

GOFAR BOOKLET

Exploring Interdisciplinary Approaches
to Working with Refugees



Granting Opportunities For All Refugees
by supporting Refugee Workers

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Inklusio Oy, Finland



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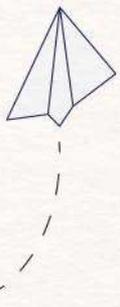
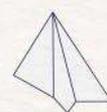
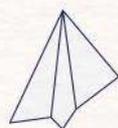




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Introduction



Granting Opportunities For All Refugees (GOFAR) is an Erasmus+ project that runs under the Framework of Key Action 2 - Small-scale partnerships in adult education. The main scope of the project is to address the needs of refugees and asylum seekers and improve their integration and support systems. To achieve this goal, it foresees the training of volunteers, trainers, and individuals involved in the reception and integration of refugees, as this challenging endeavor may cause them distress and make them feel unfit to provide the necessary assistance. In this regard, the GOFAR project wishes to further develop the practices of educators, refugee workers and staff members, allowing them to accommodate the needs of refugees so as to grant them with more educational and professional opportunities. **The GOFAR project** (<https://gofar-project.eu/>) targets social inclusion and promotes the exchange of good practices, the eradication of inequalities, racism, segregation, and other forms of discrimination. To that end, this project is implemented via a transnational cooperation, comprised of three organizations from Germany, Greece, and Finland. The three partners conducted country research, based on literature review, aimed at providing an overview of the fundamental policies, legal frameworks, strategies, and approaches regarding refugees in each country involved.

This document presents data and key findings from research conducted at the transnational and national level, highlighting the various legal frameworks and policies, any strengths, and best practises regarding refugee reception and integration, but also highlighting gaps and weaknesses of these policies. Finally, this booklet provides a comprehensive overview of strategies aimed at facilitating the integration of refugees into the host country, along with capacity-building techniques designed to empower refugee workers in their challenging careers.





I. Working with Refugees: Policies, Institutional Frameworks and Interdisciplinary Approaches

A. Transnational Context



The 2022 report of the United Nations Humanitarian Commission for Refugees presents detailed information on the global population of displaced individuals. An estimated total of 108.4 million persons worldwide has experienced displacement from their residences, due to various factors such as persecution, conflict, violence, human rights violations, or events significantly disrupting public order. Among these individuals, around 35.3 million are categorized as refugees. Remarkably, up to 50% of these persons who have been displaced against their will are under the age of 18. There are numerous stateless individuals who have been deprived of citizenship and fundamental rights, including education, healthcare, employment, and freedom of movement, resulting in 1 out every 88 people on the planet being displaced (UNHCR, 2023, p. 2-3).

Considering the increasing number of refugees, it is crucial to raise awareness of the extant institutional frameworks and transnational cooperation for refugee support for the reasons that follow:

- Understanding of legal rights; they provide information on the legal rights of refugees, including their right to seek asylum, protection, and access to services (education, healthcare, and employment). This knowledge ensures that refugees are not discriminated against and are treated with fairness and decency.
- Access to available support; they provide information on housing, financial assistance, and legal aid. These services can assist refugees in meeting their fundamental requirements and integrating into their new communities.
- Effective response to refugee crises; the frameworks guide government, international organization, and civil society responses to refugee crises. Understanding them helps to protect refugees and better meet their requirements.
- Enhanced coordination and collaboration; transnational cooperation between governments, organizations, and individuals can assist in identifying and addressing the needs of refugees.



- Advocacy and awareness-raising; individuals and organizations can advocate for refugee rights and raise awareness of the challenges encountered by refugees, creating a more welcoming environment for refugees, and ensuring their voices are heard.
- Holding governments and institutions accountable; individuals and organizations can hold governments and institutions accountable for their responsibilities to protect and assist refugees, including initiatives aimed at enhancing such policies and practises.

1. Transnational Cooperation for Refugee Support

After the conclusion of the First World War (1914 - 1918), a significant number of individuals embarked on a journey away from their own country in pursuit of shelter. In response, governmental entities developed a series of international accords aimed at facilitating the issuance of travel documentation for these individuals, who can be regarded as the inaugural officially acknowledged refugees of the 20th century. The numbers saw a significant increase both during and after the Second World War (1939-1945), owing to the forced displacement of millions of individuals. In response, the global community gradually established a comprehensive framework consisting of rules, regulations, and treaties with the objective of safeguarding the fundamental human rights and ensuring proper treatment of individuals compelled to seek refuge due to violence and persecution.

The process, launched during the era of the League of Nations in 1921, resulted in the 1951 Convention. This convention served to consolidate and enhance previous international frameworks pertaining to refugees and remains the most extensive codification of refugee rights on the global stage.

The following organizations are committed to providing assistance and addressing the needs of refugees on a global scale.

The Refugee Convention: The 1951 Refugee Convention, as well as its 1967 Protocol, are the foundation of refugee protection and provide the main legal documents on which UNHCR's work is based. It defines who is a refugee, outlines their rights and obligations, and establishes the legal framework for protection and support. The Convention additionally defines the principle of non-refoulement, which states that a refugee cannot be returned to their country



of origin if they face persecution. This principle is binding on all states that have ratified the Convention.

United Nations High Commissioner for Refugees (UNHCR): This agency is responsible for protecting and assisting refugees, as well as pursuing long-term solutions for their situation, so as to ensure a better future for them. Additionally, the agency aids those who have previously sought refuge but have now repatriated to their country of origin, individuals who have been internally displaced inside their own country, and individuals who are stateless or facing challenges regarding their nationality. The UNHCR collaborates closely with governments, NGOs, and other stakeholders to provide support and advocate for refugee rights, and its actions are guided by the 1951 Refugee Convention and its 1967 Protocol.

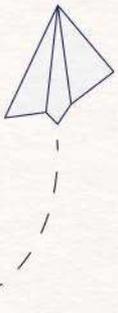
International Organization for Migration (IOM): Founded in 1951, the IOM is a leading intergovernmental organization that provides support and services to refugees and migrants. It is committed to promoting international cooperation to accomplish humane migration. Its activities consist of resettlement assistance, community stabilization programmes, and humanitarian aid.

The Global Forum on Migration and Development (GFMD): Established in 2007, the GFMD is a voluntary, intergovernmental, and non-binding process that brings together governments, civil society, and other stakeholders to discuss and analyze sensitive issues, as well as collaborate on migration and development matters. It focuses particularly on the needs and contributions of migrants and refugees.

European Union (EU) Asylum, Migration and Integration Fund (AMIF): The AMIF offers financial assistance to European Union member states for the purpose of facilitating the reception and integration of refugees. This encompasses several forms of assistance, such as housing support, educational resources, language instruction, employment opportunities, and additional services.

2. Institutional Frameworks

Two major international frameworks are crucial in regulating the effective handling of refugee affairs. These frameworks ensure the effective implementation of refugee policies, offer assistance and support to individuals seeking shelter, and facilitate their integration into the country of asylum.





The Comprehensive Refugee Response Framework (CRRF)

The New York Declaration for Refugees and Migrants was adopted by all 193 Member States of the United Nations in September 2016, a time of unprecedented displacement across the world. The adoption of this represents a comprehensive and coordinated response to the refugee crisis, reaffirming the significance of international refugee rights and promising to strengthen protection and assistance for people on the move. It focuses on four pillars: easing pressure on host countries, improving refugee self-reliance, expanding access to resettlement and other solutions, and supporting conditions in countries of origin for refugees' return.

The Global Compact on Refugees (GCR)

This framework was adopted by the UN General Assembly in 2018, two years after the adoption of CRRF, as a non-binding global framework and emphasizes an equitable burden sharing, recognizing that a sustainable solution to refugee situations cannot be achieved without international cooperation. It also provides a blueprint for governments, international organizations, and other stakeholders to ensure that host communities get the support they need and that refugees can lead productive lives, by promoting their inclusion, protection, as well as supporting them and their host communities. The CRRF is integrated into the Global Compact, and both frameworks share the same four objectives. Their successful implementation is crucial for the protection and well-being of millions of refugees around the world (Crawford et. al., 2019).

As the GCR is a nonbinding framework, it does not impose legal obligations on countries; rather, it provides them with a set of governing principles and recommendations to follow when responding to refugee situations. Countries are encouraged to formulate national action plans to implement the GCR, with the support of UNHCR and other partners, in order to guarantee the efficient execution of the established framework. The GCR also emphasizes the need for enhanced financial and technical assistance from the international community to facilitate its effective implementation. The efficacy of the framework is monitored and evaluated through the collection of data and analysis of its impact, and every four years, the Global Refugee Forum reviews the framework's progress (UNHCR, 2018, p. 2-4).

❖ Key principles of the GCR





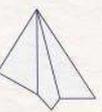
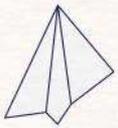
The Global Compact on Refugees (GCR) is founded upon several fundamental principles, which encompass:

- i. **Responsibility-sharing:** easing the pressure on countries hosting refugees by ensuring collaborative efforts of nations to collectively assume the duty of providing safety and resolving the challenges faced by those seeking shelter.
- ii. **Inclusion and non-discrimination:** safeguarding the rights of refugees and mitigating any form of prejudice or bias they may encounter due to their refugee status.
- iii. **Empowerment and self-reliance:** supporting refugees to actively participate and make meaningful contributions within their new communities.
- iv. **Protection and safety:** ensuring that refugees are protected from harm and facilitating their access to vital services and support. (GLOBAL COMPACT ON REFUGEES, 2018, p. 1-4)

❖ Challenges of the GCR

While the Global Compact on Refugees (GCR) has succeeded in introducing new refugee legislation, expanded access to education, health and employment rights thus guarantying independence and inclusion, it does not come without challenges:

- i. **Lack of political will and commitment from governments:** Due to domestic political concerns or conflicting national interests, some governments might not prioritize refugee issues. This may result in inadequate funding for refugee support programmes, a lack of political leadership, and inefficient implementation of GCR policies.
- ii. **Limited resources:** The potential insufficiency of resources, such as financial and human resources, poses a challenge to the complete implementation of the GCR and the provision of adequate support to the substantial population of refugees worldwide. This may result in inadequate support for refugees and difficulties in attaining the goals of the GCR.



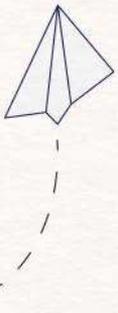


- iii. **Limited access to education and employment:** Access to education and employment is essential for refugees' economic and social integration into their host communities. The absence of educational and employment opportunities can present significant challenges for refugees as they endeavor to establish themselves in their host countries, ultimately resulting in their social and economic marginalization.
- iv. **Inadequate infrastructure and resources in refugee camps and settlements:** Sufficient infrastructure and resources are imperative to meet the fundamental requirements of refugees, encompassing the provision of housing, food, and access to clean water. In the absence of these, refugees may encounter significant health hazards and struggle to survive. Furthermore, they play a crucial role in safeguarding and ensuring the well-being and security of individuals seeking shelter. This entails the provision of secure housing, sanitation infrastructure, and protection against assault, exploitation, and mistreatment. Insufficient infrastructure and limited resources within refugee camps and settlements can impede the capacity of humanitarian organizations to adequately address the needs of refugees. This phenomenon has the potential to result in insufficient delivery of crucial services, such as healthcare and education, hence exacerbating the vulnerability of refugees.
- v. **Xenophobia and anti-refugee sentiment:** Some communities may be hostile to refugees, resulting in discrimination, exclusion, and even violence. This can create barriers for refugees to access services and integrate into their new communities, making it challenging to achieve the objectives of the GCR.
- vi. **Lack of coordination among stakeholders:** The GCR encompasses a diverse array of stakeholders, comprising governmental bodies, international organisations, NGOs, and local communities. Without effective coordination and communication among these parties, duplication of effort, gaps in service delivery, and inefficient use of resources are possible.
- vii. **Complex legal and administrative processes:** Refugees encounter numerous legal and administrative obstacles while pursuing asylum and resettlement, including lengthy application processes and strict eligibility





criteria. These barriers can delay the provision of support and create uncertainty and anxiety for refugees, hindering the achievement of the GCR's objectives.





B. National Context



All project partner nations have experienced a refugee influx to varying degrees, depending on factors such as geographic location, economic status, and integration opportunities. Below, we will examine the numerous factors that have contributed to the forced displacement of people in each country, as well as the legal refugee policies and institutional frameworks of each country, and we will identify any strengths and weaknesses. To conduct standardized research based on the same criteria, the partner organizations adhered to the guidelines provided by InFo NGO, the partner responsible for the project's deliverable, including methodology, language, formatting, and timing for the implementation of country research. Each partner conducted research conducted in the form of a literature review.

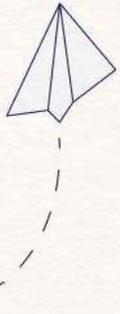
The main objectives of this activity were:

- Raise awareness on the **legal refugee policies** of each partner country.
- Present the **existing institutional frameworks**.
- Identify any **gaps and weakness** of the existing policies.
- Present **strengths and best practices** that are being applied.

After gathering the relevant information, each partner compiled a national report based on a common template.

1. Germany

Germany has a complex history when it comes to refugee influx, with notable historical events and significant developments in recent years. Let's discuss the historical and current trends in refugee influx in Germany, while referencing some key sources.



1. Historical Context:

- a. Post-World War II: Following World War II, Germany experienced a massive influx of refugees and displaced persons. This included millions of ethnic Germans expelled from Eastern Europe and individuals fleeing persecution.

