## **ANKORÉ**

# Provide refuge seekers a safe passage

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In 2017 alone, over 100,000 internationally displaced people crossed the sea route between Libya and Italy, according to reports by the International Organisation for Migration. More than 22,500 have been reportedly died or disappeared globally since 2014 while attempting to cross the Mediterranean.

Sea routes represent an increasing risk for displaced populations, estimates by the World Economic Forum predict that by 2030 as many as 1 billion people will have been displaced due to climate change, natural disasters, war and violence.



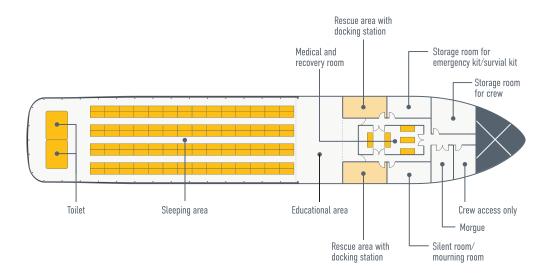
Currently, non-governmental organizations (NGOs) lend humanitarian aid to people at risk of dying at sea, tricked to take dangerous routes in overcrowded vessels and rafts not suited to withstand the long trip. These humanitarian missions have focused on providing survival aid, based on alleviating physiological needs as hunger, dehydration and medical aid.

Ankoré aims at improving humanitarian aid at sea, by focusing not only on the basic needs, but also providing psychological relief through a redesign of the humancentered experience and empathetic aspects of rescue missions. After a careful analysis of the current protocols and standards of rescue mission operations on the Libyaltaly route, we propose an upgrade of the different systems of rescue vessels, taking into consideration the psychological impact on all



the different stages of the rescue journey, improving psychological conditions to provide a sense of security and belongingness. The following design concepts are the result of this exercise

As displacement problems increase around the globe, so will the need for services that provide humanitarian relief. This platform works as a template and starting point for upgrading and iterating on future solutions for rescue at sea.





# JOURNEY MAP OF FAEZ AL SHARAA

### AGE

43

### **STATUS**

Syrian refugee

### RELIGION

Muslim

### **EDUCATION**

Primary school graduate

### **LANGUAGE**

Arabic (mother tongue), English (beginner, illiterate)

### **CURRENT SITUATION**

Faez lived in Syria with his family (wife and 2 children) for 35 years. They had to move because of the Syrian civil war. Currently he and his family live in Libya, hoping to depart to Italy so that they can start a new life. He has to spend most of his savings to pay a smuggler that will take him and his family to Europe.

\*The foods of the improvement, to the rescue ship affect only the journey after this point.

### **PHASES**

### BEFORE THE RESCUE SHIP

### SITUATION











### **CURRENT JOURNEY**

Faez is enroute Italy with his family. All his savings are gone for an overcrowded dinghy. Water is coming inside and panic is striking them.

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(2)

0

Faez is enroute

Italy with his

family. All his

savings are

gone for an

overcrowded

coming into

dinghy. Water is

there and panic

is striking them.

Faez sees a ship

in the distance and a small boat approaching to the dinghy. His family are given life vests by rescuers.

Faez tries to get

Faez's family his children on were given a board but some basic medical check up. His men get impatient and children are try to board severely first. dehydrated.

Two people being in a very bad condition, but they passed away in the end. He sees their families are in deep sorrow.

They receive dry food rations, water and a blanket.

**EMOTIONAL LEVEL** 

HE HAS MIXED FEELINGS BECAUSE THEY MIGHT BE RESCUED OR IT COULD BE THE POLICE OR HOSTILE PEOPLE FAEZ DOUBT THAT HE AND HIS FAMILY MIGHT NOT MAKE IT.

FAF7 FFFIS SYMPATHY

THEY START TO EAT THE RATIONS BUT DON'T REALLY ENJOY THE TASTE.

### **IDEAL JOURNEY**

**@** 

HE FEELS A LITTLE SECURE.

Faez sees a ship in the distance and is rescued by Ankoré's Ship. The ship is easy to see and professional looking, which makes him

a little secure.

is cost saving.

The dinghy enters ! When Faez and the docking his family enter in station. The the medical room. cantilever, (made he is surprised of a reused that it was relaxcrane), pulls ing and well people up. It maintained. His takes up a big children also feel delighted by the load safely and

playful environment.

HE FEELS SENSE OF RELIEF.

05

Faez sees that there are people mourning in the silent room, which is good for the people. as this would help to heal their scars.

Faez is given a survival kit. Now he can just rest in the shed on the deck and enjoy his meal.

### **FRUSTRATIONS**

- Vague information about the journey
- Overcrowded boat looks dangerous
- Low skill-set for employment
- Spending his savings on the sea trip
- Unexpected future in Italy
- Feeling insecure and anxious

### MOTIVATIONS

- Optimistic attitude for the future
- Responsibility for family
- Willingness to find a job

### **FUTURE GOALS**



Cross safely to Italy



Find a job to support family



Obtain asylum status for family "

where we can feel safe and start a new life!

55

### **ONBOARD THE RESCUE SHIP**















**ARRIVING** 

Faez approaches a volunteer, but they have to use body language due to the communication problem.

The family sleeps using the space blanket. They fall asleep soon as they're exhausted.

Faez gets up at night and goes to the toilet, but he has to wait in a long queue due to water shortage.

