

PROMISE

promoting refugee & migrant integration through education

SOCIAL INCLUSION

TOOLKIT

**Support and empower
communities to effectively
integrate asylum seekers and refugees**

**Explore the most
effective approaches to
competence development
in intercultural
adult education**

The goal of the PROMISE Erasmus+ partnership project is to support and empower communities to effectively integrate asylum seekers and refugees.

The objective of this **PROMISE Social Inclusion Toolkit** is to raise the awareness of educators, organizations and stakeholders of the most effective approaches to competence development in intercultural adult education.

We have sought out and now share good practice in the provision of learning opportunities for refugees and recently arrived migrants.



THIS TOOLKIT HAS BEEN REALISED THROUGH ROBUST RESEARCH ...

- Seeking out different models of adult education for refugees from across participating countries and the EU in general.
- Searching policy/practice for ways to create an enabling environment and active support for improved education for refugees and migrants.

We present the strategies

- in a way which makes it easy for educators to replicate or adjust them for their own work with refugees and migrants
- organised thematically – education, labour market, civic participation, daily life (food, recreation etc.) while highlighting transversal issues e.g. personalised learning paths, gender differences, mental health, host community involvement etc.

This project has been funded with support from the European Commission. This publication [communication] reflects the views only of the author, and the Commission cannot be held responsible for any use, which may be made of the information contained therein.





HOW TO USE THIS TOOLKIT

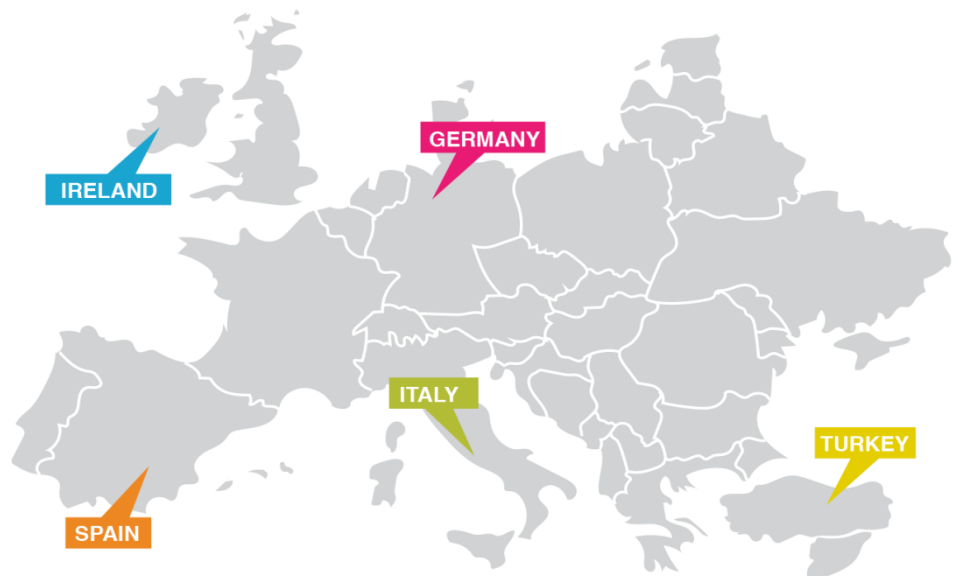
The PROMISE Social Inclusion Toolkit has analyzed and presented some of the best European examples of how education providers across Europe have innovated to develop optimal education for integration. Not alone that but the toolkit also shows how these are relevant to the specific contexts within our participating countries. The toolkit is therefore innovative because it combines the best research from across Europe with a very practical focus on guiding educators on how to access and make use of the most effective approaches.

The Toolkit represents a powerful tool to introduce and engage community organisations, public authorities and other education providers who are new to the area or refugee education. The resources that have been organized thematically are in a user-friendly format making it easy for European educators to adapt these within their own pedagogical context. The strategies can be immersed fully or partially with existing curricula in European countries.



TRANSFERABILITY

The Europe-wide scope of the Toolkit increases the relevance and sustainability of the resource, making it easier for it to be used outside participating countries and to achieve long term impact.












The PROMISE Toolkit is notable for its ability to enable learning and innovation in service delivery between countries where refugee education programmes are in early stages and countries with much more tangible experience. Given the ongoing concern about how best to facilitate refugee integration, we foresee a significant demand from the education and community sector wishing to use the resources in this Toolkit. While we highlight the specific value of approaches for refugee and recently arrived migrants, the tools themselves are likely to be valuable for other groups in that they can be updated or adapted for other educational settings. Education providers and stakeholders will gain a more comprehensive understanding of the issues impacting the refugees as well as tools and methods for increasing engagement, improving learning effectiveness and ensuring efficiency of resource usage.

















Index of Best Practices

EMPLOYMENT + EDUCATION





page

	ANDERE BILDER SCHAFFEN (Evoke different pictures)	8
	TREND	9
	WILLKOMMENSLOTSEN (Welcome Pilots)	10
	ORTO DEI SEMPLICI (Vegetable garden of simple people)	12
	PROYECTO SINGULAR	13
	EMPLOYMENT FOR PEOPLE FROM IMMIGRANT COMMUNITIES (EPIC)	15
	JUST CREATIVE: EMPOWERING REFUGEE WOMEN	17
	JOB CREATION AND ENTREPRENEURSHIP OPPORTUNITIES FOR SYRIANS UNDER TEMPORARY PROTECTION AND HOST COMMUNITIES IN TURKEY	19
	LANBIDE SERVICIO VASCO DE EMPLEO (Basque Government Employment Agency)	21







CIVIC LIFE & CULTURE

	KULTUR GRENZENLOS (Culture without Borders)	24
	IDÉ	25
	SIMPLE	27
	ZBBS (central place for advice and support)	29
	ZEIK (centre for empowerment and intercultural creativity)	31
	COMMUNITY SPONSORSHIP IRELAND (CSI)	32
	LOCAL INTERCULTURAL & SERVICES BOOKLET	34
	CIVIL SOCIETY DIALOGUE HARMONIZATION OF REFUGEES PROJECT	36
	REBUILDING THE LIVES IN THE LAND OF HOPE PROJECT	37
	MIGRATION NETWORK IN EUROPE AND TURKEY	39
	MENTORING PROJECT	41
	EMPOWERMENT OF WOMEN THROUGH WORDS	42
	M.I.A. (Modeling of Integration and Reception paths for migrant women victims of violence)	43
	RISE PROGRAMME (Refugee Integration, Skills and Employability)	44

WELL-BEING & FAMILY

	A MISURA DI BAMBINO-PERCORSI DI AFFIDO PROFESSIONALE DI MSNA	47
	BOOK – “A STRONG HEART”	48
	CLUB WELCOME PROJECT	50
	PROGRAMME FOR ASSISTING ASYLUM SEEKERS AND STATELESS PERSONS	52

HEALTH

	DOCTORS HELP DOCTORS	56
	SANIMAPP	58
	“HEALTH INFORMATION” BROCHURE	60
	ABOUT THE IRISH HEALTH SYSTEM- A GUIDE FOR REFUGEES AND OTHER MIGRANTS	62
	IMPROVED ACCESS TO HEALTH SERVICES FOR SYRIAN REFUGEES IN TURKEY	64
	SUPPORT THROUGH SPORTS PROJECTS	66



INTEGRATION IN CONTEXT

Integration is the process which defines the relationship between an individual and society. It takes place on four key levels, which are the social, economic, political and cultural level. From the migrants' point of view, integration relates to different areas of support, which entail the fields of language and communication, employment and education, well-being and family and finally health; added to these sectors is the integration into civic life, community and culture.

In the PROMISE project, we distinguish between **assimilation** and **integration**.

- Assimilation describes the process, in which the individual gives up his values and adopts those of his environment.
- Integration describes the extent, to which the individual contributes to society and is accepted by society, regardless of the individuals' set of values, religious beliefs et cetera.

Our goal is to promote integration regardless of cultural background or origin, as long as it doesn't interfere with the rules governing in the hosting society.

If we evaluate ways to promote integration, we need to define a way to measure it. In order to do so, we have followed the **Migrant Integration Policy Index** (<http://www.mipex.eu>). This index measures the level of integration following a set of measurable criteria. Unfortunately, statistical data exists only to a limited extent. It is safe to assume that the educational background and the reason for migration have a large impact on the achieved level of integration. A highly educated person from Australia, who migrates following a job offering at a hospital, will score higher on the integration index than a poorly educated Syrian refugee, who has no immediate offer of employment.

Countries that have a longer history of merit-based immigration will find it easier to reach higher scores in this index. In Ireland, for example, almost 20% of the local-born inhabitants have a low educational level, compared to only 10% of the foreign-born inhabitants. In Sweden, 10% of local-born poorly educated inhabitants are in contrast to contrast to 30% of poorly educated migrants.

Before we can go forward, it is important to take a little look at integration policies both from a European and a communal level. This is important to remember, because immigration rules are set by states. Historically, and valid until the late 1990s, there have been three separate models. - **assimilationist, multicultural or exclusive**. They were based on national visions of the ideal society. On a European level, the European commission published their own guidelines on integration in 2003, and the European dimension of migration was increasingly recognised. As of today, and as can be seen in the various national reports, integration policies within Europe are to a large extent harmonised. If there is one factor that predetermines integration, it is the provision of education in all its forms, adult and basic skills, vocational and educational training and further education as soon as possible after arrival in the hosting community.

This means, given the very long duration of asylum processes, that asylum seekers, who have a statistically high probability of being recognised as refugees, must be included in all integrational activities from the moment of arrival. It is not by chance, that the map showing the labour market integration is almost similar to the above depicted overall integrational map



Therefore, the good practice examples that are collected by PROMISE, mostly imply communal actors. This fact is also the reason for the underlying assumption of PROMISE, that communal interagency networks are the key to successful integration. It is to be hoped, that the societal and economical benefit of successful integration will, in the long run, lead to a better European coordination of integration activities and a wholehearted support of communal integrational activities by European and national decision-makers. Whereas in our collection of good practice examples, we mostly focus on civil society initiatives that can easily be copied by other organisations, we want to conclude this section with good practice example that encompassed an entire city with a rather difficult past:

Mechelen

Mechelen is a medium-sized city in the province of Antwerp, Belgium with 90,000 inhabitants with more than 20% of them migrants. Their example shows what can be done as a powerful driver of integration and radicalisation prevention. Bart Somers, the mayor of Mechelen, highlights the importance to start refugee integration from day one. In a joint effort, education institutions, labour market agencies and social benefit administrations work hand in hand with news organisations, sports clubs and other civil society initiatives to look after newly arrived migrants and open doors to a successful integration into the hosting society. This welcoming policy is accompanied by zero tolerance strategy to discourage anti-social behaviour. In recognition of his achievement, Mr Somers has been voted 'World Mayor' in 2016 by the global City Mayors foundation for his success in the integration of newcomers to the city of Mechelen.

The success of the city administration is also reflected by the Financial Times nomination as one of the top 10 micro European cities of the future. There certainly has been a sense of urgency in the city. 50% of the newly born are born into migrant families, and more than 130 different nationalities live together. The arrival of a large number of migrants across Belgium has led to a nationwide resurgence of right wing, anti-migrant parties with almost 20 % of the votes for the Flemish parliament in 2019. Opposed to that, the citizens of Mechelen supported their mayor with 50% of the votes and less than ten percent went to the extreme right.

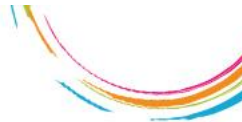
WATCH VIDEO – CLICK ON IMAGE FOR LINK

<https://www.dw.com/en/belgium-model-of-integration/av-43498354>



EMPLOYMENT + EDUCATION





ANDERE BILDER SCHAFFEN (Evoke different pictures)



Country:	Germany
Name of Organisation or institution in charge of the project:	WIF e.V.
Website of the Organisation:	https://wifhv.wordpress.com
Target group:	<input checked="" type="checkbox"/> Refugees, Asylum Seekers <input type="checkbox"/> Institutions of formal education <input type="checkbox"/> Local community <input type="checkbox"/> NGOs <input type="checkbox"/> Decision-makers <input type="checkbox"/> Other:
First project year:	2014
Is the project ongoing:	<input checked="" type="checkbox"/> Yes
Number of participants in the last year of activity:	10 volunteers and 50 refugees

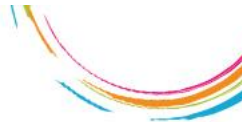
Description of the project:
 The project has developed out the welcome initiative in a suburb of Kiel, where one of the biggest shelters for refugees was erected at the former naval Marine base in Kiel. The project has built up a sewing and tailoring workshop, originally just for women, but nowadays for men as well. The idea behind the project is to teach competences necessary to earn a living, potentially as an entrepreneur. The courses are given by volunteers, rent for the room and materials are financed by private donations or the federal government.