- b. Cold War Era: During the Cold War, Germany was divided into West Germany (Federal Republic of Germany) and East Germany (German Democratic Republic). While West





Germany saw a steady stream of refugees from Eastern Bloc countries seeking asylum, East Germany had strict controls on movement.

c. Yugoslav Wars: In the 1990s, Germany faced a significant influx of refugees from the Yugoslav Wars, primarily from Bosnia and Herzegovina, Croatia, and Serbia. The country granted temporary protection to many of these individuals.

2. Recent Trends:

a. Syrian Civil War: Since 2011, the ongoing conflict in Syria has resulted in a large number of refugees seeking asylum worldwide, including Germany. The influx of Syrian refugees intensified in 2015 when Germany, under Chancellor Angela Merkel, adopted an open-door policy for refugees.

b. Asylum Applications: Germany has consistently received a significant number of asylum applications in recent years. According to the German Federal Office for Migration and Refugees (BAMF), in 2015, Germany received over 476,000 asylum applications, with the number decreasing in subsequent years but remaining high compared to pre-2015 levels.

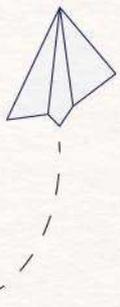
c. Policy Changes: The high number of asylum seekers in 2015 prompted the German government to implement policy changes. These included the introduction of faster asylum procedures, increased resources for refugee integration, and agreements with other European countries to manage the flow of refugees.

3. Integration and Challenges:

a. Integration Efforts: Germany has implemented various integration programs to support refugees in their language acquisition, education, employment, and social integration. These programs aim to facilitate the long-term integration of refugees into German society.

b. Challenges and Debates: The refugee influx has also sparked debates in Germany about the strain on resources, cultural differences, and security concerns. These discussions have influenced policy decisions and public sentiment regarding refugee acceptance.

Forced displacement toward Germany is influenced by several key factors. These factors can include armed conflicts, persecution, violence, economic instability, and humanitarian crises. Here is an outline of the key factors contributing to forced displacement toward Germany, along with references for further reading:





1. Armed Conflicts:

a. Syrian Civil War: The protracted conflict in Syria has been a major driver of forced displacement, with millions of Syrians seeking refuge in neighboring countries and beyond, including Germany. The conflict has caused widespread destruction, human rights abuses, and a humanitarian crisis. (Reference: UNHCR - Syria Emergency, <https://www.unhcr.org/syria-emergency.html>)

2. Persecution and Violence:

a. Political Persecution: Individuals facing political persecution, including human rights activists, journalists, and members of persecuted ethnic or religious groups, may seek asylum in Germany to escape persecution in their home countries.

b. Religious Persecution: Religious minorities facing persecution, such as Christians, Yazidis, and Ahmadi Muslims, may flee their home countries due to discrimination and violence.

c. Gender-based Violence: Women and girls fleeing gender-based violence, including domestic violence, sexual assault, and forced marriage, may seek asylum in Germany to escape these harmful situations.

3. Economic Instability:

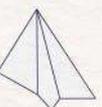
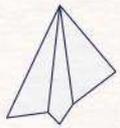
a. Poverty and Lack of Opportunities: Economic instability, poverty, and lack of opportunities in certain regions can drive individuals to seek better economic prospects in Germany. This includes migrants from countries in Africa, Asia, and Eastern Europe.

4. Humanitarian Crises:

a. Natural Disasters: Natural disasters, such as earthquakes, floods, or droughts, can lead to forced displacement as people are forced to flee their homes in search of safety and necessities.

b. Famine and Food Insecurity: Countries experiencing severe food shortages and famine can lead to forced displacement as people struggle to meet their basic needs for survival.

5. Regional Factors:



a. Proximity to Conflict Zones: Germany's geographic location and stability make it an attractive destination for individuals seeking refuge from neighboring conflict zones, such as Syria, Iraq, Afghanistan, and parts of Africa.

b. Political and Social Stability: Germany's reputation for political stability, social welfare programs, and respect for human rights can make it an appealing destination for those seeking safety and a better life.

National Refugee Policies

The legal and policy framework regarding refugees in Germany is primarily governed by National legislation, international obligations, and European Union (EU) regulations. Let us examine the existing framework, analyze its strengths and weaknesses, and identify areas for improvement:

1. Legal Framework:

a. Asylum Law: The German Asylum Act (Asylgesetz) outlines the procedures and criteria for granting asylum and subsidiary protection. It incorporates international obligations, including the 1951 Refugee Convention and its 1967 Protocol, as well as EU regulations.

b. Residency Law: The Residence Act (Aufenthaltsgesetz) establishes regulations regarding residence permits, rights, and obligations for refugees and asylum seekers in Germany.

c. EU Regulations: Germany's asylum system is also influenced by EU regulations, such as the Dublin Regulation, which determines the responsible member state for processing asylum applications.

2. Policy Framework:

a. Refugee Integration: Germany has implemented various policies to support refugee integration, including language courses, educational programs, vocational training, and employment support. The Integration Act (Integrationsgesetz) provides a legal framework for these measures.

b. Temporary Protection: In certain situations, Germany grants temporary protection to individuals from countries experiencing armed conflicts or other grave circumstances. This allows for the provision of humanitarian assistance without granting full refugee status.



Strengths of the Policies:

- Access to Protection: The legal framework ensures that refugees have the opportunity to seek asylum and receive protection in accordance with international obligations.
- Integration Measures: Germany's policies on refugee integration aim to facilitate long-term integration into society, providing support for language acquisition, education, and employment.

Weaknesses and Areas for Improvement:

- Lengthy Asylum Procedures: The asylum process in Germany can be lengthy, leading to uncertainty and delays in decision-making, which can influence the well-being and integration of refugees.
- Capacity and Resources: The significant influx of refugees has strained the capacity of asylum authorities and reception facilities, resulting in challenges in providing timely services and support.
- Disparities in Regional Implementation: There are disparities in the implementation of asylum policies and services across different federal states in Germany, leading to inconsistent experiences for refugees.
- Limited Family Reunification: Restrictions on family reunification, particularly for refugees with subsidiary protection, can hinder family unity and integration prospects.

Areas for improvement:

- Streamlining Asylum Procedures: Enhancing efficiency and fairness in the asylum process through the reduction of processing times and clear criteria for decision-making.
- Adequate Resources and Support: Ensuring sufficient resources and support for asylum authorities, reception facilities, and integration programs to meet the needs of refugees.
- Harmonization of Policies: Striving for greater harmonization and consistency in the implementation of asylum policies across federal states to avoid disparities.
- Family Reunification: Expanding opportunities for family reunification to promote family unity and facilitate integration.





Institutional Frameworks

At the national level in Germany, several institutions and agencies are involved in managing refugee affairs. These organizations have specific roles, responsibilities, and coordination mechanisms to ensure the effective management of refugee issues. Let us examine some of these institutions and highlight successful models or best practices in their institutional frameworks, along with relevant references:

1. Federal Office for Migration and Refugees (BAMF):

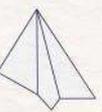
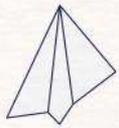
- Role and Responsibilities: BAMF is responsible for processing asylum applications, making decisions on refugee status, and coordinating the integration of recognized refugees. It also provides information and support to refugees throughout the asylum process.
- Coordination Mechanisms: BAMF collaborates with various federal and state-level authorities, non-governmental organizations (NGOs), and local integration councils to ensure coordinated refugee management.

2. Federal Ministry of the Interior, Building, and Community (BMI):

- Role and Responsibilities: BMI is responsible for formulating and implementing migration and asylum policies. It coordinates various federal agencies involved in refugee affairs, including BAMF, the Federal Police, and the Federal Office for the Protection of the Constitution.
- Coordination Mechanisms: BMI coordinates interagency cooperation and establishes strategic guidelines for refugee management in collaboration with federal and state-level actors.

3. Federal States (Länder):

- Role and Responsibilities: Germany's federal structure assigns responsibilities for refugee management to the individual states (Länder). They oversee the reception and accommodation of refugees, provide integration services, and coordinate with municipalities and NGOs.
- Coordination Mechanisms: Regular meetings of state ministers responsible for refugee affairs and inter-state coordination mechanisms, such as the Conference of the Ministers of the Interior, facilitate cooperation and exchange of best practices.





4. Municipalities and Local Integration Councils:

- Role and Responsibilities: Municipalities play a crucial role in receiving and integrating refugees at the local level. They provide housing, social services, language courses, and facilitate community integration. Local Integration Councils promote participation and dialogue between refugees and the local community.
- Coordination Mechanisms: Municipalities and local integration councils collaborate with state and federal authorities, NGOs, and volunteer initiatives to coordinate and implement integration measures.

Successful Models or Best Practices:

- Task Force on Refugee Integration in Hamburg: The task force, established by the City of Hamburg, brings together representatives from various agencies, NGOs, and civil society to coordinate and streamline integration efforts.
- Municipal Refugee Councils in North Rhine-Westphalia: These councils facilitate cooperation between municipalities, NGOs, and refugees themselves, promoting grassroots participation and fostering local integration.
- Regional Networks for Refugee Integration in Baden-Württemberg: These networks enable collaboration between municipalities, civil society, and volunteers to coordinate and share resources and best practices in refugee integration.

Interdisciplinary Approaches

Interdisciplinary approaches to working with refugees involve the collaboration and involvement of multiple sectors, including government agencies, civil society organizations, and academia, healthcare, education, and employment services. These approaches recognize that addressing the complex needs of refugees requires a comprehensive and coordinated effort. Let us discuss the benefits and challenges of interdisciplinary approaches and present examples of successful initiatives in Germany:

Benefits of Interdisciplinary Approaches:

1. Comprehensive Support: Interdisciplinary approaches ensure a holistic response to the diverse needs of refugees, addressing not only their immediate needs but also facilitating long-term integration and well-being.





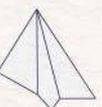
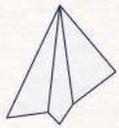
2. Synergy and Resource Sharing: Collaboration between sectors allows for the sharing of expertise, resources, and best practices, maximizing the impact of interventions and minimizing duplication of efforts.
3. Innovation and Creativity: Interdisciplinary collaboration fosters innovative solutions by bringing together diverse perspectives, knowledge, and skills to tackle complex challenges.
4. Empowerment and Participation: Such approaches promote the active involvement of refugees in decision-making processes, empowering them as active agents in their own integration and development.

Challenges of Interdisciplinary Approaches:

1. Coordination and Communication: Ensuring effective coordination, information sharing, and communication among multiple sectors can be challenging, particularly when different organizations have different mandates, priorities, and working cultures.
2. Power Dynamics: Balancing power dynamics and ensuring equal partnerships between sectors can be complex, as some sectors may have more resources, influence, or decision-making power.
3. Sustainability: Maintaining long-term collaboration and commitment across sectors can be challenging, as funding cycles, political priorities, and organizational structures may change over time.

Examples of Successful Interdisciplinary Initiatives in Germany:

1. University Refugee Support Programs: Universities and research institutions in Germany have established programs to support refugee students and researchers. These initiatives provide language courses, academic mentoring, access to education, and career guidance to facilitate their integration into academic and professional environments.
2. Health and Mental Health Services: Collaboration between healthcare providers, NGOs, and government agencies has facilitated the provision of specialized healthcare services and mental health support for refugees in Germany. Initiatives such as culturally sensitive clinics, multilingual counseling services, and capacity building for healthcare professionals have been implemented to address the unique healthcare needs of refugees.
3. Employment and Vocational Training Programs: Collaborative efforts between employment agencies, NGOs, and private sector entities have resulted in initiatives to





provide vocational training, job placement services, and language support for refugees in Germany. These programs aim to facilitate refugees' economic integration and access to employment opportunities.



2. Greece

Greece has an extensive history of experiencing refugee influxes, which have shaped the country's demographics, politics, and socio-economic landscape. Understanding the historical context is crucial for comprehending the patterns and dynamics of the current refugee crisis in Greece.

- Historical Context:
 - a. The population exchanges that followed the Greco-Turkish War of 1919-1922 and the burning of Smyrna were a significant event that influenced refugee movements in Greece. Under the Treaty of Lausanne in 1923, around 1.5 million Greek Orthodox Christians were displaced from Turkey, while approximately 500,000 Muslims were forced to leave Greece. This widespread migration resulted in a substantial demographic shift in Greece, especially in the northern regions. These refugees who entered the country were of Greek descent, shared the same religion, customs, and culture as the Greeks, but their acceptance and integration by the Greek government presented numerous challenges and obstacles.
 - b. Since 1980s, Greece became a nation of immigration. In the 1990s, following the fall of communist regimes and the collapse of the Union of Soviet Socialist Republics in 1991, as well as the opening of the Greek borders to the Northern Epirotes of Albania, there was a significant influx of northern migrants, who came to Greece seeking employment.
 - c. The economic and political liberation of Central and Eastern European nations led to a substantial increase in the immigrant population, which consisted primarily of Albanians, Bulgarians, Romanians, Georgians, Ukrainians, and a small number of Chinese.
 - d. The onset of the Arab Spring in 2011 and the subsequent Syrian Civil War marked a turning point in Greece's refugee influx. As Syria descended into a destructive conflict, millions of Syrians fled to neighboring nations, including Greece. In 2015 and 2016, the number of refugees arriving on Greek shores





increased dramatically, leaving the country unable to deal with this phenomenon.

