established, greetings may become more unreserved and include a hug.</li> </ul> </li> <li>Agree/disagree, yes/no: <ul style="list-style-type: none"> <li>Nodding means "yes", "agree"</li> <li>Shaking head means "no", "disagree"</li> </ul> </li> <li>Eye contact is very important. Lack of eye contact means being impolite.</li> <li>Raising and lowering shoulders – "I am indifferent" or "I don't know"</li> <li>Raising an eyebrow – "I am surprised"</li> <li>Lithuanians do not use many physical gestures over conversations.</li> <li>Using a single finger for showing/noting something is considered impolite. Instead of this, use the whole hand.</li> </ul>
DISTANCE PERSONAL SPACE	An arm length is a norm. The space might be a bit less with friends and family.
TOUCH OR NOT CULTURE	Touching during a conversation is not common, especially with an opposite sex which might be considered as flirting, unless they are good friends.
VOICE AND WAY OF SPEAKING (TONE, VOLUME ETC)	Usually calm, not very emotional.

### PAGE 2

Again, using pictures and as less words as possible

	<i>Lithuania</i>
LOCAL/REGIONAL WEATHER AND SEASONS AVERAGE TEMPERATURE	<p>Climate in Lithuania is oceanic/continental.</p> <p>Average temperature:</p> <ul style="list-style-type: none"> <li>in July - +17°C,</li> <li>in January – -4.9°C.</li> </ul> <p>However, temperatures can soar up to +30C in summer, and drop down to -32C in winter.</p>

## LEAFLET 3\_BASIC COMMUNICATION WORDS AND EXPRESSIONS

LENGTH: 2 PAGES FRONT AND BACK

### PAGE 1

	Lithuanian
HELLO – informally formally	Labas Laba diena
GOOD BYE – informally formally	Iki Viso gero
GOOD MORNING:	Labas rytas
GOOD AFTERNOON:	Laba diena
GOOD NIGHT:	Labos nakties
THANK YOU:	Ačiū
YOU ARE WELCOME:	Prašau Nėra už ką
PLEASE:	Prašau
EXCUSE ME:	Atsiprašau
I AM FROM .....	Aš esu iš ....
MY NAME IS .....	Mano vardas ....
I WOULD LIKE TO GO TO....	Aš norėčiau nuvykti į ....
I DON'T SPEAK .....	Aš nekalbu ....
I DON'T UNDERSTAND	Nesuprantu
I DON'T KNOW	Nežinau
I ONLY SPEAK A LITTLE ENGLISH	Aš šiek tiek kalbu angliskai
WHAT MUCH DOES IT COST?	Kiek tai kainuoja?
WHERE I CAN FIND THE .....?	Kur galiu rasti ....?
WHERE IS THE BUS STATION?	Kur yra autobusų stotelė?
WHERE IS THE TOILET?	Kur yra tualetas?
I NEED HELP	Man reikia pagalbos



## PAGE 2

	<i>Lithuanian</i>
YES:	Taip
NO:	Ne
I DON'T KNOW:	Nežinau
STRAIGHT AHEAD:	Tiesiai
RIGHT:	Dešinė
LEFT:	Kairė
STREET/ADDRESS:	Gatvė / adresas
BUS:	Autobusas
TRAIN:	Traukinys
METRO:	Metro
PHONE NUMBER:	Telefono numeris
SHOP:	Parduotuvė
MOBILE PHONE:	Mobilusis telefonas
BUY:	Pirkti
FOOD:	Maistas
CLOTHES:	Drabužiai
SHOES:	Batai
HELP:	Pagalba