Which Resources were necessary for the project?
 Voluntary engagement by members of the welcome initiative, a room provided by the refugee shelter, private donations

Is the project funded by national or international institutions, and if so, which ones?
 Demokratie Leben is an initiative by the Federal Government, also individual donations.

☆☆☆ Why is this project Best Practice?

There are many initiatives that take up the challenge of welcoming refugees and asylum seekers. This initiative includes more than just bunk beds and a stove. In the first step, everyday items and the design of humane accommodation are provided. In the second step, sewing and tailoring workshops help the habitants of the refugee shelter to gain entrepreneurial skills and supporting them to integrate into the labour market.



TREND



MIKROFINANS
N O R G E

Country:	Several
Name of Organisation or institution in charge of the project:	Foreningen Mikrofinans Norge
Website of the Organisation:	www.mikrofinansnorge.no (website currently under construction)
Target group:	<input checked="" type="checkbox"/> Refugees, Asylum Seekers <input type="checkbox"/> Institutions of formal education <input type="checkbox"/> Local community <input checked="" type="checkbox"/> NGOs <input type="checkbox"/> Decision-makers <input type="checkbox"/> Other:
First project year:	2017
Is the project ongoing:	<input checked="" type="checkbox"/> Yes/ <input type="checkbox"/> No
Number of participants in the last year of activity:	
Description of the project:	<p>The project aims to foster entrepreneurial competences of refugees and people with a migration background in order to open the perspective of self-employment. For strengthening entrepreneurship and to provide essential knowledge about starting a business in Europe the partnership will develop a web application containing thematic learning modules. By involving consultants and trainers for entrepreneurial skills a community will be created providing additional non-digital training options and opening up networking opportunities.</p>
Which Resources were necessary for the project?	<p>In order to get relevant input for the design of the planned web application people from the target group (refugees/people with migration background who want to become an entrepreneur or who already run a business) where interviewed and consulted to learn about challenges, chances and motivations. Furthermore, trainers are involved at an early stage of the project as entrepreneurial training need to be designed to fit the target group's needs.</p>
Is the project funded by national or international institutions, and if so, which ones?	Erasmus+ funding

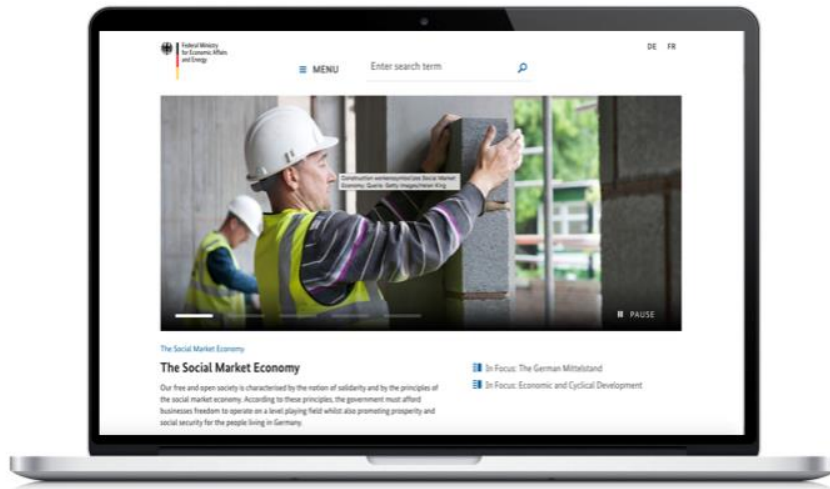


Why is this project Best Practice?

The project fosters the entrepreneurial competences of refugees and people with a migration background and helps them towards self-employment by providing an open source educational tool for teaching refugees to start business. It helps by extending high quality learning opportunities for refugees in Europe whom wish to start or expand a business.



WILLKOMMENSLOTSEN (Welcome Pilots)



Country: Germany

Name of Organisation or institution in charge of the project: Chambers of Commerce and Trade

Website of the Organisation:
<https://www.bmwi.de/Redaktion/DE/Artikel/Wirtschaft/willkommenslotsen.html>

Target group:

<input checked="" type="checkbox"/> Refugees, Asylum Seekers	<input type="checkbox"/> Institutions of formal education
<input checked="" type="checkbox"/> Local community	<input type="checkbox"/> NGOs
<input type="checkbox"/> Decision-makers	

First project year: 2016

Is the project ongoing: Yes

Number of participants in the last year of activity: 9600 in 2018

Description of the project:

The project brings together small and medium-sized companies and refugees in order to start Apprenticeships or other types of vocational education. Those first steps in Germany are:

- entry level qualifications
- Internships
- Apprenticeships
- regular employment

Amongst the roughly 10,000 participants have been 30% Apprentices, 40% Internships and 15% each for the two other types of employment programme.

Which Resources were necessary for the project?

The overall cost of the project per year is €10 million. 30% of the costs is covered by the Chambers of industry and commerce, the remainder by the Federal Ministry for economy. The Chambers of commerce and Chambers of craft are situated in every provincial capital and many small cities. As membership in those chambers is mandatory, they are in close contact with almost all employers.



Is the project funded by national or international institutions, and if so, which ones?

Yes, the Ministry for Economy, Germany



Why is this project Best Practice?

Since spring 2016, 180 "Welcome Pilots" have been supporting small and medium-sized enterprises in filling vacant training and job positions with refugees. They are located in over 110 chambers of skilled trades, chambers of industry and commerce, chambers of the liberal professions and other business organizations and are therefore easily accessible throughout the region.

The Welcome Pilots visit and advise companies on the legal framework, possible administrative costs, the regional and national funding available and the supports on offer. The aim of the consultation is to sensitize as many entrepreneurs as possible to the subject of skilled workers and to convince them that these refugees, as trainees or (future) skilled workers can be enrichment for any company.

It is a project that is making a significant impact.

In 2018, more than 3,700 internships, 1,390 entry qualifications and over 1,220 employment places were already filled thanks to the work of the Welcome Pilots





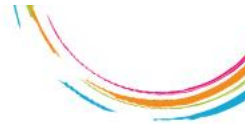
ORTO DEI SEMPLICI (Vegetable garden of simple people)



Country:	Italy
Name of Organisation or institution in charge of the project:	I Resilienti Social Cooperative Society
Target group:	<input checked="" type="checkbox"/> Refugees, Asylum Seekers
First project year:	2018
Is the project ongoing:	<input checked="" type="checkbox"/> Yes
Number of participants in the last year of activity:	24
Description of the project:	
<p>“Orto dei semplici” project carries out agricultural activity and through training pathways, provides tools for a real working and social integration . It equips participants in issues related to safety in the workplace, issues related to undeclared work and simultaneously develop a path for the pursuit of a professional qualification in agriculture, (horticultural, fruit-growing, etc.) and zoo-technical (breeding) of low court animals, poultry, rabbits etc.) with the acquisition of a qualification according to the professional profiles provided by the Umbria Region catalogue. Therefore social agriculture represents a possible tool for responding to the growing needs of the population, in terms of sustainable agricultural production.</p>	
Which Resources were necessary for the project?	Financing and purchase of capital goods
Is the project funded by national or international institutions, and if so, which ones?	No

Why is this project Best Practice?

The project offers space and tools to learn professional skills, mirroring an expert farm. Acquiring professional skills in the agricultural field helps migrants to look for regular work and to avoid illegal hiring.



PROYECTO SINGULAR



Country:	The Basque Region, Spain
Name of Organisation or institution in charge of the project:	Basque Regional Government, Employment Bureau
Website of the Organisation:	www.lanbide.euskadi.eus
Target group:	<input checked="" type="checkbox"/> Other: The “Proyectos Singulares” are aimed at groups in society with specific difficulties at getting into employment
First project year:	2016,2017, 2018
Is the project ongoing:	<input checked="" type="checkbox"/> Yes
Number of participants in the last year of activity:	45 participants at www.cebanc.com

Description of the project

The “**Proyectos Singulares**” project is aimed at groups in society with specific difficulties at getting into employment:

1. The unemployed:
 - a) Recipients of the Basque Government unemployment benefit.
 - b) Young people seeking to enter the labour market and especially those with low qualifications.
 - c) Women.
 - d) The long term unemployed.
 - e) Over 45s.
 - f) Workers with families to support.
 - g) The disabled.
 - h) Marginalised groups or groups at risk of being marginalised.
 - i) Immigrants.
 - j) Emigrants registered on The Roll of Returnees.

2. Those currently in employment who require specific retraining to remain in the labour market and improve their employment prospects.
 - a) Training both in professional skills included in the National System of Professional Qualifications as well as basic skills required for access to the system.
 - b) Employment campaigns aimed at contacting and involving potential employers, identifying labour market needs and promoting the employment of the participants in the programme.
 - c) Personalized career guidance and employment advice
 - d) Grants for employers granting work contracts of six month or longer
 - e) Any other initiative which improves the employment prospects of the target group



Resources necessary for conducting the project:

- The "Proyecto Singular" could receive funding from the public or private sectors.
- It requires a budget that ensures the development and continuity of its policies.

Is the project funded by national or international institutions, and if so, which ones?

Typically, the following bodies apply for funding to BASQUE GOVERNMENT, Lanbide, the Basque Employment Bureau.

- a) Local Governments and their dependent bodies.
- b) Town Councils in the Basque Region and their dependent bodies.
- c) Public companies belonging to the Basque Government.
- d) Local or Municipal Bodies in the Basque Region and their dependent bodies.
- e) Private non-profit educational institutions.
- f) Public educational institutions belonging to the Basque Departments of Education and Economic Development and Infrastructure.

These organisations can then subcontract training to institutions such as Cebanc.



Why is this project Best Practice?

This programme is aimed at groups including immigrants that experience special difficulties in entering the labour market. The programme's aim is to train participants in basic and professional competences which will enable them to obtain professional qualifications, explore genuine job opportunities and design personalized training paths that lead to a place in the workforce.



EMPLOYMENT FOR PEOPLE FROM IMMIGRANT COMMUNITIES (EPIC)



Country: Ireland

Name of Organisation or institution in charge of the project: ESF and The Government of Ireland
Sub-managed by “Business in the Community Ireland” (BITCI)

Website of the Organisation: <https://www.esf.ie/en/>

Website of the Project, if available:
<https://www.esf.ie/en/ImageLibrary/Repository/60-YEARS-CONF/Catriona-Mac-Aonghusa.pdf>

Target group:

<input checked="" type="checkbox"/> Refugees, Asylum Seekers	<input type="checkbox"/> Institutions of formal education
<input type="checkbox"/> Local community	<input checked="" type="checkbox"/> NGOs
<input type="checkbox"/> Decision-makers	<input checked="" type="checkbox"/> Other: Businesses

First project year: 2008

Is the project ongoing: Yes/

Number of participants in the last year of activity: 2,000 people since 2008

Which integrational field does the project target?

<input checked="" type="checkbox"/> Language and Communication
<input checked="" type="checkbox"/> Employment and Education

Description of the project:
EPIC provides pre-employment training and one to one support for unemployed vulnerable migrants, including refugees, to commence employment, learning and training. In addition, established business supports add value to the programme, providing IT training, mock interviews, CV preparation, mentoring, peer talks, work place visits, workshops and work placements. Workplace language training is provided and, where appropriate, clients are referred to other services.

It essentially supports adult migrants legally entitled to work in Ireland to integrate, progress to employment or training and become financially independent.

Since 2008, EPIC has supported more than 3,200 migrants, representing over 100 nationalities. Of these, more than 68% have been progressed to employment (1,378), internships/training/education (742) and volunteer roles (66).



Which Resources were necessary for the project?

1. Ongoing One to one support from
 - a. Training & Employment Officers (TEOs)
 - b. Career guidance
 - c. Application Assistance for employment or training
 - d. Tailored CV advice
 - e. Interview coaching
 - f. Social Support Officer offering advice on social welfare issues, family & personal issues, childcare, housing
 - g. Opportunities for Work experience placements
2. Free access to computers for online job searching
3. A Certificate of Participation upon completion of the programme, presented at our annual Graduation Ceremony

Is the project funded by national or international institutions, and if so, which ones?

The programme is part supported by the Department of Justice and Equality and the European Social Fund (ESF) as part of the Programme for Employability, Inclusion and Learning (PEIL) 2014-2020.



Why is this project Best Practice?