- Recent Trends:

- a. As a response to the dramatic number of arrivals of migrants on the Greek islands in 2015 the European Commission suggested the “hotspot strategy”. The main goal of the “hotspot approach” was to provide comprehensive and targeted assistance to Greece and Italy, so that they are able to fulfill their obligations under EU legislation and swiftly identify, register and fingerprint incoming migrants, assist the asylum seekers with the corresponding procedures, implement the relocation scheme and conduct return operations. Five hotspots, under the form of First Reception Centers - now Reception and Identification Centers (RICs) - were established on the islands of Lesbos, Chios, Samos, Leros and Kos. EU Agencies, namely the EUAA (previously EASO), Frontex, Europol and Eurojust, worked alongside the Greek authorities within the context of the hotspots.
- b. Following the peak of the refugee crisis in 2015-2016, Greece implemented stricter border control measures and signed an agreement with the EU known as the EU-Turkey Statement bringing the closure of the ‘Western Balkan route’. This agreement aimed to reduce irregular migration to the Greek islands by returning asylum seekers to Turkey, but Greece continues to receive asylum seekers and irregular migrants, primarily through sea crossings from Turkey. The Statement also trapped many people in the Reception and Identification Centers (RICs), causing major issues. Studies and reports have shown that this overpopulation has affected the living conditions inside “Hotspots”, which were below standard, even threatening to human life.
- c. In recent years, the ongoing conflicts in the Middle East, political instability in regions such as Afghanistan and Iraq, and economic difficulties in certain nations have all contributed to the continued influx of refugees into Greece. By the end of 2020 the capacity of RICs increased to 13,338 places. In 2021, the construction of the



'Closed Controlled Access Centers of Islands (C.C.A.C.I.)' further increased their capacity to 15,934 places, though local communities expressed their opposition against their creation as the flows were significantly low compared to the previous years.

Multiple factors, including political instability, armed conflicts, economic disparities, and persecution, have contributed to the significant increase in refugee flows into Greece. Individuals and families have been compelled by these factors to undertake dangerous journeys in search of safety, stability, and improved opportunities.

- **Political Instability and Armed Conflicts**

Political instability and armed conflict in the neighboring regions of Greece have been major factors in refugee migration. Countries such as Syria, Afghanistan, Iraq, and Libya have endured protracted conflicts, which have resulted in pervasive violence, infringements on human rights, and the displacement of millions of people. The collapse of governance structures and the rise of extremist groups have created an atmosphere of dread and insecurity, causing individuals to flee their homes and seek refuge in other countries, including Greece.

- **Persecution and Human Rights Violations**

There are individuals that are considered ethnic, religious, and political minorities, as well as members of marginalized groups, and as such they are confronted with discrimination, violence, and persecution. Thus, they are forced to seek refuge in Greece due to conflicts, religious intolerance, gender-based violence, and political repression.

- **Economic Disparities**

Many refugees come from countries with weak economies, high unemployment rates, and limited opportunities for social and economic advancement. Factors such as poverty, lack of basic services, and limited access to education and healthcare motivate individuals and families to undertake dangerous journeys in the hope of finding better economic prospects in Greece and other European countries.

- **Geographical Proximity and Transit Routes**

Due to its location at the crossroads of Europe, the Middle East, and Africa, Greece is a natural transit point for refugees. Its proximity to countries enduring conflict and instability, such as Syria, Iraq, and Afghanistan, has made it an attractive destination.



The accessibility of sea routes has facilitated irregular migration and asylum-seeking journeys, particularly from Turkey to the Greek islands.

- **Smuggling Networks and Trafficking**

The refugee crisis in Greece is exacerbated by the presence of smuggling networks and human trafficking operations. These networks prey on vulnerable individuals by charging exorbitant fees to facilitate their journeys and frequently subjecting them to perilous and inhumane conditions. The involvement of criminal networks further complicates the management of refugee influxes and poses significant border control and security challenges.

By analyzing these factors, it becomes clear that the refugee crisis in Greece is not an isolated phenomenon, but rather interconnected with geopolitical dynamics, conflicts, and socioeconomic disparities on a global scale. Managing and mitigating the challenges posed by refugee influxes in Greece and the surrounding region requires addressing the underlying causes of displacement, promoting peace and stability, and instituting comprehensive migration policies.

National Refugee Policies

The legal framework and policy responses surrounding refugees in Greece have evolved over time in response to the increasing influx of displaced individuals. The Greek government, in collaboration with the European Union (EU), has implemented various measures to manage the arrival, processing, and integration of refugees. Following, we will investigate the current framework, evaluate its strengths and limitations, and identify areas for improvement.

1. Legal Framework:

- a. **Law on foreigners:** The law of 1991 contains provisions on the stay and employment of foreigners as well as the procedure for the recognition of refugees. A law governing the entry, residence, and social integration of TCNs was enacted in 2005. The latter was reformed in 2014 with the Immigration and Social Integration Code, which brought about modifications in the areas of residence permits, family reunification, and labor market access. The EU directives 2011/98 and 2014/36 were incorporated into Greek law in 2015.





- b. National Asylum Law: The legal framework for refugees in Greece is primarily governed by the New Asylum Law L 4375/2016 that adapts the Greek legislation to the provisions of EU Directive 2013/32 on common procedures for granting and withdrawing international protection. It includes provisions on residence permit (Article 22) for humanitarian reasons. It also establishes a General Secretariat of Reception and details the organization and operation of the Asylum Service as well as that of the Appeals Authority and the Reception and Identification Authority.
- c. Citizenship Law: In 2004, Greece ratified its first Citizenship Code. Since then, in 2010 and 2015, two modifications were made. The most recent amendment was made in 2015 to include, among other additions, the conditions under which a child of migrants born in Greece may acquire Greek citizenship and the establishment of a naturalization commission at the Ministry of the Interior.
- d. Anti-discrimination Law: In 1979, Greece enacted its first legislation criminalizing acts of racial discrimination. This law is supplemented by the 2014 Law, which introduces policies to combat certain forms and manifestations of racism and xenophobia.
- e. EU Regulations: the Dublin Regulation, which determines which member state is liable for processing asylum applications, also has an impact on Greece's asylum system.

2. Policy Framework:

- a. Integration Law: The Migration and Social Integration Code (Law 4251/2014) is currently the fundamental law that regulates integration, aiming to consolidate the provisions of immigration legislation, harmonize with European law, and rationalize the existing institutional framework, as well as address identified implementation flaws. The Code addresses issues related to residence permits and access to the labor market and establishes a framework for the preservation of migrants' rights. Greece tries to implement a variety of measures to aid in the integration of refugees, including language courses, educational programmes, vocational training, and cultural orientation programmes.





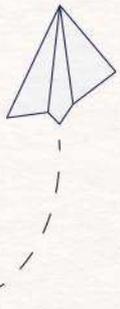
- b. Anti-discrimination Law: In 1979, Greece passed its first legislation punishing acts or actions of ethnic discrimination. In addition, the 2014 Law combats certain forms and manifestations of prejudice and xenophobia.

3. Strengths of the Policies

- Protection Measures: Greece has established a legal framework that conforms to international obligations and standards, including the 1951 Refugee Convention and European Union directives on asylum and refugee protection. This ensures adherence to international legal principles and serves as a foundation for the protection of refugee rights.
- Integration efforts: Greece has initiated several policies and programmes to promote the integration and social inclusion of refugees. These initiatives, which include language instruction, vocational programmes, and educational opportunities, seek to improve the self-sufficiency and long-term prospects of refugees.

4. Weaknesses and Areas for Improvement

- Overburdened reception facilities: Greece's limited reception capacity has led to overcrowding and deplorable conditions in numerous reception centres. Inadequate infrastructure and resources have hindered the provision of essential services and exacerbated refugees' living conditions.
- Lengthy asylum procedures: The backlog of asylum cases in Greece has resulted in significant delays in processing, causing uncertainty and resentment among refugees. Lengthy waiting periods can exacerbate the psychological distress and difficulties faced by asylum applicants and obstruct their prospects for integration.
- Limited access to healthcare and education: Despite efforts to provide refugees with healthcare and education, there are still obstacles to ensuring equitable access. It is difficult to meet the healthcare requirements of all refugees, especially vulnerable groups, due to limited resources and overburdened public services. Similarly, despite Greece's efforts to facilitate access to education, there continue to be obstacles and voids in providing refugee children and adults with a quality education.
- Lack of coordination and burden-sharing: Greece has had difficulty coordinating with other European nations and distributing the responsibility



for managing the refugee crisis. Due to its geographical location, Greece has borne a disproportionate share of the burden, straining its resources and infrastructure, while efforts to accomplish burden-sharing among EU member states have met with limited success.

- Detention and alternatives to detention: Concerns have been expressed regarding the conditions and duration of asylum seekers' detention in Greece. Community-based programmes and other alternatives to detention remain limited. To assure the protection of refugee rights and adherence to international norms, it is essential to address these shortcomings.

Institutional Frameworks

At the national level in Greece, numerous institutions and agencies serve a vital part in managing refugee affairs. These organizations collaborate to guarantee the effective implementation of refugee policies, offer assistance and services to refugees, and facilitate their integration into Greek society. Among the most important institutions and their responsibilities are:

1. **Ministry of Migration and Asylum:** The Ministry of Migration and Asylum is responsible for the overall management and coordination of migration and asylum policies in Greece. It oversees the implementation of national and international legal frameworks, develops policies, and coordinates with relevant stakeholders.
2. **Greek Asylum Service:** The Greek Asylum Service is responsible for processing asylum applications and conducting refugee status determination procedures. It plays a crucial role in the assessment of claims for international protection and granting refugee status or other forms of international protection.
3. **Reception and Identification Service (R.I.S.):** The Reception and Identification Service is responsible for the initial reception, registration, and identification of asylum seekers and refugees upon their arrival in Greece. It operates reception centers (hotspots) and carries out registration procedures to establish individuals' identities and initiate the asylum process. The following units operate under R.I.S.:
 - a) Directorate of Administration Support
 - b) Independent Department for Emergency Response



- c) The Directorate of Reception and Identification Centers (RIC) and the Closed Controlled Access Centers (CCAC).
 - d) The Directorate of Northern Greece Facilities.
 - e) The Directorate of Southern Greece Facilities.
4. The Appeals Authority operates as a Directorate and reviews (quasi-judicial) second instance appeals against decisions of the Asylum Service (first instance). The Appeals Authority is comprised of the following divisions:
- a) Central Administration Service, which consists of the Department of Legal Support, Training and Documentation and the Department of Administrative and Operational Support.
 - b) and Independent Appeals Committees, which are responsible for discussing appeals against the decisions of the Asylum Service, decision-making and issuing decisions at second instance, according to Laws: 4636/2019 and 4375/2016 (A'51).
5. The Migrant Integration Centers (M.I.C.): The Migrant Integration Centers (M.I.C.) were established by law 4368 (Government Gazette 21 A', 2016) and function as branches of Community Centers in municipalities. The mission of M.I.C. is to inform, serve, and provide specialized services to nationals of third countries; develop collaborations and networks to assist beneficiaries connect with social integration services and programmes; and implement social integration activities that promote social cohesion.
6. Non-Governmental Organizations (NGOs): Numerous Non-Governmental Organisations (NGOs) provide humanitarian assistance, legal aid, psychosocial support, and other services to refugees in Greece. These organizations play an essential role in supplementing government efforts, filling service shortages, and advocating for the rights and welfare of refugees.

Best Practices:

- ESTIA Programme: The UNHCR and the Greek government's implementation of the Emergency Support to Integration and Accommodation - ESTIA programme is a successful illustration of a partnership between institutions and international organisations. ESTIA provides rental assistance to vulnerable asylum seekers and refugees, allowing them to leave overcrowded camps and relocate into urban



apartments. This initiative promotes refugee self-sufficiency, community integration, and dignity while relieving pressure on reception facilities.

- Relocations - EU countries showing solidarity: Since April 2020, EU member states have demonstrated their solidarity with Greece by relocating asylum applicants and refugees. More than 4,600 individuals had been relocated from Greece to other European countries by the end of 2021, including unaccompanied children and adolescents, vulnerable asylum seekers, and recipients of international protection. This was made possible through the financial support and coordination of the European Commission, as well as the assistance of the Greek authorities, the EU Agency for Asylum (EUAA), international organisations (IOM, UNHCR, and UNICEF), and European countries participating in the relocation process.
- HELIOS Programme: IOM in close collaboration with the Greek authorities and experienced partners has devised a national strategy for the integration of refugees into the labour market, and the EU is funding education, housing, and employment-related activities in Greece.
- Social Solidarity Structures: Local social solidarity structures established in various Greek municipalities demonstrate the efficacy of multilevel governance and collaboration. These structures bring together representatives from local authorities, NGOs, and volunteers to coordinate and provide refugee support services. They assure a more tailored and responsive approach to refugee management at the community level by leveraging local knowledge and resources.

Interdisciplinary Approaches

Interdisciplinary approaches to working with refugees entail collaboration and participation from multiple sectors, such as government agencies, civil society organizations, academia, healthcare, education, and employment services. They are deemed crucial as tackling refugees' needs necessitates an integrated and coordinated effort. In Greece, several successful interdisciplinary initiatives have been implemented highlighting both the benefits and challenges of such approaches.

Benefits of Interdisciplinary Approaches:

- ✓ Collaborative Decision-Making: Interdisciplinary approaches facilitate collaboration and shared decision-making among professionals from different disciplines that takes into account refugees' social, psychological, legal, educational, and healthcare requirements. This collaboration encourages information sharing, joint problem-solving, and creative thinking. By pooling their expertise and perspectives, interdisciplinary teams can develop innovative and effective strategies, addressing multiple challenges simultaneously and promotes the overall well-being of refugees.
- ✓ Enhanced Service Integration: Interdisciplinary approaches help in integrating services and avoiding fragmentation. Different professionals and organizations can work together to streamline processes, coordinate services, and eliminate duplication. This integrated service delivery ensures a seamless and efficient support system, minimizing gaps and overlaps in assistance.
- ✓ Improved Outcomes: Interdisciplinary approaches have the potential to yield better outcomes for refugees. By addressing multiple aspects of their well-being, such as legal protection, healthcare, education, and social integration, interdisciplinary teams can contribute to improved overall outcomes in terms of refugee protection, empowerment, and successful integration into host societies.
- ✓ Increased Innovation: Interdisciplinary collaboration fosters innovation by combining different perspectives and approaches. The cross-pollination of ideas from different disciplines can lead to the development of innovative solutions, strategies, and practices. This innovation contributes to continuous improvement and adaptation in the field of refugee support.