Faez wakes up and eats food. A volunteer comes to him and asks to gather for some information.

A cultural

facilitator shows

the location on

a map and how

long it takes to

get to Italy.

The boat approaches the shore and his family is instructed to wait in a line.

FAEZ IS SURPRISED BY THE

Faez's family get off the boat and are directed to the immigration services' tents.

LENGTH OF THE JOURNEY.

THE FLOOR IS UNCOMFORTABLE.

FAEZ AND HIS FAMILY REST AND DREAM ABOUT THEIR LIFE AND OPPORTUNITIES IN ITALY.

THEY FEEL SAFE AND FALL ASLEEP INSTANTLY.

He is very tired. Although he could not speak in English, his family can easily find accomodation following the signage.

He and his family reach the sleeping quarters and go to the family section. The bed is sectioned with curtains, so they have their privacy.

are big and organised. There is ambient sunlight coming into the washroom, from a translucent panel above. All facilities are available in the washroom as well.

The washrooms

The next morning

is relaxing, he gathers together with the others and gets Ankoré's Guidebook that contains important information: For Easy Settlement.

During the educational session, he understands the Italian system through the Guideimages and the Guidebook he received in

his language.

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NOW THE WIFE FEELS STRONG AND

SECURE ABOUT KNOWING MORE

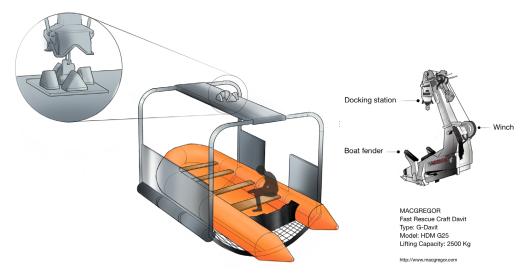
ABOUT HER DESTINATION.

After reading more about his destination and useful information in the Guidebook, he has a clearer idea of what he is going to find in Italy,

NOW HE IS HOPEFUL ABOUT THE FUTURE.

B

Finally, Faez leaves hand in hand with his family.



### THE RESCUE DOCKING STATION

The rescue docking station is designed to improve security and stabilize inflatable boats while getting the refugees onboard. If the boat is at risk of sinking, the station has a net under the boat that provides support. Also, its structure limits the flow of the people in order to keep order on the boat. The docking station uses the same interface connection of the MacGregor G-Davit cranes to be stored on the vessel.

### THE MEDICAL ROOM

The medical room is designed to reduce stress and make patients feel at ease. Inspired by analogous calm-friendly environments and relaxing patterns, it is designed to create an innovative, differentiated and patient-centric experience. The design of the medical facility is focused on welcoming and supporting patients through an unique environment, easing the levels of anxiety.



### THE ROOM OF SILENCE

The room of silence offers a calm space for people to grieve. Individuals and families can find support in each other and ease the pain caused by the traumatic experiences they have faced. The room provides a setting for healing mental scars and relieving future trauma.

### THE SLEEPING AREA

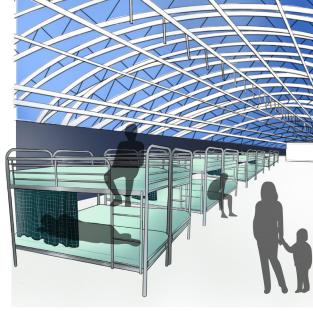
The sleeping quarters are situated on the deck of the vessel, under the shelter structure. Two level bunk beds are organized in compact rows and fit almost 300 people comfortably. Curtains offer additional privacy and personal space.

A more humane alternative to sleeping on the floor.

### THE EMERGENCY KIT

Rescued survivors receive an Emergency Kit to alleviate needs that arise from been adrift at sea. The redesigned kit provides useful tools for their journey once on land, thus helping people maintain a level of comfort in the subsequent days. The kit includes a portable and stackable water + food container that stores dry and wet servings in separate compartments, and a spoon/fork. Included is also a "poncho" that can be turned into a sleeping blanket or stored in a practical bag.







### **GUIDEBOOK & GUIDEIMAGES**

The rescued are given a Guidebook, with their own languages, and an educational session to provide basic information for easy settlement. Also, cultural facilitators and volunteers can guide the rescued with Guideimages that contents are mainly composed of images and easy words in case of the illiterate.

### **INFORMATION SYSTEM**

The clear signage in the ship navigate intuitionally the rescued the place where they want to go. Each pictogram and line has it own colour and pattern, showing direction. Everyone can recognise a destination though a big pictogram and color line surrounding a door without difficulty.

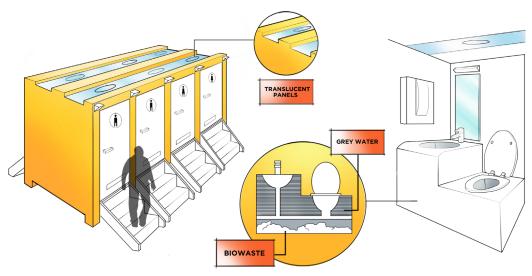
### THE GREY WATER WASHROOM

Washrooms on the Rescue ships are portable. Due to several rescues in a day the water is not used to its bare minimum and the washrooms overflow with wastewater due to over usage. The washroom concept allows use of





recycled water which is the water used to wash hands, clothes or body. This is then used for the flushing system. The washroom is designed in such a way where the small space feels comfortable and ambient through the play of design and light.



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