Irish society is now very diverse – at least 14% of our population are citizens of another country or have become naturalized Irish citizens. Even though the Irish job market is very strong, many migrants still face significant challenges finding employment and integrating into society. That is why the support of businesses for the EPIC programme has helped deliver impressive results. EPIC is an initiative that to date has impacted the lives of over 3,000 people from 101 nationalities. 68% of their clients have found jobs or entered training or are volunteering

Case Study: Video of participants who availed of the EPIC Programme?

https://www.youtube.com/watch?time_continue=58&v=uVy14kxGXX4





JUST CREATIVE: EMPOWERING REFUGEE WOMEN



Country:	Ireland
Name of Organisation or institution in charge of the project:	Roscommon LEADER Partnership are delivering this project
Website of the Organisation:	www.rosleaderpartnership.ie
Target group:	<input checked="" type="checkbox"/> Refugees, Asylum Seekers <input type="checkbox"/> Institutions of formal education <input checked="" type="checkbox"/> Women <input type="checkbox"/> NGOs
First project year:	2018
Is the project ongoing:	<input checked="" type="checkbox"/> Yes/
Number of participants in the last year of activity:	14
Which integrational field does the project target?	<input checked="" type="checkbox"/> Employment and Education <input checked="" type="checkbox"/> Well-being and Family

Description of the project:

The role of the Just Creative project is to work with refugee women and their families who are all residents at the Abbeyfield Emergency Response and Orientation Centre (EROC Centre) in Ballaghaderreen. The people living in the EROC centres have come to Ireland either under the resettlement or relocation strands of the Irish Refugee Protection Programme. The project provides a programme of wide ranging activities to support their transition into the EROC facility in the first instance, and in the longer term to give them some skills & experiences that will facilitate their resettlement when their family resettles into a local community whether in County Roscommon or elsewhere in Ireland. In order to do this, a range of activities are delivered, using an inter-agency approach:

- Education and Training
- Building confidence and enhancing personal skills
- Provision of accredited and non-certified workshops and programs
- Careers/ work advice to enable participants to begin to think about their ambitions and focus on individual ability and skills.
- Community participation and volunteering

By providing a varied range of practical workshops, training courses and field trips, participants benefit from the use of a variety of learning methodologies to help develop their personal, social, education, employment and enterprise skills through one to one support, mentoring, the provision of networking events, access to community education and accredited/non-accredited courses. Throughout the project it is imperative that whenever possible, workshops and courses are run in conjunction with English language classes to maximise the women’s opportunity to be able to practice their speaking and understanding of English.



Which Resources were necessary for the project?

The Empowering Refugee Women project runs a variety of bespoke programmes which were decided by the refugees in the EROC Centre. Resources required are mainly competent tutors who run the following training/workshops with the support of local education providers and include:

- Cooking & Food Preparation & Food Shopping in Ireland
- Gardening and Horticulture Course
- Radio Broadcasting & Communications Course
- Photography Training
- Knitting and Craft Group
- Yoga Course
- Parental Workshop
- Digital Skills Computing Course
- Beginners Hairdressing Course
- Hairdressing & Up-styling Course
- Manicure and Pedicure Course
- Makeup Course
-

Is the project funded by national or international institutions, and if so, which ones?

This project was approved by the Irish Government with support from the Dormant Accounts Fund under Measure 4 Pre-Activation supports for Female Refugees and the Female Family Members of Refugees

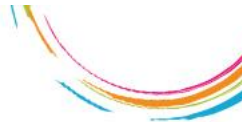


Why is this project Best Practice?

In terms of transferrable best practice as well as practical courses it is essential to provide a series of sessions that focus on enhancing motivation and self-confidence in order to help translate ‘real-world’ experience linking to further education, training, development and job seeking. This is facilitated by running two QQI level 3 modules in Personal and Interpersonal Skills and Career Preparation. These provide the women with certificated qualifications, however, what they also gain is a sense of self-worth and confidence and the knowledge that they have the ability to progress and develop in the world of work or education if they so wish. Through the formal and informal sessions, the women are coached to utilise their own ‘live experience’ and understand the meaning of transferable skills to appreciate their contribution to the community.

Captured in Action: Refugee women participating in a course provided through the Just Creative Initiative





JOB CREATION AND ENTREPRENEURSHIP OPPORTUNITIES FOR SYRIANS UNDER TEMPORARY PROTECTION AND HOST COMMUNITIES IN TURKEY



Country:

Turkey

Name of Organisation or institution in charge of the project:

This project is implemented in partnership with the International Organization for Migration (IOM) to strengthen the economic and social resilience of Syrians under Temporary Protection (SuTP) and host communities. On the government side, the overall coordination is ensured by the Ministry of Family, Labour and Social Affairs DG International Labour Force.

Website of the Organisation:

<https://www.ailevecalisma.gov.tr/>

Website of the project, if available:

<https://www.avrupa.info.tr/en/project/job-creation-and-entrepreneurship-opportunities-Syrians-under-temporary-protection-and-host>

Target group:

- Syrians under Temporary Protection (SuTP) and host communities with particular emphasis on youth and women
- Governmental institutions at central and provincial levels
- Municipal authorities
- Employers' and workers' organizations

First project year:

2018

Is the project ongoing:

Yes/

Number of participants in the last year of activity:

- 12,600 Syrian refugees
- 4,300 host community members
- 330 staff from relevant governmental institutions
- 500 representatives from social partners (workers' and employers' organizations)
- 500 enterprises

Which integrational field does the project target?

Building entrepreneurial skills

Description of the project:

Objectives and Activities

1. Building skills in line with labour market needs
 - Implementing vocational and labour market skills training;
 - Conducting training programmes on public employment services for both public employment service providers and beneficiaries (implemented with IOM);
 - Matching and referring apprentices to the apprenticeship system;
 - Implementing entrepreneurship training programmes;
 - Developing and implementing workplace mentorship programmes.



Why is this project Best Practice?

This project is important in the way it reaches a very large number of refugees and equips them to become involved in social and economic life of Turkey by teaching them entrepreneurial skills. This project is implemented by the Ministry of Family, Labour and Social Affairs DG International Labour Force. Hence, it is a key governmental project for the inclusion of the refugees who are hosted in Turkey.





ANBIDE SERVICIO VASCO DE EMPLEO (Basque Government Employment Agency)



Country: The Basque Region

Name of Organisation or institution in charge of the project: LANBIDE

Website of the Organisation: <http://www.lanbide.euskadi.eus/inicio-lanbide/>

Target group:

Unemployed persons including **immigrants eligible for work in this country**, workers and companies irrespective of their legal status. It also **provides services for jobseekers ineligible for work in this country**.

Commencement date of the project /Foundation of the institution

It was initially set up as a public corporation on the 23rd of December 2009 under sub-clause 2 of Law 2/2009, and received finance in the Basque Region's General Budget for 2010.

Royal Decree 1441/2010 of the 5th of November 2010 details the agreement reached by the Joint Commission on the Transfer of Powers regarding the transfer of responsibilities and services related to the application of labour legislation in places of work, employment and job training provided by the State Employment Agency.

Lanbide, The Basque Employment Agency, was subsequently created on the 13th of October 2011 under Law 3/2011. The employment agency is an independent government body as detailed in article 7.3 of the Legislative Decree 1/1997 of the 11th of November 1997. This decree brings the revised text of the Basic Tax Regulation Law for the Basque Region into law.

Currently operative Yes

Number of participants in the last year of activity:

Here's a general statistic that gives an across the board picture of the Agency's activity: Number of customers attended to by the Eures Agency and the Career Guidance Service during 2018: 117,591

What aspect of integration does the institution/organization/project address?

Development and application of active employment policies. These include **the career guidance, employment and job training services and programmes** as a whole. These services and programmes aim to promote both salaried and self-employment, job continuity and career paths for the employed as well as encourage the entrepreneurial spirit and social economy. Likewise, Lanbide is also responsible for processing applications for social service benefits such as **the minimum living allowance and the housing allowance**, as well as the creation, proposal, negotiation, financing and monitoring of social service policies.

Description of the institution's/organization's /project 's work

Lanbide's mission is to become the principal vehicle in the Basque Employment System for moving the unemployed into quality employment, to contribute to the improvement of competitiveness in business and ensure social and regional unity. All of the above aim to establish Lanbide as an modern and effective service, acknowledged as a central component of the Basque Employment System and the driving force behind sustainable growth, social unity and active inclusion.



Resources necessary for conducting the project

- a) The service infrastructure comprises the following:
- Central agencies
 - Three regional offices
 - a network of forty-two employment agencies (in thirty municipalities)
- b) Budget (2018): € 885,482,000 (Law 5/2017).
- c) Staff: 918 workers.

Is the project financed by national or international institutions or organizations? If so, which ones?

Some of the agency's activities are co-financed by the European Social Fund



Why is this project Best Practice?

This programme run by Lanbide, the Basque Government Employment Agency, aims to contribute to the improvement of competitiveness in business and ensure social and regional cohesion. The programme aims to establish Lanbide as a modern and effective service, acknowledged as a central component of the Basque Employment System and the driving force behind sustainable growth, social cohesion and active inclusion. The development and application of active employment policies include **career guidance, employment and job training services and the programme as a whole**. These services and programmes aim to promote both salaried and self-employment, job continuity and career paths for the employed as well as encourage entrepreneurial spirit and social economy. Likewise, Lanbide is also responsible for processing applications for social service benefits such as **the minimum living allowance and the housing allowance**, as well as the creation, proposal, negotiation, financing and monitoring of social service policies.



CIVIC LIFE & CULTURE

(Including Language)





KULTUR GRENZENLOS (Culture without Borders)



Country: Germany

Name of Organisation or institution in charge of the project: Kulturgrenzenlos e. V.

Website of the organization <https://kulturgrenzenlos.de/>

Target group:

- Refugees, Asylum Seekers
- Local community
- Decision-makers
- Institutions of formal education
- NGOs
- Other:

First project year: 2016

Is the project ongoing: Yes/

Number of participants in the last year of activity: 70

Which integrational field does the project target?

- Language and Communication
- Civic Life and Culture

Description of the project:

The project was founded by a group of local students. They bring migrants together with locals by forming tandem partnerships. The project has started with just four students and counts at present roughly 35 members. To attract more participants, they regularly run get together-events, workshops and other kinds of activities.

Which Resources were necessary for the project?

To begin with, just the time and energy of the four founding members was required. The project has also been supported by the Federal Ministry of Social Affairs, the province of Schleswig-Holstein, local fundraising initiatives and other charities.

Is the project funded by national or international institutions, and if so, which ones? Yes, as listed.



Why is this project Best Practice?

By forming tandem partnerships between local students and refugees new friendships can grow. The students and refugees learn more about different cultures and can promote a cosmopolitan and refugee friendly city. The aim is to promote harmonious and solidarity-based relationships and to foster social inclusion.



IDÉ



Country:	Several
Name of Organisation or institution in charge of the project:	KulturLife
Website of the organization	www.kultur-life.de
Website of the project, if available	https://kultur-life.de/projekte/ide-pride/
Target group:	<input checked="" type="checkbox"/> Refugees, Asylum Seekers <input checked="" type="checkbox"/> NGOs <input checked="" type="checkbox"/> Institutions of formal education
First project year:	2017
Is the project ongoing:	<input checked="" type="checkbox"/> Yes/
Number of participants in the last year of activity:	60
Which integrational field does the project target?	<input checked="" type="checkbox"/> Well-being and Family <input checked="" type="checkbox"/> Civic Life and Culture

Description of the project:

IDE is a project that brings together different strands of youth work and research from several European partners. It combines lessons from transformational learning and intercultural competences. Each partner assembled a group of young migrants from different countries with wide range of migration stories.

The first and most important step for each national group was the building of trust. The second step, which requires a successful first step, is the discussion of emotion; emotion as the result of an intercultural encounter, but also as being based on previous experiences.

The participants learned to become aware of their emotions and found ways how to deal with them constructively. As a result of the project, the young migrants got to know a wide variety of intercultural experiences, some of them very challenging and sad. A multinational get-together allowed the participants to reframe their experiences, which are often based on perceived discrimination and rejection, as contingent on a particular setting, and not so much on their own personality. This knowledge allowed participants to reframe not just the experience, but-even more importantly- the emotions that were triggered by them. Overall, this competence will make the individual more resilient in cases of perceived rejection, and therefore less vulnerable to violent radicalization.



Which Resources were necessary for the project?

The project builds largely on volunteer contributions from different youth work or educational institutions. In order to get the groups going and to encourage the young migrants to participate, regular meetings with those participants have been necessary.

These group building activities took place every one or two weeks over a couple of months. This would probably be easier, if the NGO already works with the set group of young migrants. For the international meeting, travel and subsistence costs were necessary, as a target group was not able to contribute to these expenses. We also needed funding for the research and mentoring/support activities.