Challenges of Interdisciplinary Approaches:

- ✓ Communication and Coordination: Effective communication and coordination among professionals from different disciplines can be a challenge. Each discipline may have its own jargon, methodologies, and perspectives, which can hinder clear and efficient collaboration.
- ✓ Hierarchies and Power Dynamics: Interdisciplinary approaches necessitate collaboration between professionals with differing levels of authority and power dynamics. These differences can impede decision-making, resource allocation, and the harmonizing of opposing viewpoints.

- ✓ Funding and Resources: Implementing interdisciplinary approaches frequently necessitates adequate funding and resources to support diverse professionals and services. It can be difficult to secure sustainable funding and allocate resources across various disciplines.

Examples of Successful Interdisciplinary Initiatives in Greece:

1. Mobile Health Units: In refugee camps and urban areas, mobile health units are operated by interdisciplinary teams comprised of medical professionals, psychologists, and interpreters. These teams offer comprehensive healthcare, including medical consultations, mental health support, and referrals to specialized treatment. A holistic approach to meeting the healthcare requirements of refugees is ensured by the collaboration of various disciplines.
2. Refugee Education Programs: These programs involve collaboration between educators, linguists, social workers, and cultural mediators, in order to provide education to refugee children and adults. By integrating language instruction, psychosocial support, and cultural orientation, these initiatives offer comprehensive educational support tailored to the specific needs and backgrounds of refugee learners. School age children attend DYEP - Refugee Reception and Education Structures) classes, where various subjects are taught along with Greek language, preparing students to attend the mainstream school. ZEP - Educational Priority Zones are reception classes within the mainstream school that refugee students attend parallel to their regular classes. These classes offer differentiated interventions and learning support for refugee children.
3. Legal Aid and Protection Services: Interdisciplinary teams comprised of solicitors, social workers, and interpreters provide refugees with legal aid and protection services. These teams assist refugees with legal procedures, provide information about their rights, and assure their access to legal representation. Together, legal and social work professionals provide comprehensive support for the legal requirements of refugees. Greek Council for Refugees and METAdrasi are only two of the many Greek NGOs who support such initiatives.
4. Community Integration Projects: There is collaboration between sociologists, anthropologists, community organizers, and social workers on initiatives designed to foster community integration and social cohesion between refugees and host communities. Community Centers of Municipalities along Greece are responsible for

introducing and assisting refugees regarding all the available social services in their area.

5. Vocational Training and Employment Support: Social workers, career counsellors, and vocational educators collaborate on initiatives that aim at providing vocational training and employment support to refugees. These programmes improve the economic integration and self-sufficiency prospects of refugees by integrating skill development, job placement assistance, and psychosocial support. Together with the Municipality, ANKA SA Karditsa has implemented programmes to enhance the skills of refugees and encourage their employment.

3. Finland

Finland's historical and current trends in refugee influx are influenced by various factors contributing to forced displacement. Understanding these factors provides context for the country's refugee situation. While Finland has not experienced the same level of refugee influx as some other European countries, it has still witnessed notable shifts in migration patterns over time.

Historical Context: Historically, Finland has primarily been a country of emigration rather than immigration. Until the late 20th century, Finland saw more people leaving the country to seek better economic opportunities elsewhere. However, Finland's membership in the European Union and the opening of its borders have led to increased immigration in recent decades.

Key Factors Contributing to Forced Displacement:

1. **Global Conflicts:** Finland, as part of the international community, is affected by conflicts around the world. Wars, political instability, and human rights abuses in regions such as the Middle East, Africa, and Asia have resulted in the displacement of millions of people, including refugees. These global conflicts contribute to the forced displacement that can lead individuals and families to seek refuge in Finland.
2. **Asylum Policies and Legal Framework:** Finland's asylum policies and legal framework play a crucial role in shaping refugee influx. Changes in legislation, such as the tightening or easing of asylum procedures, can influence the number of individuals seeking asylum in the country. Additionally, Finland's participation in international agreements and adherence to human rights principles impact its approach to refugee protection.

3. **Geographical Factors:** Finland's geographical location at the northernmost part of Europe affects its refugee influx. While it is not a primary entry point for refugees compared to countries situated closer to conflict zones or transit routes, some individuals may still choose Finland as their destination due to specific circumstances, family ties, or other factors.
4. **EU Migration Policies:** Finland's membership in the European Union and its participation in the Schengen Area influence migration and refugee flows. EU policies, including the Dublin Regulation, shape how asylum seekers are processed and distributed among member states. Changes in EU migration policies can have direct consequences for Finland's refugee intake.
5. **Socioeconomic Factors:** Finland's economic and social conditions, including its labor market opportunities, welfare system, and quality of life, can attract individuals seeking refuge. Factors such as educational opportunities, healthcare, and social support may influence refugees' decisions to choose Finland as their destination.

It is important to note that Finland's refugee influx is influenced by a complex interplay of these factors, as well as specific geopolitical events, global trends in migration, and individual circumstances of refugees themselves. Analyzing these factors helps provide a broader understanding of Finland's historical and current trends in refugee influx.

National Refugee Policies:

Finland has a well-established legal and policy framework regarding refugees, which aims to provide protection and support to individuals seeking asylum. The key elements of the existing framework are as follows:

1. **International Agreements:** Finland is a signatory to several international agreements related to refugee protection, including the 1951 Refugee Convention and its 1967 Protocol. These agreements form the basis for Finland's legal obligations to protect refugees and ensure their rights are respected.
2. **Asylum Process:** Finland follows a structured asylum process to assess the claims of individuals seeking refugee status. The process includes registration, interviews, documentation review, and decision-making by the Finnish Immigration Service (Migri) and, if necessary, the administrative courts.

3. **Refugee Status and Protection:** Upon recognition as refugees, individuals are granted legal protection and access to rights and services, such as healthcare, education, and social benefits. Refugees in Finland have the right to work and are eligible for integration support programs.
4. **Integration Policies:** Finland has integration policies in place to facilitate the social, cultural, and economic integration of refugees. These policies include language training, vocational education, employment support, and social integration initiatives to promote equal opportunities and inclusion.
5. **Temporary Protection:** Finland also provides temporary protection to individuals who do not meet the criteria for refugee status but cannot be returned to their home countries due to conflict or other circumstances. This temporary protection allows individuals to stay in Finland temporarily and receive certain rights and services.

Strengths of the Policies:

- **Legal Basis:** Finland's adherence to international agreements provides a strong legal basis for refugee protection, ensuring compliance with internationally recognized standards.
- **Supportive Services:** The provision of integration support, such as language training and employment assistance, helps refugees in their transition and integration into Finnish society.
- **Temporary Protection:** Offering temporary protection demonstrates a commitment to provide a safe haven for individuals in need, even if they do not meet the criteria for refugee status.

Weaknesses and Areas for Improvement:

- **Processing Delays:** The asylum process in Finland can be lengthy, leading to prolonged uncertainty and waiting periods for asylum seekers. Reducing processing times would provide more timely decisions and alleviate the stress faced by individuals in the asylum process.
- **Integration Challenges:** While Finland offers integration support, there may be room for improvement in ensuring effective and comprehensive integration programs that address the diverse needs of refugees, including access to education, employment, and social networks.

- Regional Disparities: Ensuring equitable distribution of resources and support across different regions in Finland can be a challenge, as some areas may face greater strain in accommodating and integrating refugees.

To enhance the existing framework, Finland could consider:

- Strengthening collaboration between government agencies, civil society organizations, and local communities to ensure coordinated and comprehensive support for refugees.
- Improving access to information and legal aid to ensure that asylum seekers understand their rights and the asylum process.
- Enhancing efforts to address the specific needs of vulnerable groups, such as unaccompanied minors, women, and victims of trauma, through specialized support programs.

Continuous evaluation and adaptation of policies based on feedback from refugees, stakeholders, and international best practices are vital for maintaining an effective and responsive refugee protection system in Finland.

Institutional Frameworks

At the national level in Finland, several institutions and agencies play significant roles in managing refugee affairs. These organizations work together to ensure the effective implementation of refugee policies, provide support and services to refugees, and promote their integration into Finnish society. The key institutions and their responsibilities include:

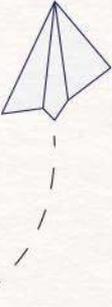
1. Ministry of the Interior: The Ministry of the Interior is responsible for formulating and implementing national policies related to migration and asylum. It oversees the overall coordination of refugee affairs and collaborates with other relevant ministries and agencies to ensure the effective functioning of the asylum system.
2. Finnish Immigration Service (Migri): Migri is the primary government agency responsible for processing asylum applications and making decisions on refugee status. It conducts interviews, reviews documentation, and assesses the credibility of asylum claims. Migri also provides guidance to asylum seekers and manages reception centers for accommodating individuals during the asylum process.

3. Finnish Immigration Service's Reception Unit: The Reception Unit, a part of Migri, manages the reception centers where asylum seekers reside while their applications are processed. The unit ensures the provision of basic necessities, such as shelter, food, and healthcare, and coordinates the reception center operations in collaboration with various stakeholders.
4. Finnish Immigration Service's Integration Unit: Once refugees are granted asylum, the Integration Unit of Migri takes over their support and integration process. The unit provides guidance, organizes language training programs, and offers assistance in finding employment and accessing social services. It works closely with municipalities and other actors involved in integration efforts.
5. Ministry of Economic Affairs and Employment: The Ministry of Economic Affairs and Employment plays a role in facilitating the labor market integration of refugees. It formulates employment policies, provides employment-related services, and collaborates with other agencies to promote the employment of refugees.
6. Finnish Red Cross: The Finnish Red Cross is a prominent humanitarian organization involved in providing assistance and support to refugees. It operates reception centers, offers psychosocial support, promotes volunteer initiatives, and supports the integration of refugees into local communities.
7. Municipalities: Municipalities in Finland have an essential role in receiving and integrating refugees. They provide housing, social services, and education opportunities to refugees within their jurisdictions. Municipalities collaborate with national-level institutions and organizations to ensure coordinated support for refugees.

Best Practices:

1. Cooperation and Coordination: Finland's institutional framework emphasizes collaboration between different government agencies, NGOs, and local municipalities. This cooperation ensures a holistic approach to refugee affairs and facilitates the sharing of resources, expertise, and good practices.
2. Multi-Sectoral Approach: The involvement of various sectors, such as the Ministry of the Interior, Ministry of Economic Affairs and Employment, and municipal authorities, allows for comprehensive support to refugees, addressing their diverse needs related to housing, employment, education, and social integration.

3. **Integration Support:** Finland's focus on integration support, including language training, employment assistance, and social services, contributes to the successful integration of refugees into society. The efforts of the Finnish Immigration Service's Integration Unit, in collaboration with other stakeholders, help refugees adapt to their new environment and acquire necessary skills for sustainable integration.
4. **Involvement of Civil Society:** The active participation of organizations like the Finnish Red Cross and other NGOs strengthens the institutional framework. These organizations provide valuable support, including reception services, psychosocial assistance, and community engagement, contributing to the overall well-being and integration of refugees.



Overall, Finland's institutional framework for managing refugee affairs demonstrates a collaborative and comprehensive approach. By involving multiple stakeholders, coordinating efforts, and providing targeted support, Finland aims to ensure the successful integration and inclusion of refugees into society. Continuous evaluation and improvement of these institutional frameworks based on feedback and evolving needs remain crucial for maintaining effective refugee management practices in Finland.

Interdisciplinary Approaches

Interdisciplinary approaches to working with refugees involve the collaboration and coordination of multiple sectors, including government agencies, civil society organizations, academia, healthcare, education, and employment services. These approaches recognize that addressing the complex needs of refugees requires a comprehensive and integrated effort. In Finland, several successful interdisciplinary initiatives have been implemented, showcasing the benefits and challenges of such approaches.

Benefits of Interdisciplinary Approaches:

1. **Comprehensive Support:** Interdisciplinary approaches allow for a holistic and comprehensive support system for refugees. By involving multiple sectors, refugees can access a wide range of services, including legal assistance, healthcare, education, language training, employment support, and social integration programs.
2. **Expertise and Knowledge Sharing:** Each sector brings unique expertise and knowledge to the table. Interdisciplinary collaboration enables the sharing of best practices, research findings, and resources, leading to more effective and evidence-based interventions for refugees.

3. **Coordinated Efforts:** Interdisciplinary approaches facilitate coordination among different sectors, avoiding duplication of efforts and ensuring a streamlined and coherent support system. This coordination enhances the efficiency and effectiveness of services provided to refugees.
4. **Enhanced Integration:** Interdisciplinary initiatives can contribute to the successful integration of refugees by addressing various aspects of their lives simultaneously. By combining efforts in education, employment, language acquisition, and social integration, refugees have a better chance of becoming self-reliant and active participants in society.

Challenges of Interdisciplinary Approaches:

1. **Communication and Coordination:** Interdisciplinary collaboration requires effective communication and coordination among multiple stakeholders. Differences in terminology, organizational structures, and priorities can pose challenges and require ongoing efforts to ensure smooth cooperation.
2. **Resource Allocation:** Interdisciplinary approaches often involve pooling resources from different sectors. Allocating and distributing resources in a fair and sustainable manner can be complex, particularly when sectors have different funding mechanisms and priorities.
3. **Power Dynamics and Leadership:** Interdisciplinary initiatives may face challenges related to power dynamics and leadership. Balancing the influence and decision-making authority among sectors and ensuring equitable participation can be a continuous process of negotiation.