Is the project funded by national or international institutions, and if so, which ones?

Erasmus plus funding



Why is this project Best Practice?

The project makes use of the concept of transformative learning for preventing radicalization among young refugees. The project therefore aims to empower young people to handle the experienced migration in a positive and constructive way through mutual exchange. It focuses on the importance of forging and consolidating personal identity in adolescence.





SIMPLE



SIMPLE
ERASMUS+ Project
Social Inclusion of Migrants through Peer Learning Experience

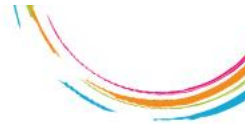
Country:	Several
Name of Organisation or institution in charge of the project:	KulturLife
Website of the organization	www.kultur-life.de
Website of the project, if available	https://kultur-life.de/projekte/simple/
Target group:	<input checked="" type="checkbox"/> Refugees, Asylum Seekers <input checked="" type="checkbox"/> Institutions of formal education <input type="checkbox"/> NGOs
First project year:	2017
Is the project ongoing:	<input checked="" type="checkbox"/> Yes/
Which integrational field does the project target?	<input checked="" type="checkbox"/> Well-being and Family <input checked="" type="checkbox"/> Civic Life + Culture

Description of the project:

The project focused on the exchange good practices regarding the use of peer learning techniques to promote the social inclusion of migrants and refugees into the vocational education and training (hereafter VET). The project team of SIMPLE studied various methods of peer learning which have been used for the integration of migrants in VET in all partner countries. Those methods prevent segregation and discrimination and furthermore teachers and trainers are able to deal better with cultural diversity, conflicts and to build up a heterogenic learning environment.

They can easily be adapted and implemented by other VET schools, secondary schools, NGOs or educational institutes. SIMPLE reacted towards the need of a European strategy of social inclusion within the educational sector. The target groups of SIMPLE are teachers, migrants and students who have been involved in peer learning activities in VET.





Which Resources were necessary for the project?

SIMPLE focused on this methodology of Peer learning since social and emotional gains through peer learning are nowadays as important as cognitive gains. The pragmatic reason for using the methodology for the social inclusion of migrants into the education sector is linked to the fact that this method can be used without increasing the overall work load of the educational staff in schools and companies.

Another important aspect of peer learning is the effect that this method values the cooperation over competition and raises self-awareness and reflection amongst the involved students and migrants.

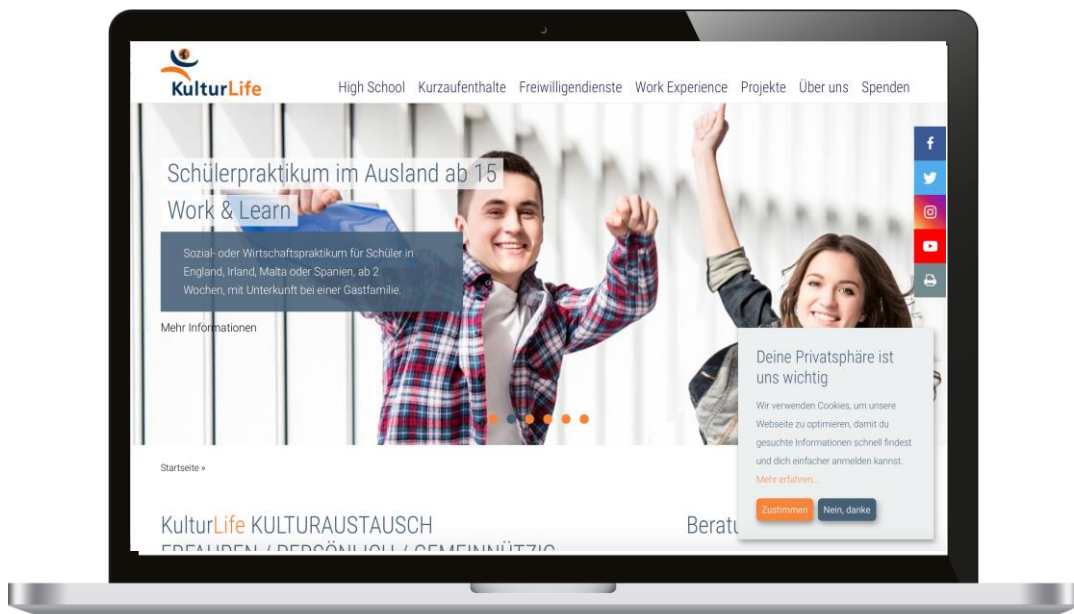
Is the project funded by national or international institutions, and if so, which ones?

Erasmus plus funding



Why is this project Best Practice?

Provides social inclusion for migrants through peer learning experience.





ZBBS (central place for advice and support)



Country:	Germany	
Name of Organisation or institution in charge of the project:	ZBBS	
Website of the organization	https://www.zbbs-sh.de/aktuelles/	
Website of the project, if available	https://www.zbbs-sh.de/projekte/	
Target group:	<input checked="" type="checkbox"/> Refugees, Asylum Seekers	<input checked="" type="checkbox"/> Decision-makers
First project year:	1985	
Is the project ongoing:	<input checked="" type="checkbox"/> Yes/	
Number of participants in the last year of activity:	Several thousand	
Which integrational field does the project target?	<input checked="" type="checkbox"/> Language and Communication	<input type="checkbox"/> Health
	<input checked="" type="checkbox"/> Employment and Education	<input type="checkbox"/> Other:
	<input checked="" type="checkbox"/> Well-being and Family
	<input checked="" type="checkbox"/> Civic Life and Culture

Description of the project:

The ZBBS is one of the first institutions from the Kiel area, which supports newly arrived migrants in all aspects of their new, daily life in our area. The NGO receives funding for most of the projects and some funding for the maintenance of the institutional background. At present, they have circa 30 employees, almost all of them on temporary contracts. Recently, they have considerably increased the number of language courses that they offer, but apart from that they have the following ongoing projects:

MBE

Advice for adult migrants. This program started in 2005 and is financed by the federal asylum and migration authority. Advice is given to migrants during the first three years of the stay in Germany on all matters related to this day.

IQ

This network helps migrants to get their qualification accredited in Germany in order to allow them to be employed accordingly to their level of education.

All on board

This project targets mostly Refugees with 18 or more years of age in order to integrate them into the labour market.

BN

This is the project which supports and advises refugees with insecure status. It connects those refugees with employers, internship company and institutions of vocational education.

Look here

In this project, young refugees, together with employees from the sending organisation, are sent to local schools in order to report about their life. In project weeks, together with local high school students, they enact theatre performances, musicals and other artistic projects.



Is the project funded by national or international institutions, and if so, which ones?

The project is funded by all political levels, the city of Kiel, the province and the federal government. It is also supported by several foundations and private donations.



Why is this project Best Practice?

The ZBBS project pursues two objectives through their cultural and labour market-related projects:

1. the intercultural opening of the German majority society towards immigrants and also that the diversity of cultures in Germany is experienced as an enrichment.
2. contribute to the fact that refugees and migrants can increase their chances: to organize their lives responsibly and to cope with the demands that society, work and everyday life imposes on them.





ZEIK (centre for empowerment and intercultural creativity)



Country:	Germany
Name of Organisation or institution in charge of the project:	ZEIK/ZBBS
Website of the organization	https://www.zeik-kiel.de/
Target group:	<input checked="" type="checkbox"/> Refugees, Asylum Seekers
First project year:	2016
Is the project ongoing:	<input checked="" type="checkbox"/> Yes/
Number of participants in the last year of activity:	50
Which integrational field does the project target?	<input checked="" type="checkbox"/> Language and Communication <input type="checkbox"/> Health <input type="checkbox"/> Employment and Education <input type="checkbox"/> Other: <input checked="" type="checkbox"/> Well-being and Family <input checked="" type="checkbox"/> Civic Life and Culture

Description of the project:

The project was founded as an initiative of migrants and refugees, who met as participants of a language course. They felt the need to open up a place to meet with each other and to share professional skills, such as computer courses, language courses in various native languages and several other projects. A new topic for the project is political participation. They offer programs with political content and encourage members and visitors to be active in political parties or organisations. The project is run completely by volunteers. They have started the project faces of democracy: <https://www.zeik-kiel.de/adventskalender/> where migrants present themselves and the newly found democratic liberties, particularly for women.

Which Resources were necessary for the project?

The project receives private donation to cover the rent for their offices and meeting spaces, otherwise all employees work on a voluntary basis. The project is supported by the ZBBS.

Is the project funded by national or international institutions, and if so, which ones?

The project has earned several prizes, some of them connected with one-time funding.

Why is this project Best Practice?

The refugees and migrants involved in this initiative want to support democracy and tolerance in Germany and assume social responsibility for a good life together in their new homeland. For this reason they needed a place where they could always meet and offer workshops, courses and events for others. With these offers they want to reach locals on one hand and give hope and energy to new arrivals on the other, so that they can overcome their experienced migration and get involved in the cultural and social life of the city.



COMMUNITY SPONSORSHIP IRELAND (CSI)

Country: Ireland

Name of Organisation or institution in charge of the project: Department of Justice & Equality in conjunction with the Irish Red Cross

Website of the organization <http://www.justice.ie/en/JELR/Pages/home>

Website of the project, if available <http://www.justice.ie/en/JELR/Pages/PR18000245>

Target group:

<input checked="" type="checkbox"/> Refugees, Asylum Seekers	<input type="checkbox"/> NGOs
<input checked="" type="checkbox"/> Local community	<input type="checkbox"/> Other:

First project year: 2018

Is the project ongoing: Yes/

Number of participants in the last year of activity:
10 refugee families under the pilot phase of this support mechanism (resettling 50 refugees).

Which integrational field does the project target?

<input checked="" type="checkbox"/> Civic Life and Culture
<input checked="" type="checkbox"/> Employment and Education
<input checked="" type="checkbox"/> Well-being and Family

Description of the project:

Community Sponsorship is a model for refugee resettlement which was developed in Canada in the late 1970's, which invites local communities to come together to support the effective resettlement of refugees. Community Sponsorship enables communities to play an active role in welcoming refugees. It allows community groups take leadership in welcoming refugees to their local community, town or village. The programme invites members of the community to come together in Community Sponsorship Groups (CSGs) and plan to support the integration and social inclusion of refugee families. Community Sponsorship is carried out by a core Community Sponsor Group – for example, neighbours, friends, colleagues, or members of a local sports club – who organise to provide both financial and in-kind support as well as social, orientation and administrative support as needed to refugees, resettled in the local community. Community Sponsorship Ireland (CSI) is an alternative resettlement stream to the traditional state-centred model of resettlement. The CSI model which is being piloted seeks to enable a Community Sponsorship Group (CSG) to come together to support arriving refugees. The local groups provide supports around access to housing and to different state services

Which Resources were necessary for the project?

- Sourcing accommodation for a period of 24 months for a resettled family or individuals.
- Providing supports as needed for a minimum period of 18 months
- Fundraising a certain amount in advance of the arrival of the resettled family or individuals
- Language, healthcare, educational and other orientation supports along the way

Community Sponsor Groups are supported in this process by a Regional Support Organisation, like Nasc, which helps the group to apply to become a Community Sponsor Group and to develop the Group's settlement plan.



Is the project funded by national or international institutions, and if so, which ones?

Yes the CSI has been developed under the Irish Refugee Protection Programme (IRPP) in collaboration with key civil society organisations including UNHCR Ireland (the UN refugee agency), Nasc, the Irish Refugee Council, the Irish Red Cross, the Irish Refugee and Migrant Coalition and Amnesty International.



Why is this project Best Practice?

This is an already proven model of best practice which first began in Canada in the late 1970's and has had very positive results for refugee families and communities involved. Key Irish Organisations have come together to build upon this strong model and replicate it in Ireland. This model is innovative with its two way approach as it gives responsibility to local communities to come together to support the effective resettlement of refugees who are seeking to move into new neighbourhoods. A key success factor for this initiative is its bottom up approach symbolic to best practice transferability. Overall Community Sponsorship Ireland (CSI) is unique as it acts as an alternative resettlement stream to the traditional state-centred model of resettlement. Communities are essentially acting as informal educators across a wide range of areas

Below is a photo of the Minister of State at the Department of Justice and Equality, David Stanton with a refugee family who are participating in the CSI Initiative.





LOCAL INTERCULTURAL & SERVICES BOOKLET



Country: Ireland

Name of Organisation or institution in charge of the project: Roscommon LEADER Partnership

Website of the organization www.rosleaderpartnership.ie

Target group:

<input checked="" type="checkbox"/> Refugees, Asylum Seekers	<input type="checkbox"/> NGOs
<input checked="" type="checkbox"/> Local community	<input type="checkbox"/> Other:

First project year: 2018

Is the project ongoing: Yes/

Number of participants in the last year of activity: 17 Families in 5 towns in the region

Which integrational field does the project target?

<input checked="" type="checkbox"/> Language and Communication	<input type="checkbox"/> Health
<input checked="" type="checkbox"/> Employment and Education	<input type="checkbox"/> Other:
<input checked="" type="checkbox"/> Well-being and Family
<input checked="" type="checkbox"/> Civic Life and Culture	

Description of the project:

The Localised Intercultural & Services booklet is a publication developed for Syrian families who are resettling to this particular region of Ireland as a go to guide for accessing services in the county. It has been designed for specific towns within the resettlement catchment area of Roscommon and describes the services /way of life in that particular area. It covers two languages, Arabic and English and this work would have been completed under the remit of the Refugee Resettlement Programme that Roscommon LEADER Partnership delivers for Co. Roscommon in Ireland. It maps and defines local services including recreational facilities, health, department services, educational outlets etc. The booklets are a fantastic resource but are regional specific to that area. It is easily accessible and a copy is made free to every family/refugee that moves into that particular town. The main themes of the booklets are very transferrable and can be adapted easily to other towns as a result.

Which Resources were necessary for the project?

Funding to research and develop the booklet with resettlement workers, then printing costs inclusive of translation costs.

Is the project funded by national or international institutions, and if so, which ones?

Yes it was an Irish Government Department led initiative drawn down by Pobal and made available through funding by the Dormant Accounts Fund.



Why is this project Best Practice?

This is a fantastic example of how local development organisations operating in specific regions can reduce barriers to education for refugees accessing service provision. This educational publication even though region specific can be replicated easily in any other town should it follow the same guidelines. The main themes of the booklets are very transferrable and can be adapted easily to suit any other region

Cover photo of the Resettlement Booklet.





CIVIL SOCIETY DIALOGUE HARMONIZATION OF REFUGEES PROJECT



Country:

Turkey

Name of Organisation or institution in charge of the project:

Research Centre on Asylum and Migration - İGAM

Website of the organization

<https://en.igamder.org/>

Website of the project, if available

<https://www.multecilerinuyumu.org/EN/home>

Target group:

- | | |
|--|---|
| <input checked="" type="checkbox"/> Refugees, Asylum Seekers | <input type="checkbox"/> NGOs |
| <input type="checkbox"/> Local community | <input checked="" type="checkbox"/> Other: conditional refugees, persons under subsidiary protection and Syrians under “temporary protection” |
| <input type="checkbox"/> Decision-makers | |
| <input type="checkbox"/> Institutions of formal education | |

First project year:

2016

Is the project ongoing:

No

Number of participants in the last year of activity:

15,000 refugees

Description of the project:

Overall Objectives:

- To increase support for approximately 3 million persons under international protection (applicants/ asylum seekers; refugees, conditional refugees, persons under subsidiary protection and Syrians under “temporary protection”) as of March 2016, who are forced to leave their countries and sought refugee status in Turkey, by providing internationally comparable data and tools about their level of harmonization
- To provide support for the effective implementation of international standards for refugee harmonization.
- Further build the capacity and expertise of government authorities responsible for harmonization in Turkey, NGOs and other stakeholders to support rights of the refugees.

Which Resources were necessary for the project?

- “Refugee Integration Evaluation Tool” (IET) A national report
- A comparison report for Turkey and Bulgaria, Poland, Romania, Slovakia

Is the project funded by national or international institutions, and if so, which ones?

Co-funded by the European Union and the Republic of Turkey



Why is this project Best Practice?

Research Centre on Asylum and Migration is one of the biggest non-profit organizations dealing with the integration and inclusion of refugees in Turkey. This project is crucial for harmonization of refugees so as to build the capacity, network and expertise of stakeholders among public authorities and NGOs. With this project, it is important to gather internationally comparable data and tools about their level of harmonization.



“REBUILDING THE LIVES IN THE LAND OF HOPE” PROJECT



Country: Turkey

Name of Organisation or institution in charge of the project:
Tuzla Halk Egitimi Merkezi (Public Training Centre) and Tuzla Kaymakamligi (District Governorship)

Website of the organization <http://tuzlahem.meb.k12.tr/>

Website of the project, if available <http://landofhopeproject.eu/>

Target group:

<input checked="" type="checkbox"/> Refugees, Asylum Seekers	<input type="checkbox"/> NGOs
<input type="checkbox"/> Local community	<input checked="" type="checkbox"/> Other: Public Training Centre

First project year: 2016

Is the project ongoing: No

Number of participants in the last year of activity: 1,200

Which integrational field does the project target?

<input checked="" type="checkbox"/> Language and Communication	<input type="checkbox"/> Health
<input type="checkbox"/> Employment and Education	<input checked="" type="checkbox"/> Other: Digital Skills
<input type="checkbox"/> Well-being and Family	
<input type="checkbox"/> Civic Life and Culture	

Description of the project:

Aim and scope

“Land of Hope” project has offered practical solutions to the integration of the target groups: designing the “language and communication module” of the hosting country as an intellectual output and improving “refugees’ basic digital skills” including digital literacy courses so that people can use computer technology in everyday life to develop new social and economic opportunities for themselves, their families, and their communities.

Objectives

Short term assistance plays a role, but education has been consistently shown to provide a route to long term stability, enabling refugees, migrants and asylum seekers to:

- Make steps towards securing social integration, employment and financial independence of developing basic skills and key competences of the target groups.
- Develop and update the target groups’ key competences throughout their lives.
- Improve their key competences for personal fulfilment, active involvement, integration, social cohesion and employability in the host country



Which Resources were necessary for the project?

Expected outcomes / changes / impact Throughout the Project, both language and digital literacy courses had a crucial impact on promoting the socio-economic integration of the target groups into the host society and developing their soft skills such as communication, problem-solving and conflict resolution. The main impacts of the project are helping the target groups to improve the key elements; learning the language of the host country and the digital literacy to establish themselves and begin rebuilding their lives in the hosting country.

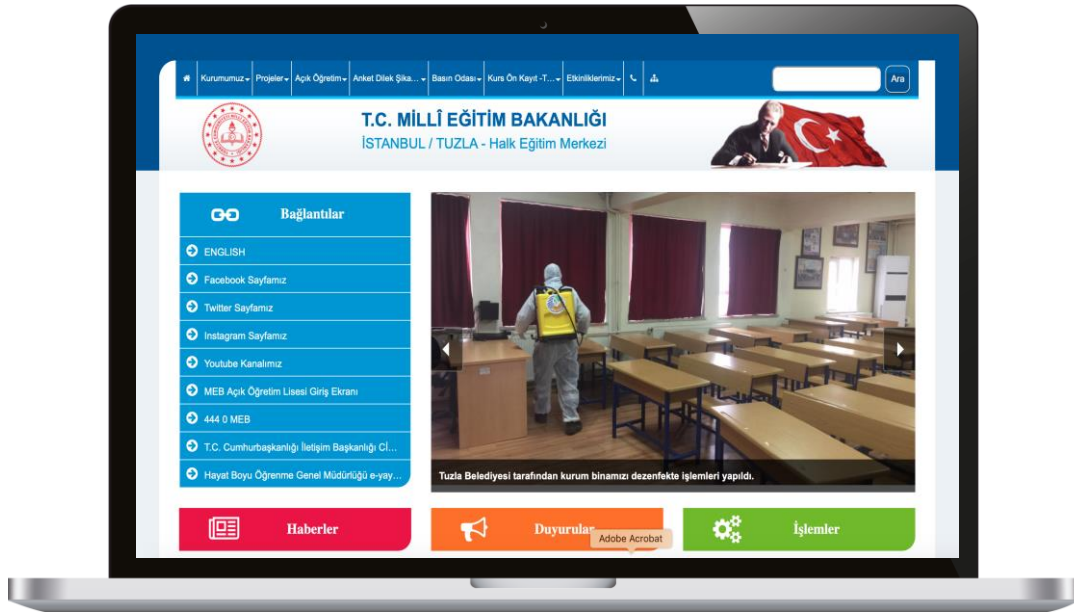
Is the project funded by national or international institutions, and if so, which ones?

Erasmus+ KA204 Strategic Partnerships for Adult Education. Project ref. no: 2016-1-TR01-KA204-034246



Why is this project Best Practice?

The results of the project are applicable amongst the target groups in participating countries and can be used in other countries. Language is one of the most important issues in refugees' inclusion, so the language module is essential to teach with the language of the hosting country. Digital skills are also important for the refugees in order to become more inclusive in social and economic life, for example they can handle e-governmental procedures in hosting countries by using the output of this project.





MIGRATION NETWORK IN EUROPE AND TURKEY



Country: Turkey and Greece

Name of Organisation or institution in charge of the project: Istanbul Kültür University – Global Political Trends Center

Website of the project, if available <http://migrationnetworkproject.eu/>

Target group: Refugees, Asylum Seekers NGOs
 Local community Other:

First project year: 2016

Is the project ongoing: No

Number of participants in the last year of activity:

- 30 public officials (police officers, staff of detention centres, border and/or coast guards) at the Greek- Turkish borders (Edirne)
- 100 refugees at the Syrian-Turkish borders (Gaziantep), especially women and youngsters
- 15 staff in removal/detention centres (Sanliurfa).

Which integrational field Language and Communication Health
 does the project target? Improving the lives of refugees, through access to informal education and basic Turkish language courses as well as psycho-social support

Description of the project:

“Migration Network in Europe and Turkey” was supported under the Civil Society Dialogue Programme. The Programme aim was to bring together civil society organisations from Turkey and the EU around common topics, to exchange knowledge and experience, and to build a sustained conversation between them. The Ministry for European Union Affairs was the responsible institution for the technical implementation of the programme, while the Central Finance and Contracts Unit is the Contracting Authority of the Programme.

The 14-month project “Migration Network in Europe and Turkey”, was implemented by Athens Network of Collaborating Experts NGO, the Global Political Trends Center of Istanbul, Kültür University, Human Resource Development Foundation and the Association for Solidarity with Asylum Seekers and Migrants and co- funded by the EU and the Republic of Turkey. The overall objective was to facilitate EU-Turkey civil society cooperation on the ground of development of migration/asylum policies in Turkey in accordance with EU standards and of a common approach to migration management between EU & Turkey.



Which resources were necessary for the project?

Study on developing a common system for collection, analysis of, and public access to reliable disaggregated data regarding migration and migrants, including irregular migrants, as a foundation for rights-based policymaking on migration.

Is the project funded by national or international institutions, and if so, which ones?

Co-funded by the European Union and the Republic of Turkey



Why is this project Best Practice?

The project was implemented in two countries, Turkey and Greece which are most affected by refugee flows. The project was aimed at NGOs from Turkey and Greece to set up a sustainable network where they can exchange ideas about the integration of the refugees and good practices about inclusion of the refugees in those countries.





MENTORING PROJECT



Country:	The Province Of Gipuzkoa In The Basque Region
Name of Organisation or institution in charge of the project:	S.O.S. Racism in conjunction with C.E.A.R.
Website of the Organisation:	http://www.mugak.eu/
Target group:	<input checked="" type="checkbox"/> Refugees, Asylum Seekers <input type="checkbox"/> Institutions of formal education <input checked="" type="checkbox"/> Local community <input type="checkbox"/> NGOs
First project year:	March 2019
Is the project ongoing:	<input checked="" type="checkbox"/> Yes/
Number of participants in the last year of activity:	408

Description of the project:
 The Mentoring project aims to promote empathy and integration. It creates seven groups of immigrants and local residents that spend three hours together every week (similar to groups already functioning in Canada and Catalonia). On completion of a research project entitled “the refugee population: reactions and remarks” carried out by Maitane Arnosó and Magdalena Bobowik, members of SOS racism and the university of the Basque Region reached the following conclusion: “when we really get acquainted with refugees, our attitudes change and we accept them into society much more readily”. This research was conducted between October 2018 and February 2019 with 408 residents of Gipuzkoa. This research maintains that even though people from all walks of life feel pity and regret for the desperate plight of refugees, their answers to this problem depend on their political beliefs. Thus, those on the left of politics show greater respect for refugees and a sense of guilt and shame due to Europe’s reaction to the refugee crisis. On the other hand, those on the right of the political spectrum place greater emphasis on moral differences, the cultural gap and the difficulties of adopting the moral codes of the new society. This is frequently used to deny immigrants equal rights. Those on the centre left of politics are, however, much more favorable to giving immigrants the same treatment as all other members of society.