Examples of Successful Interdisciplinary Initiatives in Finland:

1. **SIMHE Finland:** The Support for Immigrants' Higher Education (SIMHE) initiative promotes the recognition of refugees' prior education and qualifications, facilitating their access to higher education in Finland. It involves collaboration between universities, municipalities, and employment services to provide guidance, information, and tailored support for refugee students.
2. **Refugees in Finnish Workplaces:** Several organizations, including NGOs, employment services, and private companies, collaborate to create pathways for refugees to enter the Finnish labor market. This initiative involves language training, job matching, mentorship programs, and support for employers to create inclusive workplaces.



3. **Multicultural Schools:** Finnish schools embrace multiculturalism and strive to provide inclusive education for refugee children. Interdisciplinary collaboration between schools, social services, and healthcare professionals ensures that refugee students receive appropriate support, language training, and integration assistance within the school environment.
4. **Psychosocial Support Programs:** Interdisciplinary initiatives exist to provide psychosocial support for refugees, involving collaboration between healthcare professionals, NGOs, and social workers. These programs aim to address the mental health and well-being of refugees, offering counseling, trauma-informed care, and community engagement activities.



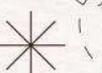
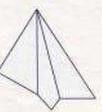
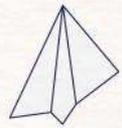
These examples highlight successful interdisciplinary approaches in Finland, demonstrating the benefits of collaboration among different sectors in supporting refugees. By leveraging the expertise and resources of multiple stakeholders, Finland strives to create a comprehensive and coordinated support system that promotes the successful integration and inclusion of refugees into society.





C. Recommendations

There are numerous migration-related policies and frameworks throughout worldwide. Clearly, their implementation is not devoid of obstacles and difficulties. To guarantee the efficient application of multidisciplinary strategies, it is necessary to recognize and address these obstacles. The rights and well-being of refugees necessitate international cooperation to ensure the adoption of international standards and agreements that govern refugee assistance efforts and encourage interdisciplinary collaboration, thereby ensuring a coherent and rights-based global approach. The conducted reports demonstrate the effectiveness of such interdisciplinary approaches, making it crucial to continue such interventions. In addition, the prioritization of cultural competency training for all professionals involved in refugee assistance can significantly improve their comprehension of diverse cultural backgrounds and encourage respectful interactions. Governments should also provide professional interpreters and translation services to facilitate effective communication between refugees and service providers, thereby bridging any language barriers. Awareness campaigns and educational programs within organizations and institutions that highlight the benefits of interdisciplinary collaboration can aid in achieving this objective. A culture of openness, fostered by training programs and seminars that equip professionals with the skills and knowledge necessary to work effectively across disciplines, can contribute to the refugee's successful integration. In addition, the development and implementation of efficient coordination mechanisms among humanitarian organizations, government agencies, and nongovernmental organizations (NGOs) to expedite collaboration, avoid duplication of efforts, and maximize the allocation of resources is essential for the generation of positive results. The adoption of a common approach can ensure that refugees receive the support they need to rebuild their lives and achieve self-sufficiency in diverse and dynamic contexts.





II. Educational Material

A. Capacity Building: Supporting Refugees

To better assist refugees and make them feel secure and welcome, thereby improving their chances of integrating into their new communities, it is essential to foster an environment free of discrimination and prejudice, while also empower them to be active members of the new society. Building accepting communities and organizations is essential for the refugees' physical and mental health, as they feel valued, accepted and are given access to services that will eventually empower them to become self-sufficient.

1. Building Accepting Communities and Organizations

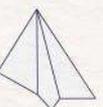
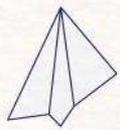
Creating accepting communities and organizations necessitates a foundation of cultural competency. To this end, cultural awareness training should be implemented among community members and organizational staff. By immersing participants in the complexities of refugee experiences, they are able to dismantle stereotypes and biases, thus facilitating empathy and understanding.

What is Bias?

Bias is a prejudice in favor of or against one thing, person, or group compared with another usually in a way that's considered to be unfair. Biases may be held by an individual, group, or institution and can have negative or positive consequences.

There are two types of biases:

- **Conscious bias** (also known as explicit bias) and
- **Unconscious bias** (also known as implicit bias)





Unconscious Bias

Unconscious bias is learned attitudes or stereotypes that exist in our subconscious and can involuntarily affect the way we think and act. While bias is a normal part of human brain function, it can often reinforce stereotypes. Everyone has these biases and uses them as mental shortcuts for faster information-processing. Implicit biases are developed over time as we accumulate life experiences and get exposed to different stereotypes. These biases, which encompass both favorable and unfavorable assessments, are activated involuntarily and without an individual's awareness or intentional control.

Types of unconscious bias

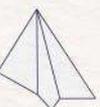
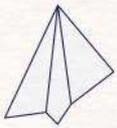
Unconscious biases manifest in different ways and have varying consequences. Some biases arise from judging people's appearances, some are derived from preconceived notions, and others are borne of logical fallacies.

- a. **Affinity Bias**, feeling a connection to those similar to us.
- b. **Perception Bias**, stereotypes and assumptions about different groups.
- c. **Halo Effect**, projecting positive qualities onto people without actually knowing them.
- d. **Confirmation Bias**, looking to confirm our own opinions and preexisting ideas.

The impact of Unconscious Bias

Bias can have negative consequences on a variety of fields, adversely affecting the integration of refugees and migrants.

- a. **Employment:** Unconscious biases can affect hiring decisions and lead to underrepresentation of certain groups in the workforce. For example, a manager may unconsciously favor candidates who went to the same university as them or have similar interests, leading to a lack of diversity in the workplace.
- b. **Education:** Unconscious biases can affect student outcomes in education. For example, teachers may unconsciously assume that students from certain backgrounds are less capable, leading to lower expectations and less attention paid to these students.





- c. **Healthcare:** Unconscious biases can impact the quality of healthcare. For example, a doctor may unconsciously assume that a patient is exaggerating their symptoms, leading to a delay in diagnosis or inadequate treatment.
- d. **Criminal Justice:** Unconscious biases can affect decisions in the criminal justice system. For example, a police officer may unconsciously assume that a person of a certain race or ethnicity is more likely to commit a crime, leading to discriminatory treatment.

Ways to Overcome Unconscious Bias

Unconscious biases can have a significant impact on our daily lives and can contribute to social inequality and injustice. Thus, it is important to be aware of our biases and work to overcome them to create a more fair and equitable society.

Focus Within:

- Tune into your emotions.
- Recognize how your experience has shaped your perspective.
- Stick to facts, and don't make assumption.
- Turn frustration into curiosity.

Learn about others:

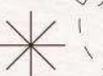
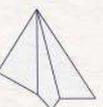
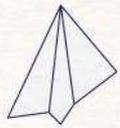
- Recognize how their experiences have shaped their perspective.
- Consider how they might see the situation and what is important to them.
- Think about how your actions may have impacted them.

Dialogue:

- Ask open-ended questions.
- Listen to understand, not to debate.
- Offer your views without defensiveness or combativeness.
- Disentangle impact from intent.
- Avoid blame, think contribution.

"Expand" the options:

- Brainstorm possible solutions.
- Be flexible about different ways to reach a common goal.
- Experiment and evaluate.



- Seek out diverse perspectives.

Strategies for Organizations

Developing a trauma-informed approach necessitates organizational changes at multiple levels and systematic alignment with the six essential principles. Organizations are encouraged to examine how a trauma-informed approach will benefit all stakeholders, conduct a trauma-informed organizational assessment and change process, and involve clients and staff at all levels in the organizational development process. The following are the ten organizational domains where trauma-informed principles can be implemented:

1. **Governance and leadership:** Every organization intent on promoting trauma-informed practice can enhance potential for success by identifying where responsibility for implementation and maintenance will be located. Human centered design, an ongoing process of explicitly involving anyone impacted by organizational activity in the initial and ongoing design, development, and maintenance, can maximize engagement throughout the process. This commitment to hearing everyone’s voice promotes engagement in cross-sector collaboration.
2. **Policy:** All organizations considering trauma-informed practice can benefit from taking inventory of current policies in order to assess a need for improvement and potential inclusion of new policies. While many policies are mandated by governmental entities, others such as bully-free workplace policies and referral protocols are usually voluntary. Examples of essential trauma-informed policies may be adapted from those found online or shared by other entities. Organizational mission, vision, values, and service philosophies can also reflect the nature of this commitment.
3. **Physical Environment:** All organizations should take measures to ensure that the physical environment promotes a sense of safety and collaboration. The staff and individuals being served must experience the setting as secure, inviting, and not a threat to their physical or psychological safety. Through openness, transparency, and shared spaces, the physical environment also supports the collaborative aspect of a trauma-informed approach.
4. **Engagement and Involvement:** People in recovery, trauma survivors, and service recipients should have significant involvement, a voice, and meaningful choice at all levels and in all aspects of organisational functioning (e.g., programme design, implementation, service delivery, quality assurance, cultural competence, access to

trauma-informed peer

support, workforce development, and evaluation). This is a core value and characteristic of a trauma-informed approach that distinguishes it from typical approaches to providing services and care.

5. **Cross Sector Collaboration:** The foundation of cross-sector collaboration is a shared comprehension of trauma and trauma-informed principles. While a focus on trauma may not be the stated mission of various service sectors, understanding how trauma awareness can help or inhibit an organization's mission achievement is a crucial aspect of forming partnerships. People with extensive trauma histories frequently present with a variety of service sector-spanning requirements.
6. **Screening, Assessment, Treatment Services:** Practitioners use and are trained in trauma-informed interventions that are based on the best available empirical evidence and science, are culturally appropriate, and adhere to the principles of a trauma-informed approach. Evaluation and screening for trauma are essential components of the activity. Individuals and families seeking services have access to trauma-specific interventions that are accepted, effective, and available. When trauma-specific services are not available within the organization, a reliable and efficient referral system is in place to connect individuals with the most suitable trauma treatment.
7. **Training and Workforce Development:** Integrating trauma-informed service throughout any organization requires thoughtful implementation, of which training is only a part of the ongoing effort. Workplace development involves everything mentioned so far and organization of individual and departmental duties, responsibilities, and accountability. Progress monitoring and quality assurance Organizations collect data about trauma-informed practice to assess employee or participant satisfaction and organizational benefits. Both potentially impact the bottom-line and are important in monitoring ongoing organizational sustainability.
8. **Progress Monitoring and Quality Assurance:** A strategy for ongoing assessment, tracking, and monitoring of trauma-informed and effective use of trauma-specific screening, assessments, and treatment should exist.
9. **Financing:** Organizations should consider financing structures to support a trauma-informed approach which includes resources for: staff training; development of appropriate facilities; establishment of peer-support; development of cross-agency collaborations; provision of evidence-based trauma screening and assessment.

10. Evaluation: Measures and evaluation designs used to evaluate the implementation and effectiveness of a service or programme reflect a comprehension of trauma and the application of trauma-oriented research instruments (SAMHSA Document,2014).

2. Supporting Refugees in Building a Social Network

Supporting refugees in establishing a social network in a receiving country is crucial for their successful integration and overall well-being. A strong social network provides them with emotional support, access to information, and opportunities for social and economic integration. However, refugees usually face many challenges when it comes to social networking:

- **Trauma and mental health issues**
- **Language barriers**
- **Lack of access to technology and internet connectivity**
- **Cultural differences and misunderstandings**
- **Discrimination and xenophobia**

There are several strategies for overcoming the aforementioned obstacles and facilitating the formation of social connections, hence promoting successful integration.

- Building networks within their own community:** Establishing community centers or support groups among refugees is an effective way to create secure and inclusive spaces where refugees can meet, share their experiences, and participate in a variety of activities.
- Learning the language of the host country:** Language is a crucial aspect of forming relationships and engaging in social activities. Offering language classes specifically designed to meet refugees' linguistic needs can significantly contribute to their networking success.
- Seeking out cultural exchange opportunities:** Organizing cultural exchange events that bring together refugees and local residents, facilitate social interaction, mutual culture, traditions and experiences sharing. It has the potential to increase understanding and build relationships.

- d. **Advocating for their rights and challenging discrimination:** Organizations, local NGOs and community centers can provide refugees with access to their rights and support, as well as work with them in overcoming challenges, such as mental health issues and trauma, and discrimination.
- e. **Utilizing social media and other online platforms:** These means can connect refugees with local who share similar interests, thus promoting initial interactions and conversations.
- f. **Changing the narrative:** In numerous societies, the narratives of refugees are portrayed as unsuccessful; this is a harmful and inaccurate stereotype. Refugees' stories are portrayed as unsuccessful and is a harmful and inaccurate stereotype that has been perpetuated in many societies. This narrative disregard the resiliency and resourcefulness of refugees and instead focuses on their perceived shortcomings. In reality, refugees frequently bring with them a plethora of skills, knowledge, and experiences that can serve as valuable contributions to their new communities.

Changing the narrative

To alter the narrative that refugees are unsuccessful, it is necessary to combat stereotypes and promote a understanding of the refugee experience.

This can be accomplished in numerous ways, including:

- **Highlighting positive refugee stories:** Sharing positive stories of refugees who have surpassed obstacles and made significant contributions to their new communities can help dispel the stereotype that refugees are unsuccessful.
- **Promoting education and awareness:** Educating the public about the refugee experience, including the causes of displacement and the difficulties encountered by refugees, can assist in dispelling stereotypes and fostering empathy and understanding.
- **Including refugees in the narrative:** Providing refugees with a platform to share their own stories and experiences can assist in shifting the narrative towards a more accurate and empowering depiction.
- **Promoting inclusion:** By fostering communities that welcome and support migrants, we can combat the stereotype of refugees as outsiders and promote a more positive narrative.