Is the project funded by national or international institutions, and if so, which ones?
 The research was financed by the Basque Government and the Regional Government of Gipuzkoa

☆☆☆ **Why is this project Best Practice?**

The SOS Racismo programme promotes empathy and integration by creating seven groups of immigrants and local residents that spend three hours together every week. It’s based on the following supposition: “when we really get acquainted with refugees, our attitudes change and we accept them into society much more readily”.



EMPOWERMENT OF WOMEN THROUGH WORDS



Country:

The Province of Gipuzkoa
in the Basque Region

Name of Organisation or institution in charge of the project:

**Nerea del Campo Agirre with the support of the Town Council of San Sebastián
(and those of Azpeitia and Eibar as well)**

Website of the Organisation:

<https://www.donostia.eus>

Website of the project, if available:

<https://www.donostia.eus/home.nsf/0/6A2471E88353B821C125831B00245B18?OpenDocument&idioma=cas&id=A390667>

Commencement date of the project /Foundation of the institution

Nerea del Campo Agirre, cofounder of Mujeres al Cuadrado (Women to the Power of Two) and winner of the Baloioak Award in 2016

Is the project ongoing:

Yes/

Number of participants in the last year of activity:

90

**Which integrational field
does the project target?**

- | | |
|--|---|
| <input checked="" type="checkbox"/> Language and Communication | <input type="checkbox"/> Health |
| <input type="checkbox"/> Employment and Education | <input checked="" type="checkbox"/> Other: The Empowerment of
of women |
| <input type="checkbox"/> Well-being and Family | |
| <input checked="" type="checkbox"/> Civic Life and Culture | |

Description of the project:

A Project for the empowerment of women through words. This project is aimed at women who have had to flee their country for political or religious reasons. They need to learn the language of the country that has granted them asylum in order to make their way in a new society. The main aim of this project is to give these women a good command of Spanish and at the same time ensure each one of them is aware of their rights and abilities, acquires resources, gains influence and takes their place in society as citizens with equal rights and conditions.

Which Resources were necessary for the project?

Videos, workshops, activities and classes to be conducted with the women

Is the project funded by national or international institutions, and if so, which ones? Town Councils



Why is this project Best Practice?

The programme is created and run by Nerea del Campo and it is aimed at women who have had to flee their country for political or religious reasons. They need to learn the language of the country that has granted them asylum in order to make their way into a new society. The main aim of this project is to give these women a good command of Spanish and at the same time ensure each one of them is aware of their rights and abilities, acquires resources, gains influence and takes their place in society as citizens with equal rights and conditions.



M.I.A. (Modeling of Integration and Reception paths for migrant women victims of violence)



Country: Italy

Name of Organisation or institution in charge of the project:

Partner CIDIS non profit association Leader: Social promotion Association Le Kassandre

Website of the Organisation: <http://cidisonlus.org/progetto-m-i-a/>

Target group: Refugees, Asylum Seekers NGOs

Is the project ongoing: Yes/

Which integrational field does the project target?

<input checked="" type="checkbox"/> Language and Communication	<input type="checkbox"/> Health
<input type="checkbox"/> Employment and Education	<input type="checkbox"/> Other:
<input type="checkbox"/> Well-being and Family
<input checked="" type="checkbox"/> Civic Life and Culture	

Description of the project:

Contribute to the construction of a reception model to take care of accompanying migrant women, victims of violence and host centers, through the following specific objectives:

- Encourage the development by the target women of their experience and the awareness of their resources and capacities;
- Promote empowerment and autonomy through the construction of specific social integration paths.
- Encourage networking between the associations and territorial bodies involved in the phenomenon by promoting opportunities for reflection, analysis and re-elaboration in relation to the culture of difference.
- Define good practices and useful guidelines to the operators and professional figures involved in the reception and in the taking in charge of migrant women and / or refugees victims of violence that gives continuity to the mode

Which Resources were necessary for the project?

Operators for the support and individual accompaniment in the psychological and legal fields

Is the project funded by national or international institutions, and if so, which ones?

Italian Equal Opportunity Department



Why is this project Best Practice?

The project offers a wide list of practical activities aimed to empower women, favoring their association and working in groups; such as listening and support groups (Group Links) , space for empowerment and identity planning and conscious development of one's own migration project, Body awareness laboratory, Micro language laboratory, Intercultural active citizenship paths and European key-competences development sessions.



RISE PROGRAMME (Refugee Integration, Skills and Employability)

Employment and Training for Refugees and Asylum Seekers with work permits



Country:

Ireland

Name of Organisation or institution in charge of the project:

The Department of Justice and Equality and sub managed by “Business in the Community Ireland”-(BITCI)

Website of the Organisation:

www.bitc.ie

Website of the project, if available:

<https://www.bitc.ie/business-action-programmes/business-action-on-employment/are-you-a-jobseeker/rise-programme/>

Target group:

Refugees, Asylum Seekers

NGOs

Is the project ongoing:

Yes/

Which integrational field does the project target?

Language and Communication

Health

Employment and Education

Other:

Well-being and Family

.....

Civic Life and Culture

Description of the project:

The aim of RISE is to support refugees and asylum seekers with work permits in their integration in Ireland, helping them to increase their understanding of Irish society. It prepares them for employment and helps them to find work or suitable training

The RISE programme consists of a seven week training course in a small group that provides opportunities to improve English and communication skills and increase knowledge about Irish society and culture. The training also covers topics such as CV and cover letter writing, identifying and describing skills, professional English vocabulary for the workplace, interview preparation and opportunities to do mock interviews and visits to businesses and talks and support from business volunteers. The participants

receive individual support from Career Counselors (CC) who prepare them in finding employment or further education and training. All clients are assigned a CC during the first week of training, who will work with them providing career guidance including the use of psychometric testing tools to establish or clarify career choices, develop a career plan and to begin the job search process

RISE supports refugees and asylum seekers with work permits to understand, appreciate and integrate successfully into Irish society and to facilitate language acquisition. A longer term goal is to help the participants progress to education or employment



Which Resources were necessary for the project?

- Educators/Trainers to improve English and communication skills and increase knowledge about Irish society and culture.
- Career Counselors
- Classroom based training in a small group (6-10 people per group)
- IT Skills Training –focusing on the use of Microsoft Office Word and Excel.
- Visits to businesses and talks and support from business volunteers

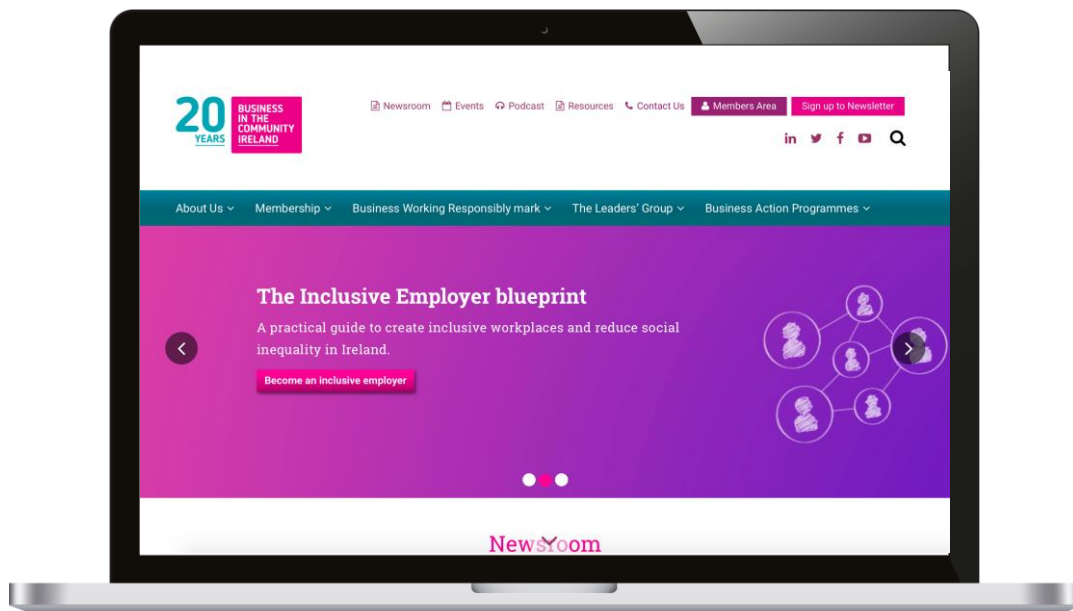
Is the project funded by national or international institutions, and if so, which ones?

The project is part supported by the Department of Justice and Equality under the National Fund for the Promotion of Integration of Migrants



Why is this project Best Practice?

RISE supports refugees and asylum seekers with work permits in their integration in Ireland, helping them to increase their understanding of Irish society. It also prepares them for employment and helps them to find work or suitable training through FREE pre-employment Training and one-to-one support. This can be replicated in any other region/country with the correct stakeholders involved



WELL-BEING & FAMILY





A MISURA DI BAMBINO-PERCORSI DI AFFIDO PROFESSIONALE di MSNA (PROFESSIONAL JOURNEY PATHS of MSNA)



Country:	Italy	
Name of Organisation or institution in charge of the project:	Municipality of Corciano	
Website of the organization	www.comune.corciano.pg.it	
Target group:	<input type="checkbox"/> Refugees, Asylum Seekers <input type="checkbox"/> Local community <input type="checkbox"/> Decision-makers	<input type="checkbox"/> NGOs <input checked="" type="checkbox"/> Other: unaccompanied foreign minors
First project year:	2017	
Is the project ongoing:	<input checked="" type="checkbox"/> Yes/	
Number of participants in the last year of activity:	10	
Which integrational field does the project target?	<input checked="" type="checkbox"/> Language and Communication <input checked="" type="checkbox"/> Employment and Education <input checked="" type="checkbox"/> Well-being and Family <input checked="" type="checkbox"/> Civic Life and Culture	<input checked="" type="checkbox"/> Health <input type="checkbox"/> Other:

Description of the project:

- Manage the second reception of MSNA;
- Promote effective actions for the social integration of children/boys in the territorial and family context, in the social and peer group;
- Favor a positive insertion of the child/boy in the foster family;
- Create effective interventions of linguistic and above all cultural mediation that favor the inclusion of children/boys in the social, cultural and family environment;
- Build individualized paths for each child/boy
- Guarantee the child/boy a suitable environment for growth and knowledge of the social context;
- Support foster families in care work and parental responsibility as careers ;
- Promote professional foster care even for unaccompanied foreign minors;
- Create a consolidated network of foster families in the area;
- Building a network of public and private entities in the area in order to implement an alternative system of reception and multidimensional management, in a perspective of complementarity e subsidiarity of the subjects involved;
- Create and establish a network of "solidarity families" in the area

Which Resources were necessary for the project?

The engagement of legal guardians, educators, intercultural mediators, foster families and social workers.

Is the project funded by national or international institutions, and if so, which ones?

Asylum, Migration and Integration Fund (AMIF) 2014-2020



Why is this project Best Practice?

This project is one of the few experiences in Italy that seeks to place unaccompanied minors inside foster families.



BOOK – “A STRONG HEART”



Country: Ireland

Name of Organisation or institution in charge of the project:

Kids Own Publishing Partnership in association with Mayo County Council and South West Mayo Development Company

Website of the organization

<https://kidsown.ie/>

Target group:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Refugees, Asylum Seekers | <input checked="" type="checkbox"/> NGOs |
| <input checked="" type="checkbox"/> Local community | <input type="checkbox"/> Other: |
| <input checked="" type="checkbox"/> Decision-makers | |
| <input checked="" type="checkbox"/> Institutions of formal education | |

First project year:

2018

Is the project ongoing:

Yes/

Number of participants in the last year of activity:

60

Which integrational field does the project target?

- | | |
|--|---------------------------------------|
| <input checked="" type="checkbox"/> Language and Communication | <input type="checkbox"/> Health |
| <input checked="" type="checkbox"/> Employment and Education | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Well-being and Family | |
| <input checked="" type="checkbox"/> Civic Life and Culture | |

Description of the project:

Children from Syria, who have moved to the west of Ireland, have written a book detailing their experiences and outlining their hopes for the future. The collection of stories and art is being distributed around Co Mayo to mark Social Inclusion Week. The book, ‘A Strong Heart’, features the stories of sixteen children who have relocated to the county in the last two years. They are among 120 people who fled Syria and came to Mayo, as part of the UNHCR Refugee Resettlement Programme. The children involved are living in Westport, Claremorris, Castlebar and Ballina. They wrote their stories at a series of workshops earlier this year. The project – overseen by Mayo County Council and the South West Mayo Development company – resulted in a book which combines the past lives of the children, their thoughts on their new home, and their hopes for the future. The book highlights the role children can play in promoting inclusion, as well as serving as a tribute to the local communities that have welcomed Syrian refugees to the area in recent years. The project was part of a vision to offer a space for migrant children to develop their creativity and self-expression through an artistic process and to publish a book that would foreground and give credence to their voices, lives and experiences. Over five weeks, in April and May 2018, the group of children, who live in communities in County Mayo, came together with the artist and writer at the Linenhall Arts Centre, Castlebar, to develop the body of work that was to be brought together in their book.



Which Resources were necessary for the project?

The commitment of Workshop Facilitators, Authors, Writers

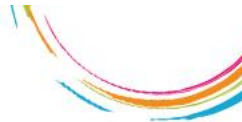
Is the project funded by national or international institutions, and if so, which ones?

Yes by Kids Own Publishing Partnership (non- profit) in association with Mayo County Council and South West Mayo Development Company (non-profit)



Why is this project Best Practice?

This is an excellent example of how local development organisations and local authorities have teamed up to provide a platform for resettled children to become a voice in their communities, offering a chance and indeed an opportunity to express their resettlement journeys to Ireland. The educational book highlights the role children can play in promoting inclusion, as well as serving as a tribute to the local communities that have welcomed Syrian refugees to that particular area in recent years. The project was part of a wider vision to offer a space for migrant children to develop their creativity and self-expression through an artistic process and to publish a book that would foreground and give credence to their voices, lives and experiences. The book acts as a very transferable mechanism whose themes can be adopted by any other community.



CLUB WELCOME PROJECT

(an initiative that aimed to help get more refugees and asylum seekers involved in grassroots sport around Ireland)



Country: Ireland

Name of Organisation or institution in charge of the project:
Show Racism The Red Card in association with Ballaghaderreen (Roscommon) sports clubs
(An anti-racism education charity)

Website of the organization www.theredcard.ie

Website of the project, if available www.theredcard.ie/clubwelcome/

Target group:

<input checked="" type="checkbox"/> Refugees, Asylum Seekers	<input checked="" type="checkbox"/> NGOs
<input checked="" type="checkbox"/> Local community	<input type="checkbox"/> Other:
<input checked="" type="checkbox"/> Institutions of formal education	

First project year: 2017

Is the project ongoing: Yes/

Number of participants in the last year of activity: 150

Which integrational field does the project target?

<input checked="" type="checkbox"/> Health	<input checked="" type="checkbox"/> Civic Life and Culture
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Description of the project:
 Through 'Club Welcome', Show Racism the Red Card supports activities aimed at increasing the participation of refugees and asylum-seekers in grassroots sports. As part of the programme, a GAA club in the West of Ireland-Ballaghaderreen GAA organised a football blitz and a trip to the National Gaelic Football Stadium Croke Park for last year's Roscommon v Mayo fixture for Syrian refugees living locally in the area. The GAA club acted as an educational mechanism where refugees and migrants gained an insight into their sport offerings and were offered places to participate with their various football teams. The club now has many Syrian refugees training with its U-18s football team on a regular basis.

Which Resources were necessary for the project?
 Engagement of local sporting club, participants and volunteers



Is the project funded by national or international institutions, and if so, which ones?

No, it is NGO funded only



Why is this project Best Practice?

Often times we can forget that sport can play a vital role in integrating refugees and migrants into their new communities. For this example we can see how just one small local sporting club organised an open day football blitz and invited new communities to participate in their sports offerings. Sport and simple physical movements can be used as a momentary relief for refugees and can open doors to new social contacts and different cultures. In terms of education, new participants get the opportunity to practice their language and communication skills while immersing themselves into local civic life and culture. The foundation and background to this initiative can be replicated by many sporting clubs right across Europe using an inclusivity approach

Pictured below are new members of the Irish Syrian Community playing GAA sports with existing members





PROGRAMME FOR ASSISTING ASYLUM SEEKERS AND STATELESS PERSONS



Country: Spain

Name of Organisation or institution in charge of the project:
THE RED CROSS FOR THE PROVINCE OF GUIPÚZCOA

Website of the organization <http://www.cruzroja.es/principal/we/provincial-gipuzkoa/inicio>

Target group:

<input checked="" type="checkbox"/> Refugees, Asylum Seekers	<input type="checkbox"/> NGOs
<input type="checkbox"/> Local community	<input checked="" type="checkbox"/> Other: Social Services, Psychology Assistance, Legal Aide, Job Search Service,
<input type="checkbox"/> Decision-makers	
<input type="checkbox"/> Institutions of formal education	

First project year: 1863

Is the project ongoing: Yes/

Number of participants in the last year of activity: More than 200

Description of the project: What aspect of integration does the institution/ organization/project target?

Promotion of fundamental humanitarian values

- Disease prevention campaigns
- Guidance in strengthening family life and promoting good health
- Campaigns to promote respect for diversity and human dignity, reduce intolerance, discrimination and social exclusion
- Youth support

Disaster Management

- Search and rescue operations
- Pre-hospital care
- Supplying safe drinking water
- Temporary accommodation for disaster victims

Disaster Preparedness

- Campaigns for the donation of clothes, toys and food
- Requests for medical supplies
- Community training in disaster procedures
- First aid
- Donations

Improvement to public health

- Blood donation
- Ambulance services
- Hospitals and medical training centres
- Medical, psychological, dental and sexual health services
- Social support for the elderly, children and vulnerable sectors of society in general.

Assistance for immigrants, asylum seekers and stateless persons



Description of the institution's/organization's /project 's work

PROGRAMME FOR ASSISTING ASYLUM SEEKERS AND STATELESS PERSONS

Initial Assistance

The Spanish Red Cross provides information and advice, food, transport and emergency accommodation, medical help and assistance with administrative procedures at airports, ports, and other points of entry into the country.

Temporary Assistance

The Red Cross provides accommodation for immigrants, asylum seekers and displaced persons. Teams of qualified professionals create programmes for each individual to facilitate their integration into our society

Health Care

These services include medical examinations of all recent arrivals, medical supplies as well as prosthetic and orthopaedic implants.

Psychology Services

Many refugees have suffered traumatic experiences and many have been subjected to torture. The Spanish Red Cross has psychologists specialized in the treatment of these patients.

Legal Aid

This service provides asylum seekers and stateless persons with legal advice and assists them to submit their application, prepare for their interview and present appeals against unfavourable decisions. The service also provides advice on the different ways of acquiring legal residency in the country.

Financial Aid

When its shelters are unable to accommodate and meet other necessities of asylum seekers, refugees and displaced persons the Red Cross provides them with financial assistance to cover these basic needs..We also provide financial assistance for paying rental bonds, transport, clothing etc.

Education and Cultural Services

The Red Cross assists asylum seekers, refugees and displaced persons with language learning, provides financial assistance for crèches and school supplies and participation in cultural events and supports childcare centres. It also manages the "Artists in el Exile" exhibition that presents the work of painters, sculptors and craftsmen that have had to flee their countries.

Housing

The Spanish Red Cross liaises between asylum seekers and property owners in order to ensure adequate housing for this sector of society.

Employment

The Ariadna Network, a community initiative with branch offices throughout the country, aims to assist asylum seekers to train, find work, obtain recognition for their qualifications and provide this sector with more exposure in the community.

Child Assistance

The Spanish Red Cross strives to guarantee the right of all foreign children resident in the country to receive an education and provides information and guidance on schooling, access to crèches and primary and secondary education.

The Integration of Asylum Seekers

The Spanish Red Cross endeavours to facilitate the integration of persons who have been granted political asylum and are in an especially vulnerable position: single women or women with children in their care, persons facing social or professional obstacles to their integration. The organization works with each individual to create a personalized strategy which targets crucial areas: training, and employment, identity documents, housing and access to community resources and services

Resources necessary for conducting the project:

In recent years there has been a dramatic rise in the number of immigrants crossing the Mediterranean Sea to reach Europe. Spain is one of the gateways to the continent and its location has resulted in a huge increase in the number of immigrants entering the country. This in turn has created new challenges in our society and humanitarian organizations like ours strive to meet the new arrivals' needs. Our organization has been conducting projects for a number of years now at national level to assist these immigrants, inform them of their rights, improve their access to public health and the labour market and, in short, facilitate their integration into society.

We now regard asylum seekers, refugees and displaced persons as an extremely vulnerable group and we have assigned top priority to their assistance, integration into society and the defence of their rights.

For the above reasons, our team includes, amongst others, social workers, counsellors, psychologists and lawyers. We also have close working relationships with government institutions in the social service, health and educational areas. In addition to this, we work also with organisms and associations with wide experience in these same areas.



Why is this project Best Practice? Is the project financed by national or international institutions or organizations? If so, which ones??

The Spanish Ministry for Labour, Immigration and Social Security



Why is this project Best Practice?

This Red Cross run programme has the following important aims: assist applicants and recipients of international protection and stateless persons to obtain primary aid, short term assistance, health care, psychological attention, legal aid, financial assistance, educational and cultural services, housing, employment, child welfare and to facilitate the integration of asylum seekers.

HEALTH





DOCTORS HELP DOCTORS



Country: Germany

Name of Organisation or institution in charge of the project: **Alkawakibi Verein e. V.**

Website of the organization <http://forum.alkawakibi.org/>

Website of the project, if available
<http://forum.alkawakibi.org/ueber-uns-2/mentorenarbeit/>

Target group:

<input checked="" type="checkbox"/> Refugees, Asylum Seekers	<input type="checkbox"/> NGOs
<input type="checkbox"/> Local community	<input type="checkbox"/> Other:
<input type="checkbox"/> Institutions of formal education	<input checked="" type="checkbox"/> Healthcare Providers

First project year: 2015

Is the project ongoing: Yes/

Number of participants in the last year of activity:
 Since the start of the project, around 50 Berlin physicians have been available as mentors and language mentors within the limits of their time and have supported around 180 doctors, dentists and pharmacists.

Which integrational field does the project target? **Health**

Description of the project:
The project "Doctors Help Doctors" of the German-Syrian Forum for Doctors, Dentists and Pharmacists is a voluntary mentoring network of Berlin doctors, pharmacists and dentists who provide advice and support to Syrian doctors, dentists and pharmacists who have fled their home country and wish to pursue their medical/dental profession in Germany on the path to social and professional integration.

- The aim of the project is to:
- Establish a collegial, trusting cooperation
 - Build mutual understanding
 - Promote language competence, also with regard to doctor-patient communication and communication with specialist colleagues
 - Promote professional integration



At regular meetings, questions concerning the license to practice medicine, (specialist) language acquisition and the professional approval are explained and further training opportunities are pointed out.

Which Resources were necessary for the project?

The meetings take place every 4-6 weeks.

Is the project funded by national or international institutions, and if so, which ones?

No.



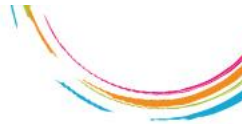
Why is this project Best Practice?

The mentoring project "Doctors Help Doctors" is aimed at refugees from Syria who are qualified in the medical sector, i.e. mainly doctors of any specialty, dentists and pharmacists. German and also Syrian doctors, dentists and pharmacists who have been working in Germany for a longer period of time can apply for mentoring. The commitment as a mentor in the mentoring project is voluntary.

The project has no need for financial support, it's about giving guidance and orientation.

In this way, the Forum contributes to the integration of urgently needed health professionals.





SaniMApp



Country:	Italy	
Name of Organisation or institution in charge of the project:	Health Immigration Group of Lazio	
Website of the organization	https://www.sanitadifrontiera.org	
Website of the project, if available	https://www.sanitadifrontiera.org/sanimapp/index.html	
Target group:	<input checked="" type="checkbox"/> Refugees, Asylum Seekers <input type="checkbox"/> Local community <input type="checkbox"/> Institutions of formal education	<input type="checkbox"/> NGOs <input type="checkbox"/> Other: <input checked="" type="checkbox"/> Healthcare Providers
First project year:	2019	
Is the project ongoing:	<input checked="" type="checkbox"/> Yes	
Number of participants in the last year of activity:		
Which integrational field does the project target?	<input checked="" type="checkbox"/> Health	

Description of the project:

SaniMApp –“ Health without exclusions” is an app that provides information on health care in Rome and Lazio for people without a residence permit. There are three main areas. The map (made by the Health Immigration Group of Lazio (Gris Lazio).

There are three main areas:

- The map on the location and times of the offices that provide the Stp card (Foreigners temporarily present) or Eni (European non-registered) and the Stp/Eni clinics.
- The space for health and social workers who remember their duties towards immigrant people, even if they do not have a residence permit or other qualifications to access the National Health Service.
- legislation that guarantees health care for the foreign population and guidelines for the management of health problems that may present foreigners who are victims of torture or violence or women who have undergone female genital mutilation.