Changing the narrative about refugees as failures is essential for promoting their dignity and rights and creating more inclusive, hospitable societies.

3. Assisting Traumatized Refugees

Trauma encompasses the physical, emotional and psychological distress caused by exposure to life-threatening events and prolonged adversity. Refugees carry with them the burden of their forced displacement and upon resettlement in a new country, they face the additional burden of psychological trauma resulting from their experiences. There is no doubt that trauma has numerous negative effects on the brain, mind, and body. However, humans are exceptionally resilient and frequently recover from adversity without requiring intensive intervention. Self-regulation is fundamental to our health and well-being, and the vast majority of us can make our own decisions about it. Providing trauma survivors, bystanders, and supportive others with user-friendly empirical evidence on preventing harm, healing suffering, and altering lives may contribute to optimal decision making. Anyone who has experienced or witnessed trauma can learn to use a wide variety of multisensory coping strategies to manage challenging situations and mitigate their negative effects. Assisting traumatized refugees in their new countries should be a priority for their successful recovery and integration.

Definitions of Trauma

- **Single incident trauma** is related to an unexpected and overwhelming event, such as an accident, natural disaster, a single episode of abuse or assault, sudden loss, or witnessing violence.
- **Complex or repetitive trauma** is related to ongoing abuse, domestic violence, war, ongoing betrayal, often involving being trapped emotionally and/or physically.
- **Developmental trauma** results from exposure to early ongoing or repetitive trauma (as infants, children and youth) involving neglect, abandonment, physical abuse or assault, sexual abuse or assault, emotional abuse, witnessing violence or death, and/or coercion or betrayal. This often occurs within the child’s care giving system and interferes with healthy attachment and development.
- **Intergenerational trauma** describes the psychological or emotional effects that can be experienced by people who live with trauma survivors. Coping and adaptation patterns developed in response to trauma can be passed from one generation to the next.



- **Historical trauma** is a cumulative emotional and psychological wounding over the lifespan and across generations emanating from massive group trauma. These collective traumas are inflicted by a subjugating, dominant population. Examples of historical trauma include genocide, colonialism (for example, Indian hospitals and residential schools), slavery and war.
- **Intergenerational trauma** is an aspect of historical trauma and can exacerbate the refugees' psychological distress. (BC Provincial Mental Health and Substance Use Planning Council, 2013)

Trauma-Informed Services

Trauma-Informed Services refer to an approach that recognizes and responds to the impact of trauma on individuals' lives, particularly in the context of providing care, support, and services. This approach acknowledges that many individuals, including refugees, have experienced various forms of trauma, such as violence, displacement, loss, and other adverse events. Trauma-Informed Services are designed to create an environment that promotes safety, respect, and empowerment for individuals who have experienced trauma. Trauma-Informed Services aim to provide a safe and supportive environment for refugees by integrating the following principles:

- **Safety:** Emotional and physical safety are the foundation for trauma-informed practice
- **Trustworthiness and transparency:** Transparent communication is vital. Trust is unlikely to develop when communication is limited or unclear.
- **Peer support:** Inclusive and caring interaction helps everyone to feel valued.
- **Collaboration and mutuality:** Working together and sharing promote inclusivity, respect, reciprocity, and consideration for everyone's unique strengths and contributions. Telling others what to do seldom promotes a positive outcome. Supporting others in exploring what works best for them and sharing honest and respectful feedback is much more likely to result in cooperative relationships. This principle involves organizational values that promote respectfully speaking truth to power and challenging hierarchical barriers.
- **Empowerment, voice, and choice:** When all voices and individual choices are equally heard, honored, and respected, such autonomy allows everyone equal opportunity to thrive. Genocide, slavery, homophobia, and sexism have resulted in legacies that have prohibited opportunity, silenced voices, and prevented optimal choices for



generations of BIPOC, LGBTQ individuals, and women. Trauma-informed practice promotes and celebrates autonomy.

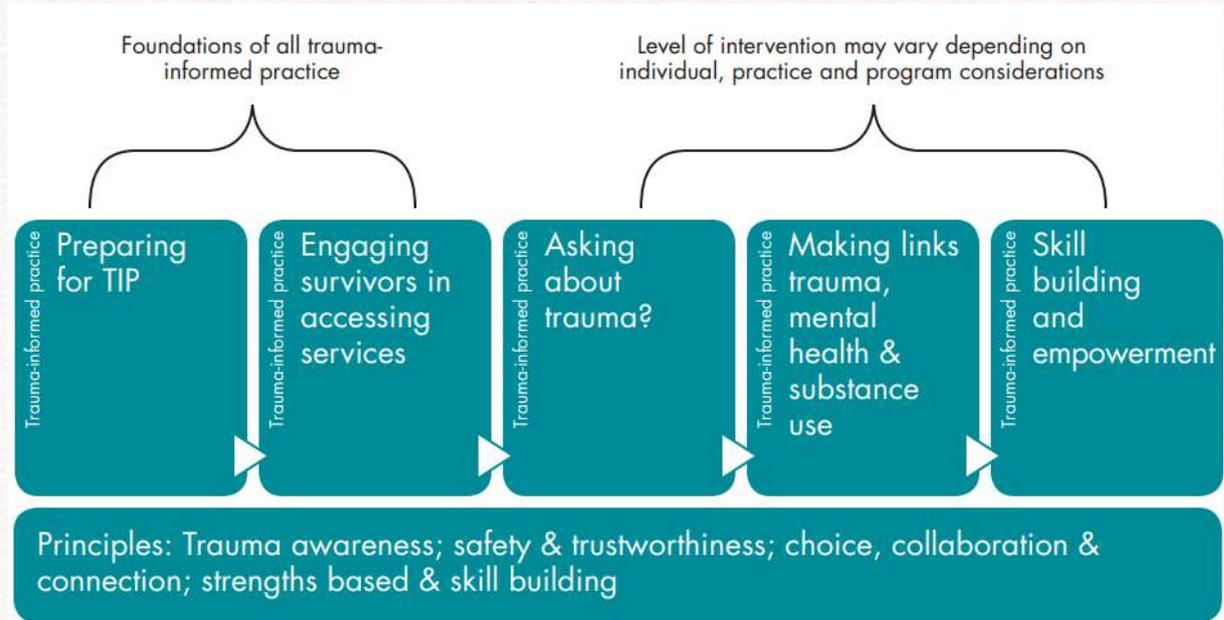
- **Cultural, historical, and gender issues:** Consideration and acknowledgement of everyone's current and historical experiences creates a truly inclusive trauma-informed environment. Recognizing that this country was stolen from indigenous people, established on the economics of slavery, and that few were created equal and remain disenfranchised, is a critical principle of trauma-informed practice. These intersectional experiences of trauma demonstrate the overlapping challenges faced by individuals, families, and communities attempting to overcome adverse experiences and thrive.

Trauma-Informed Practice is designed to prevent re-traumatization and to facilitate recovery and growth. Key assumptions of trauma-informed practices include:

- Realizing the widespread impact of trauma and understanding potential recovery paths.
- Recognizing the signs and symptoms of trauma in clients, families, staff, and others involved in the system.
- Responding by fully integrating knowledge about trauma into policies, procedures, and practices.
- Seeking to actively resist (prevent) re-traumatization.

According to Joan Schladale (2020) "Everyone can be trauma-informed".



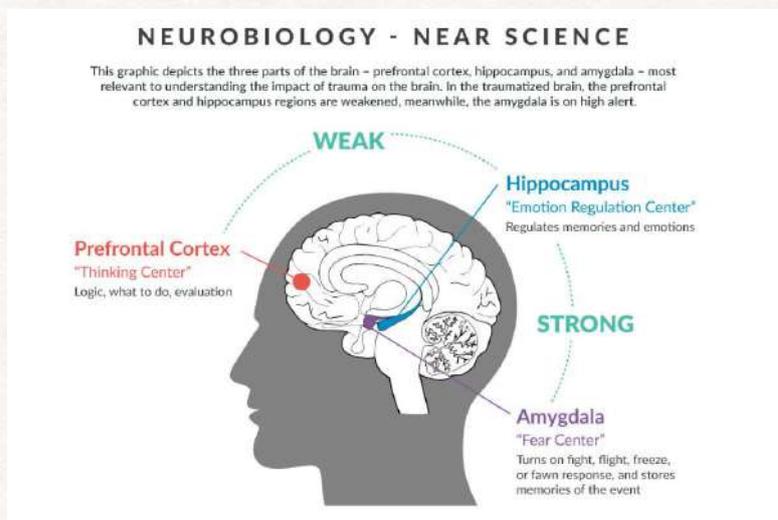


BC Provincial Mental Health and Substance Use Planning Council (2013)

NEAR Science

Neurobiology, epigenetics, adverse childhood experiences, and resilience (NEAR Science) provides a comprehensive comprehension of how trauma and resilience influence health outcomes. Understanding how trauma affects the brain is important for implementing trauma-informed approaches and can help providers better comprehend the actions and responses of trauma survivors.

The following graphic will help you understand how the brain is affected by trauma.



Available at: <https://nastad.org/trauma-informed-approaches-toolkit/near-science>



Trauma-Informed Language

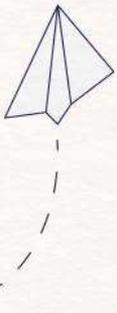
Trauma-informed language refers to the use of words and phrases that are sensitive to the experiences of people who have experienced trauma. It involves using language that is respectful, validating, and non-judgmental, and avoids using language that may be triggering or retraumatizing. This includes avoiding language that blames the person for their trauma, minimizes the impact of their trauma, or makes assumptions about their experiences. Trauma-informed language recognizes the complexity of trauma and its effects and seeks to create a safe and supportive environment for individuals to share their experiences and seek help.

Examples of Trauma-Informed Language

- Instead of using the term "victim" to describe someone who has experienced trauma, trauma-informed language would use "survivor." This acknowledges the strength and resilience of the person and avoids defining them solely by their experience of trauma.
- Instead of asking someone "What's wrong with you?" or "What happened to you?" trauma-informed language would ask "What happened?" or "How can I support you?" This avoids placing blame on the person and instead focuses on their needs and how you can help.
- Instead of saying "That's crazy" or "You're overreacting," trauma-informed language would validate the person's feelings and experiences by saying something like "That sounds really difficult" or "I can see that this is affecting you deeply. “
- Overall, trauma-informed language prioritizes respect, empathy, and understanding for individuals who have experienced trauma, and seeks to avoid re-traumatizing them through language that is judgmental, blaming, or dismissive.

Psychological First Aid (PFA)

PFA is an initial disaster response intervention with the goal to promote safety, stabilize survivors of disasters and connect individuals to help and resources. PFA is delivered to affected individuals by mental health professionals and other first responders. The purpose of PFA is to assess the immediate concerns and needs of an individual in the aftermath of a disaster, and not to provide on-site therapy. You do not need to be able to conduct a





psychological debriefing or counselling session in order to engage in PFA. Although PFA requires active listening skills, it does not involve asking a person to analyze what occurred or place events in chronological order, nor does it involve pressuring them to discuss their emotions or reactions to an event.

A Crisis Event is an occurrence involving serious stressors leading to an unstable and dangerous situation affecting an individual, group or community. It is out of the range of normal human experiences, usually sudden, unexpected, and intense that involves actual or threatened death or a threat to the physical integrity of self or others. It leaves a person helpless and out of control.

PFA is designed to assist individuals who have been recently impacted by a crisis. When you first make contact with extremely distressed individuals, you can provide PFA. This typically occurs during or immediately following an event. Nonetheless, depending on the duration and severity of the event, it may be days or weeks later.

A PFA Helper is an individual who:

- Provides practical care and support.
- Evaluates needs and concerns.
- Helps people address their basic needs.
- Comforts people and helps them feel calm.
- Provides information and link with services providing support.
- Protects people from further harm.
- Coordinates with other colleagues and works in a team.
- Receives training on how to provide PFA.
- Receives support from management or by other professionals if needed.

Below are the **action Principles** of PFA:

PREPARE

Before offering PFA, learn about the crisis event, the available services and supports and safety and security concerns. Consider the following questions:

Context	<ul style="list-style-type: none"> ▪ How many persons are present during the event? ▪ Are there vulnerable groups like persons with disabilities, elderly, single parent with children, people with mental health disorders, young people, or unaccompanied minors?
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	<ul style="list-style-type: none"> ▪ What does the location look like? It is an isolated area? Are there other colleagues available in case additional support is needed? ▪ What are the main challenges you face in working with this group of people?
Psychological Needs	<ul style="list-style-type: none"> ▪ Which are the risk factors for mental health problems? ▪ Which are the mental health problems within this migrant group? ▪ Which are their psychological needs?
Cultural Aspects	<ul style="list-style-type: none"> ▪ How to approach people belonging to different ethnic groups? ▪ What language does the person speak? Is there a need of a translator? ▪ Do you have enough information about the culture? How to get more information about different culture?
Available Services	<ul style="list-style-type: none"> ▪ Do you have supplies to cover basic needs? ▪ Where and how can migrants have access to different services (health and social services, psychological support, school, sports, public libraries, language classes, legal services)? ▪ Are there other organizations offering support to migrants?

LOOK

Crisis situations can change rapidly. What you discover on the scene may differ from what you learned prior to entering a crisis situation. Before providing assistance, it is essential to take a moment or two to "look" around. Refugees spend most of their time in an isolated place. It is therefore difficult to look for people who may need help. If you find yourself in a crisis without time to prepare, this may be a quick scan. These moments give you the opportunity to remain calm, safe, and thoughtful before acting. Consider the questions and messages in the following table as you "look" at your surroundings.