Which Resources were necessary for the project?

Is the project funded by national or international institutions, and if so, which ones?

No.



Why is this project Best Practice?

It is a useful app to find some essential information for those who do not have a residence permit or need health care in Rome and Lazio. In fact, in Italy, a foreigner who is not in good standing with residence permits has the right to access health services or to go to hospital.

The guide is available in 4 languages: Italian, French, Spanish and English.





“HEALTH INFORMATION” BROCHURE



Country: Italy

Name of Organisation or institution in charge of the project: Ministry of Health in collaboration with the Ministry of Interior and the National Institute for Health, Migration and Poverty (INMP)

Website of the organization

<https://www.inmp.it/ita/Progetti/Progetti-2012/Percorso-di-integrazione-presso-lo-Sportello-Unico-Fasell>

Website of the project, if available:

http://www.salute.gov.it/imgs/C_17_opuscoliPoster_118_allegato.pdf

Target group:

<input checked="" type="checkbox"/> Refugees, Asylum Seekers	<input type="checkbox"/> NGOs
<input type="checkbox"/> Local community	<input type="checkbox"/> Other:
<input type="checkbox"/> Institutions of formal education	<input checked="" type="checkbox"/> Healthcare Providers

First project year: 2013

Is the project ongoing: No

Number of participants in the last year of activity:

Which integrational field does the project target? Health

Description of the project:

Specific objectives:

- Promoting the path of social and health integration of third country nationals legally residing in the Italian territory
- Increasing migrants' awareness of the right to health protection, as provided for by Italian legislation
- Increasing knowledge of how the National Health Service works
- Facilitate registration with the National Health Service
- Provide guidance and support for the use of territorial health services (Health Information Brochure)



Which Resources were necessary for the project?

European funding, cultural mediators and e-learning platform.

Is the project funded by national or international institutions, and if so, which ones?

European Fund for the Integration of Third Country Nationals (EIF)

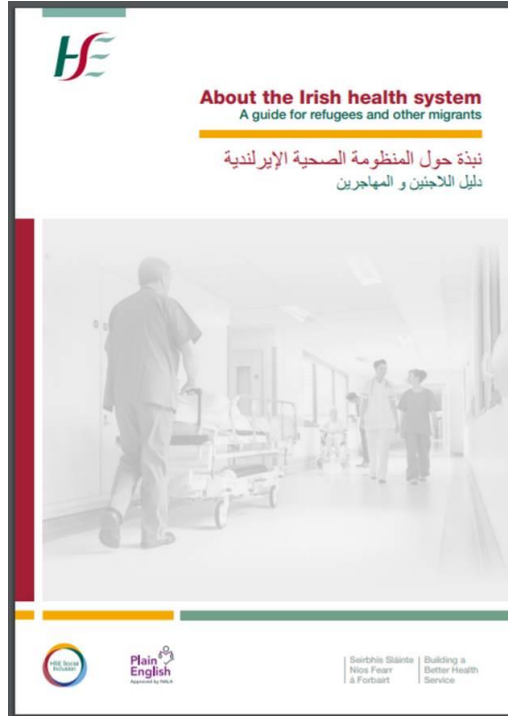


Why is this project Best Practice?

The project involved the Immigration Desks of 14 Italian cities (Milan, Cuneo, Udine, Verona, Bologna, Florence, Ancona, Genoa, Rome, Naples, Teramo, Bari, Reggio Calabria and Palermo), where 18 cultural mediators specially trained have supported and integrated the activities of the Desk, providing social and health information aimed at improving and promoting access to services and integration. During the intervention a multilingual guide (Albanian, Arabic, Chinese, French, English, French, Italian, Moldovan, Spanish and Ukrainian) and a map of the main health services in the territory were distributed.



ABOUT THE IRISH HEALTH SYSTEM- A GUIDE FOR REFUGEES AND OTHER MIGRANTS



Country: Ireland

Name of Organisation or institution in charge of the project: Health Service Executive

Website of the organization www.hse.ie

Website of the project, if available
<https://www.hse.ie/eng/about/who/primarycare/socialinclusion/about-social-inclusion/news/hse-orientation-guide-engarabic-.pdf>

Target group:

<input checked="" type="checkbox"/> Refugees, Asylum Seekers	<input type="checkbox"/> NGOs
<input type="checkbox"/> Local community	<input type="checkbox"/> Other:
<input checked="" type="checkbox"/> Institutions of formal education	<input checked="" type="checkbox"/> Healthcare Providers

First project year: 2018

Is the project ongoing: Yes/

Number of participants in the last year of activity:
The Guide is used nationwide by Syrian Refugees, healthcare professionals, family resource centres and Emergency Reception and Orientation Centres.

Which integrational field does the project target? Health



Description of the project:

“About the Irish Health Service” is a publication developed and translated by the Irish Health Service Executive to help you understand the Irish Public Health System.

The guide is in three parts;

Part 1 gives information on how to access different types of health care, the services that are free and how the GP, Pharmacy and hospital systems work.

Part 2 gives information about specialist services (dental treatments, eye tests, hearing aids, vaccinations) and some of the staff you may meet in the health system.

Part 3 advises what to do in an emergency.

Available in: English/Arabic

Which Resources were necessary for the project?

Government funding, Researchers and translators

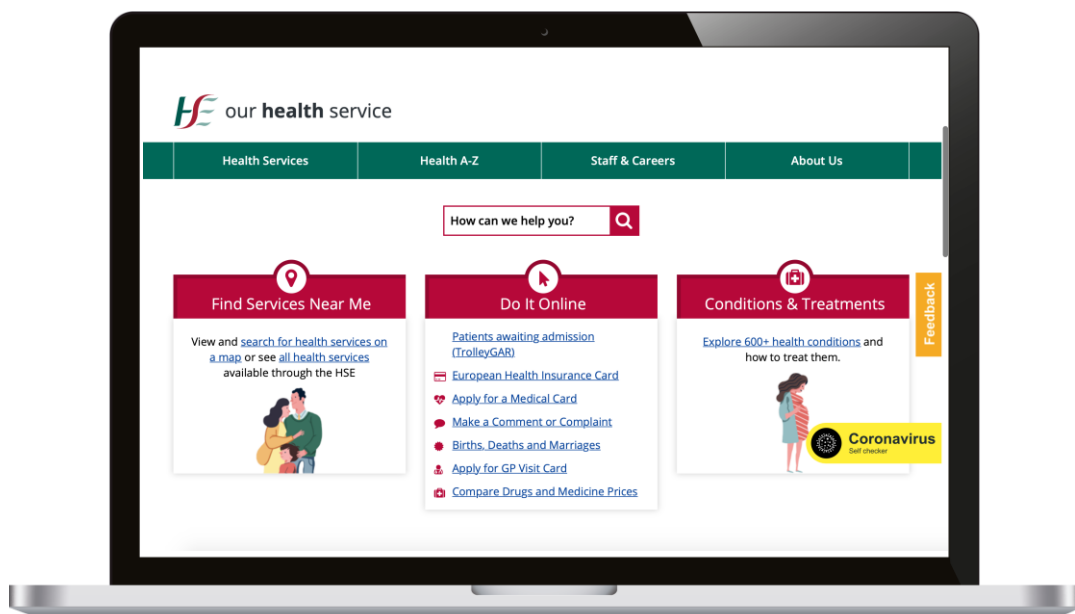
Is the project funded by national or international institutions, and if so, which ones?

Funded by the Irish Government through the Department of Health



Why is this project Best Practice?

This guide is aimed at Arabic speaking Refugees and Migrants that experience difficulties in understanding the Irish Healthcare System. The guide’s aim is to enhance refugees knowledge and understanding of current healthcare provision in Ireland.





IMPROVED ACCESS TO HEALTH SERVICES FOR SYRIAN REFUGEES IN TURKEY



Country: Turkey

Name of Organisation or institution in charge of the project: Turkish Ministry of Health (MoH)

Website of the Organisation:
<https://www.avrupa.info.tr/en/project/improved-access-health-services-syrian-refugees-turkey-7517>

Target group:

<input checked="" type="checkbox"/> Refugees, Asylum Seekers	<input type="checkbox"/> Institutions of formal education
<input checked="" type="checkbox"/> Local community	<input type="checkbox"/> NGOs
<input type="checkbox"/> Decision-makers	

First project year: 2018

Is the project ongoing: Yes

Number of participants in the last year of activity: 1452 participants

Description of the project:

The overall objective is to improve access to quality and equitable health care for refugees and impacted host communities.

The specific objectives are:

1. To support national health care services by increasing the capacity of Syrian health staff.
2. To provide quality health related services to refugees and impacted host communities in Turkey.

300 Syrian doctors and 300 nurses have been identified and invited to the adaptation training. They have completed 1 week theoretical and 6 weeks practical trainings. 600 interpreters have been identified, selected and prioritized for medical terminology training. 150 Syrian and 150 Turkish health personnel have been identified to attend the MHPSS training. Training curriculum was prepared by medical universities, supported by WHO and approved by MoH for use in the continuous medical training in Turkey. 1.500 participants have been prioritized to undergo continuous training. 140 Syrian health professionals and others have received continuous medical training in all 7 MHTCs each week. In total, 1.500 participants will have completed continuous training.

Turkey’s Ministry of Health continues to hire Syrian health staff living in Turkey to work in health facilities that serve refugees. From May to July 2017, Turkey has employed 420 Syrian health professionals after they completed a joint WHO - Ministry of Health training programme.



Which Resources were necessary for the project?

EU Contribution to the project: EUR 11,500,000 contracted under FRIT-EUTF funding.

Is the project funded by national or international institutions, and if so, which ones?

European Union (EU) and World Health Organisation (WHO)



Why is this project Best Practice?

The number, quality, and capacity of employed Syrian health professionals to provide health services within the Turkish Health System are improved and strengthened, so they are employed to serve the Syrian refugee population in Turkey. Through the programme, Syrian doctors and nurses become qualified to work within the Turkish health system. They take one week of classroom work and six weeks of training on-the-job in refugee clinics.





SUPPORT THROUGH SPORT PROJECT



Country:	Turkey
Name of Organisation or institution in charge of the project:	Turkish Olympic Committee (TOC)
Website of the Organisation:	https://www.olimpiyatkomitesi.org.tr/Home
Target group:	<input checked="" type="checkbox"/> Refugees, Asylum Seekers <input type="checkbox"/> Institutions of formal education <input checked="" type="checkbox"/> Local community <input type="checkbox"/> NGOs <input type="checkbox"/> Decision-makers
First project year:	2017
Is the project ongoing:	<input checked="" type="checkbox"/> Yes
Number of participants in the last year of activity:	300 Children

Description of the project:

The project aims to contribute to Syrian children's physical and social development through greater accessibility to sport and allows them to integrate peacefully into their new communities. To mark the International Day of Sport for Development and Peace, the Turkish Olympic Committee (TOC) have opened a new sports school for local children and Syrian refugees living in the Kırıkhan district of Hatay City, Turkey.

Which Resources were necessary for the project?

Approximately 300 children are attending the school, where practice sports including basketball, karate, wrestling, archery, volleyball and athletics under the supervision of qualified instructors. In addition, children are provided by sports apparel such as shoes, t-shirts and sweatshirts which is donated by the TOC. The Support through Sport Project, financed through the International Olympic Committee's emergency fund for refugees, initially enabled the TOC to restore and transform a hall belonging to the Gaziantep Metropolitan Municipality community centre into a fully-equipped sports hall.

Is the project funded by national or international institutions, and if so, which ones?

The project is being funded by the TOC, German Society for International Cooperation (GIZ), German Olympic Sports Confederation (DOSB) and Kırıkhan Municipality in Turkey.



Why is this project Best Practice?

Since launching in Gaziantep in 2017, “The Support Through Sport Project” has provided hundreds of Syrian refugees living in Turkey with greater access to sport, enabling them to integrate into their new surroundings under a fun and safe environment. Following the immediate success of the project in Gaziantep, the project has been expanded to other parts of Turkey, and thanks to the support of GIZ, DOSB and Kırıkhan Municipality, a new branch has been opened in Hatay City.





WE WANT TO HEAR FROM YOU

The Promise Project would love to hear of your experiences of supporting and empowering communities to effectively integrate asylum seekers and refugees and share your project as best practice.

www.promise-project.eu

Share your innovative work in education, labour market, civic participation, daily life (food, recreation etc.) while highlighting transversal issues e.g. personalised learning paths, gender differences, mental health, host community involvement etc.

Please email us details of your project on erasmus@ridc.ie

And join our online community of migrants, education providers and stakeholders as well as policy makers

<https://www.promise-project.eu/register/>

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Promoting Refugee and Migrant Integration through Education