Safety	<ul style="list-style-type: none"> ▪ What dangers can you see in the environment, such as active conflict, damaged roads, unstable buildings, fire, or flooding? ▪ Can you be there without likely harm to yourself or others? 	<p>If you are not certain about the safety of the crisis site, then do not go. Try to get help for people in need. If possible, communicate with people in distress from a safe distance.</p>
People with obvious urgent basic needs	<ul style="list-style-type: none"> ▪ Does anyone appear to be critically injured and in need of emergency medical help? ▪ Does anyone seem to need rescuing, such as people trapped or in immediate danger? ▪ Does anyone have obvious urgent basic needs, such as protection from the weather, torn clothing? ▪ Which people may need help in terms of accessing basic services and special attention to be protected from discrimination and violence? ▪ Who else is available around me to help? 	<p>Know your role and try to get help for people who need special assistance or who have obvious urgent basic needs. Refer critically injured people to medical personnel or others trained in physical first aid.</p>
People with serious distress reactions	<ul style="list-style-type: none"> ▪ Are there people who appear extremely upset, not able to move on their own, not responding to others, or in shock? ▪ Where and who are the most distressed people? 	<p>Consider who may benefit from PFA and how you can best help.</p>

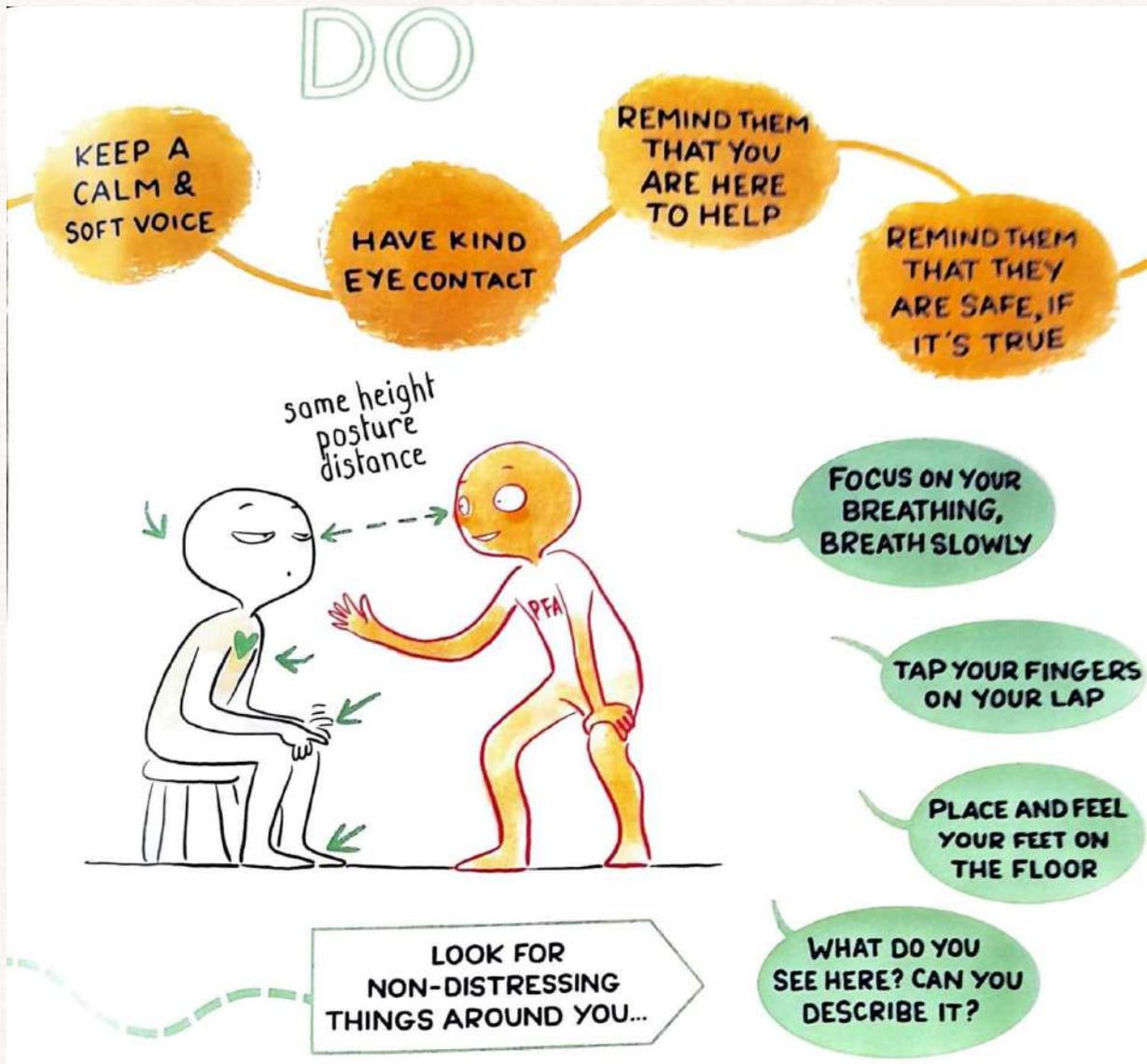
LISTEN

Listening properly to people you are helping is essential to understand their situation and needs, to help them to feel calm, and to be able to offer appropriate help. Some people may keep what has happened for themselves. However, they may value it if you stay with them quietly or offer practical support like a meal or a glass of water. Learn to listen with your:

- » Eyes - giving the person your undivided attention.
- » Ears - truly hearing their concerns.
- » Heart - with caring and showing respect.

Approach	<ul style="list-style-type: none"> ▪ Approach people respectfully and according to their culture. ▪ Introduce yourself by name and organization. ▪ Ask if you can provide help. ▪ If possible, find a safe and quiet place to talk. ▪ Help the person feel comfortable; for example, offer water if you can. ▪ Try to keep the person safe. ▪ Remove the person from immediate danger if it is safe to do so.
Ask	<ul style="list-style-type: none"> ▪ Ask what people need and what their concerns are, although some needs may be obvious. ▪ Find out what is most important to them at this moment and help them work out what their priorities are.
Listen	<ul style="list-style-type: none"> ▪ Listen to people and help them to feel calm. ▪ Stay close to the person. ▪ Do not pressure the person to talk. ▪ Listen in case they want to talk about what happened. ▪ If they are very distressed, help them to feel calm and try to make sure they are not alone.
Provide	<ul style="list-style-type: none"> ▪ Provide information and support but be honest about what you know and don't know. ▪ Acknowledge a person's strength as well as their feelings and loss. ▪ Allow time for silence to give the person time to share.

Some individuals experiencing a crisis may be extremely apprehensive or distressed. They may experience feelings of confusion or overwhelm, as well as physical reactions such as shaking or trembling, difficulty breathing, or a pounding pulse. The following tips maybe helpful for helpers that are dealing with such individuals.



DON'T

Don't be judgemental
Don't be disrespectful

Don't interrupt or
rush to ask questions
(don't look at your watch
or speak rapidly...)

LET ME
TELL YOU!

ARE YOU
INSANE
?

Don't talk
about your
own troubles

TELL
ME!!!

YOU SHOULDN'T
FEEL THAT WAY

Don't make
up things you
don't know

I PROMISE
YOU...

YOU'RE LUCKY
YOU SURVIVED

I'LL DO IT
FOR YOU

Don't tell
them someone
else's story



[LINK](#)

PFA focuses primarily on linking individuals with practical assistance. Keep in mind that PFA is frequently a one-time intervention and that you may only be needed for a short time. Long-term recovery will require the use of coping skills by those affected. Help people help themselves and recover control of their situation (WHO, War Trauma Foundation and World Vision International 2011).

Help	<ul style="list-style-type: none"> ▪ Help people in distress meet the basic needs they request, such as food, water, shelter and sanitation. ▪ Learn what specific needs people have – such as health care, clothing, or items for feeding small children – and try to link them to the help available. ▪ Make sure vulnerable or marginalized people are not overlooked. ▪ Follow up with people if you promise to do so.
Coping	<ul style="list-style-type: none"> ▪ Help people identify supports in their life, such as friends or family, who can help them in the current situation. ▪ Give practical suggestions for people to meet their own needs (for example, explain how the person can register to receive food aid or material assistance) ▪ Ask the person to consider how they coped with difficult situations in the past and affirm their ability to cope with the current situation. ▪ Ask the person what helps them to feel better. Encourage them to use positive coping strategies (enough rest and food, do activities, discuss their problems) and avoid negative coping strategies (drug abuse, isolation, violence, neglected personal hygiene).
Give	<ul style="list-style-type: none"> ▪ Give information about the event that affected their lives. It may be useful to give information to groups of affected people, so that everyone hears the same message. ▪ Inform them about loved ones or others who are impacted. ▪ Inform them about their safety and rights. Remember to keep messages simple and accurate. ▪ Give them instructions on how to access the services and things they need.
Connect	<ul style="list-style-type: none"> ▪ Try to link the afflicted with loved ones and keep children with their parents. ▪ Help people to contact friends and relatives so they can get support. ▪ If a person lets you know that prayer, religious practice or support from religious leaders might be helpful for them, try to connect them with their spiritual community. ▪ Help bring affected people together to help each other.



4. Suggested Activities

There are various activities that can be used in a workshop to promote a sense of community and respect for diverse cultures within a group.

ACTIVITY 1. CULTURAL IDENTITY MAP

By drawing and sharing their cultural identity maps, you can gain insight into your own cultural background, as well as the experiences and traditions of others.

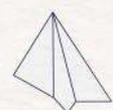
The **aim** of this activity is to:

1. promote self-reflection on cultural identity and increase self-awareness
2. encourage you to recognize and appreciate the diversity within the group
3. facilitate group discussion and exchange of ideas and experiences related to cultural identity
4. promote cultural sensitivity and understanding in a group setting



Instructions

- Draw a map of your cultural identity on the paper (10-15 mins)
- Include your beliefs, values, and traditions, as well as any significant experiences or events that have shaped your identity.
- Once you have completed your map, share it with a partner or small group.
- Explain what you included in your map and why.
- Discuss the similarities and differences in your cultural identities with your partner or group. Ask each other questions. Be curious, but respect each other's cultures and viewpoints during the discussion. (10-15 mins)
- Reconvene the larger group and share any interesting or surprising things you learned from your partners/groups.





ACTIVITY 2: NETWORKING GAME

The **aim** of this activity is to simulate the process of building a social network and promote understanding of the process of building a social network for refugees.

Instructions

- Divided into small groups of 3-5 people, draw a map of their social network and identify the people who have been most helpful to you.
- Discuss in groups on the challenges and opportunities of building a social network for refugees.
- After 10-15 minutes of drawing, each group will present their social network map to the other groups. You should explain who the people on their map are, how they know them, and why they have been helpful.
- After each group has presented, there will follow a group discussion on the challenges and opportunities of building a social network for refugees.
- Share your thoughts and ideas on how to support refugees in building their social network.
- Reflect on what you learned and how you can apply it to your work with refugees.

ACTIVITY 3: A TRAUMA-INFORMED CARE MAP

This activity encourages you to consider a range of factors, such as physical and emotional health, education, cultural and social needs, and family support, and to develop a holistic approach to addressing these needs. It promotes empathy and understanding for the children's experiences and helps to build skills and knowledge in providing trauma-informed care.

The **aim** of this activity is to

1. help participants understand and visualize the complex needs and experiences of children who have experienced trauma or other difficult situations.
2. create a comprehensive plan for their care and support.

Instructions

- **BE.** You will be creating a "Trauma-Informed Care Map" for one of the five case studies provided (Sofia Rodriguez, James Lee, Aisha Mohamed, Miguel Gonzalez, or Rania Ahmed).



- **THINK ABOUT.** Think about what care and practices should be applied to the child based on their unique trauma experiences and cultural background.
- **DIVIDE AND ANALYZE.** Divide your analysis into sections or categories (such as emotional support, physical safety, cultural competence, education, healthcare, etc.).
- **DRAW AND WRITE.** Draw and write your responses in each category, using clear and trauma-informed language.
- **BE.** Be creative and use colors and symbols to represent your ideas.
- **SHARE AND DISCUSS.** Once you have completed your maps, share and discuss your maps with the rest of the group, explaining your choices and reasoning behind them.
- **REFLECT IN THE GROUP.** Group discussion about the common themes and differences in the Trauma- Informed Care Maps, and the potential challenges and benefits of applying trauma-informed care principles and practices in different cultural contexts.

Case Studies

- **Sofia Rodriguez:** A 12-year-old girl from El Salvador who witnessed a gang-related murder and was forced to flee her home country alone.
- **James Lee:** A 16-year-old boy from South Korea who was adopted by an American family at the age of 3 and struggles with feelings of abandonment and cultural identity.
- **Aisha Mohamed:** A 10-year-old girl from Somalia who experienced domestic violence and abuse before fleeing to a refugee camp with her mother and younger brother.
- **Miguel Gonzalez:** A 14-year-old boy from Mexico who was separated from his parents at the US-Mexico border and placed in a detention center for several months.
- **Rania Ahmed:** A 9-year-old girl from Syria who witnessed the bombing of her home and lost several family members in the conflict, before fleeing to a neighboring country with her surviving family members.

Examples

➤ **Child Refugee**

Ensure: that the child feels safe and supported

Create: a welcoming and inclusive environment

Build: trust and respect

Provide: culturally sensitive care

Use: trauma-informed language



Offer: evidence-based therapies such as cognitive behavioral therapy (CBT) and eye movement desensitization and reprocessing (EMDR) to help the child cope with their traumatic experiences

➤ **Domestic Violence Survivor**

Prioritize: the survivor's safety and security

Empower: the survivor to make their own decisions

Provide: emotional support and validate the survivor's experiences

Help: the survivor develop coping strategies and skills to manage their trauma symptoms

Provide: referrals for legal and financial assistance, if needed

Work: collaboratively with other service providers to ensure a coordinated response

➤ **Combat Veteran with PTSD**

Build: a trusting and respectful relationship

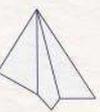
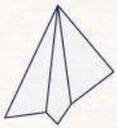
Validate: the veteran's experiences and emotions

Encourage: the veteran to express their thoughts and feelings

Use: trauma-informed language

Provide: evidence-based therapies such as cognitive processing therapy (CPT) and prolonged exposure therapy (PE) to help the veteran cope with their traumatic experiences

Address: any co-occurring issues such as substance abuse or depression



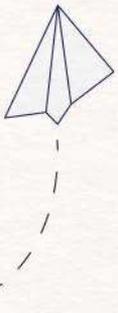


B. Building Resilience: Supporting the Refugee Worker

While much attention has been paid to the immediate needs of refugees, there is a growing recognition of the importance of supporting refugee workers and helpers in their strenuous efforts to provide various forms of support, from humanitarian aid to guidance on legal matters and cultural adaptation. Refugee helpers, despite their selfless dedication, face a multitude of challenges and stressors in their roles, including:

- **Compassion Fatigue:** The emotional toll of witnessing the suffering and trauma of refugees can lead to burnout and compassion fatigue among refugee helpers. It is often accompanied by a decrease in empathy and an inability to feel sympathy for others, which can impact the quality of care and support that a person is able to provide. Symptoms may include irritability, difficulty sleeping, feelings of hopelessness or helplessness, and physical symptoms such as headaches or stomachaches. It is important for those who work with refugees or other vulnerable populations to be aware of the signs of compassion fatigue and to take steps to prevent or address it.
- **Vicarious Trauma:** This type of trauma refers to “the cumulative transformative effect on the helper working with the survivors of traumatic life events” (Saakvitne & Pearlman,1996). The impact of vicarious trauma occurs on a continuum and is influenced by a number of factors such as role and how much traumatic information a practitioner is exposed to, the degree of support in the workplace, personal life support, and personal experiences of trauma. Its influence can be seen and felt on both personal and professional levels, and in some instances, the community level.
- **Burnout:** Continuously engaging with individuals who have experienced trauma can affect the mental health and well-being of refugee helpers. Burnout is a state of emotional, physical, and mental exhaustion caused by prolonged exposure to stress, particularly related to work or caregiving. Burnout can cause a sense of detachment or cynicism about one's work, feelings of frustration or ineffectiveness, and a lack of motivation to engage in work-related activities. It is important to note that burnout is not simply feeling tired or overwhelmed but is a more serious and persistent condition that can have negative impacts on both personal and professional life.

In addition to being a matter of humanitarian concern, addressing these challenges is essential for maintaining the sustainability and efficacy of refugee assistance efforts. Supporting the





resiliency of refugee aid workers is crucial for ensuring that they can continue to provide vital assistance to refugees and communities.



1. Strategies to promote mental health and well-being

Dealing with burnout and vicarious trauma as a volunteer or refugee worker involves several strategies that can help you manage and prevent the negative impact of your work on your mental and emotional well-being.

- **Set boundaries:** It's important to establish clear boundaries between work and personal life, as well as between your role as a helper and the needs of the people you're helping. Make sure you prioritize self-care and don't neglect your own needs.
- **Practice self-care:** Engage in activities that promote relaxation, such as exercise, meditation, or spending time with friends and family. Make sure you get enough sleep and lead a healthy diet.
- **Seek support:** Connect with other volunteers or professionals who can provide emotional support and understanding. Consider joining a support group or seeking counseling.
- **Reflect and process:** Allow yourself time to reflect on your experiences and process any emotions or reactions that may arise. Keeping a journal or talking with a trusted friend or colleague can be helpful.
- **Take breaks:** If you're feeling overwhelmed or burnt out, take a break from your work and do something else that brings you joy or relaxation. It's important to take care of yourself so that you can continue to be effective in your work.
- **Remember your purpose:** Stay connected to your purpose: Remember why you're doing this work and stay connected to your sense of purpose. Focusing on the positive impact you're making can help you stay motivated and resilient.

2. Optimizing Resilience

Optimizing resilience while maintaining efficacy is crucial for individuals engaged in challenging and demanding roles, such as refugee aid workers and volunteers. Following are some extra





steps that refugee aid workers and volunteers may follow to enhance resilience while staying effective:

- ❖ **Observe your Internal Experience:** The first step in developing healthy coping strategies is to become aware of your thoughts, emotions, and physical responses when something unpleasant occurs and your stress hormones begin to rise. Recognizing and embracing these experiences encourages healthy behavior.
- ❖ **Self-Regulation:** It involves breathing deeply to organize your thoughts, feelings and physical reactions and choosing coping behaviors that foster health and well-being. Make sure to have healthy options available wherever you are. Keeping a list of healthy things you enjoy doing can also help you stay balanced.
- ❖ **Plan and Prioritize:** Planning your tasks and prioritizing them based on their importance and deadlines will help you stay organized and avoid last-minute rushes and frustrations.
- ❖ **Belly Breathe:** This very deep breathing technique that inflates your diaphragm and pushes out your lower abdomen is the foundation for self-regulation and healthy coping skills. Breathing in for a count of 4, holding your breath for 1 count, and exhaling for another count of 4 or 5, activates your brain in ways that help you organize your thinking and make healthy decisions. Inhaling speeds up your heart and gives you energy, while exhaling slows it down and has a calming effect.
- ❖ **Rhythmic Soothing:** Repetitive practice, things that we do unintentionally in a repetitive manner, has a calming effect on us. Any repetitive activity that does not cause damage has the potential to be soothing. This could be twirling a pen or a pencil between your fingertips or walking, jogging and any rhythmic body movement or sewing, knitting, and practicing a musical instrument. Think of any repetitive activity you enjoy and build time for it into your day, particularly during stressful situations or times. These activities can have a meditative effect, cleanse the mind, and stimulate creativity.
- ❖ **Returning to Baseline:** In response to a threat, stress hormones provide a lightning-fast response and then rapidly subside. For optimal self-care, one must pay close attention to how long it takes them to return to a calm state. This requires both individual and collective effort. Throughout the day, most of us experience fluctuating levels of stress. Evaluate the circumstances in which you experience the most stress and work with others to create a calming environment



in those situations. When everyone commits to self-regulation, everyone's levels of stress hormones benefit from a peaceful and more soothing environment. Conversations about this topic can include time for assessing and enhancing an inclusive, equitable, resilience-based, and trauma-informed environment. A quick break just to take some slow deep breaths when you feel stressed, helps reduce stress hormone levels.

- ❖ **Slow Down to Get There Faster:** This paradox is the realization that when we slow down, observe what's happening, and employ healthy coping strategies effectively, we speed up and streamline self-regulation. In turn, this lays the groundwork for life-long resilience.
- ❖ **This Will Pass:** The voice inside our heads, also known as our cognition, or the way we think, plays an important role in how we manage stress. Controlling that voice can sometimes be a life-long challenge, especially in a high stress environment. When you feel threatened, pay attention to what the voice inside your head is saying, and the message it is giving. If it is not compassionate and supportive, consider how you might change it. Create brief scripts of what you would say to yourself in a genuine and realistic manner to get through a challenging situation or communication crisis. Rehearse and modify your scripts until they are precisely what you need to hear when things get difficult.
- ❖ **Stepping Out:** Realizing mindfully that taking a few moments to slow down, collect, and organize one's thoughts can go a long way towards optimally managing a challenging situation. That is not running away from a problem, it is stepping away from a potentially escalating situation, thus honoring your brain, mind, and body's need to effectively carry out an optimal response.
- ❖ **Trusting Connection:** Depending on your job or neighborhood, you may or may not be surrounded by supportive individuals on a daily basis. Every day, many people face difficult situations that place them in physical and/or emotional risk, and everyone requires a trustworthy connection to get by. Resilience is partially dependent on the support of others. Thus, try to identify three trustworthy individuals from your workplace or neighborhood. If there aren't three, find those in your life who can help you if you're struggling. Inform these individuals that you desire their support and describe how you would like it to come about when you require it. When the situation becomes difficult, reach out to them and let them know what's happening.



- ❖ **Practice Makes Perfect:** In high-stress situations that may be threatened by external factors, it can be difficult to cope in a healthy way. Education does not equal transformation, but practice does. All of us must recognize the importance of lifelong self-care in order to maintain health and wellbeing in these challenging situations. Daily remembrance of our significant contributions, self-celebration, practicing compassion and welcoming it from others, maintaining trustworthy relationships, speaking truth to power, and pursuing health and well-being are essential.

3. Suggested Activities

There are a number of practices and activities that can be employed when trying to build resilience and achieve self-care.

ACTIVITY 1: REACTING TO STRESSFUL SITUATIONS: BUILDING RESILIENCE AND SELF-CARE STRATEGIES WHEN WORKING WITH REFUGEES

This activity allows individuals identify potential stress management techniques or self-care practices and apply them in their daily work.

Instructions

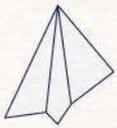
1. Look at the scenarios of stressful situations that may arise while working with refugees.
2. Reflect on how you would initially react to the scenario and what emotions may arise and fill in the gaps on the sheet.
3. Identify potential self-care strategies or stress management techniques you could use to respond to the situation in a more positive and productive manner.
4. In small groups, discuss your individual reactions and strategies, share insights, and provide feedback.
5. The group will reconvene and discuss any common themes or strategies that emerged during the small group discussions and how they can be implemented in their work with refugees.



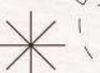
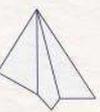
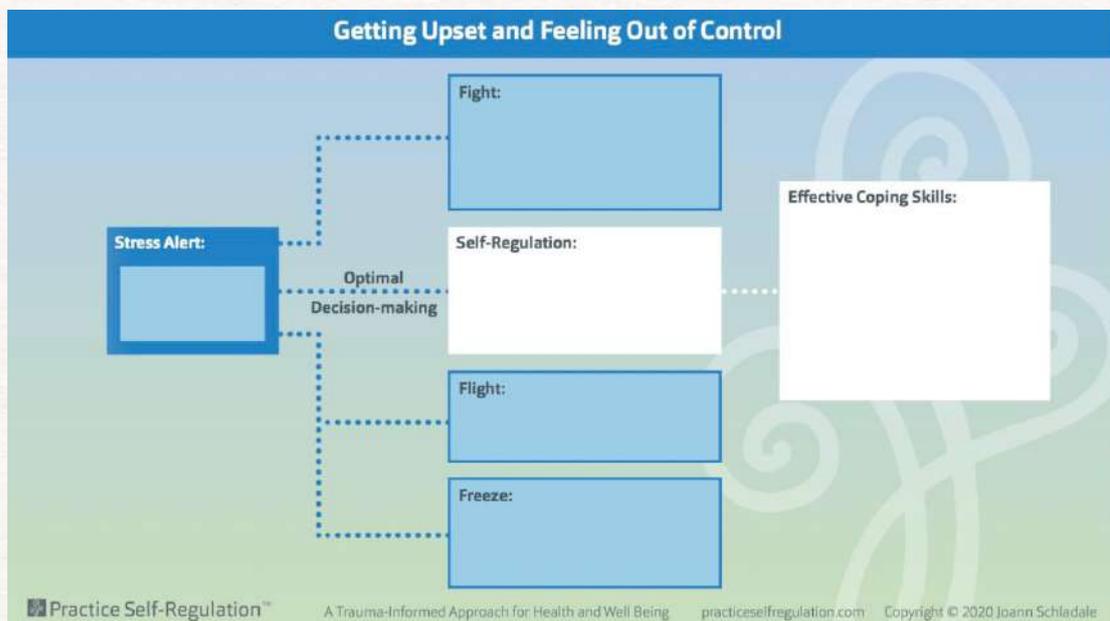


Scenarios

- **Language Barrier:** Imagine you are working with a refugee who speaks a language that you do not understand, and they are struggling to communicate their needs. You feel frustrated and overwhelmed, and you don't know what to do next.
- **Trauma Exposure:** You are working with a refugee who has experienced significant trauma in their home country or during their journey to your country. They start to share their story with you, and you feel emotionally overwhelmed, unsure of how to support them while also taking care of your own well-being.
- **Limited Resources:** You are working with a group of refugees who are living in a crowded refugee camp with limited resources, including food, water, and medical care. You feel helpless and stressed about the situation, and unsure of how to best support the refugees in the camp.



Self-Regulation Sheet





ACTIVITY 2: PRACTICE MINDFULNESS

Engage in mindfulness practices: Mindfulness practices, such as meditation or deep breathing exercises, can help reduce stress and increase feelings of calm and relaxation.

Take a look at the following videos:

Let’s see why mindfulness is a superpower: <https://youtu.be/w6T02g5hnT4>

A Beginner’s Guide: <https://youtu.be/o-kMJBWk9E0>

ACTIVITY 3: REFLECTIVE WRITING

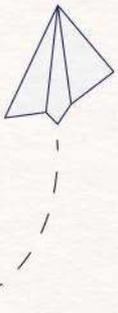
These reflective writing prompts can you explore your own experiences with self-care, vicarious trauma, support systems, compassion fatigue, and personal boundaries while working with refugees. Be honest and reflective in your writing and provide opportunities for group discussion and sharing if you feel like it.

1. **Self-care Assessment:** Reflect on your own self-care practices and write about how you are currently caring for yourselves (if applicable while working with refugees). Identify areas where you could improve and strategies you could use to care for yourselves more effectively.
2. **Vicarious Trauma Reflection:** Reflect on your experiences with vicarious trauma and if applicable how you cope with the emotional toll of working with refugees. Write about specific instances of vicarious trauma you have experienced and how you dealt with it in the moment and afterward.
3. **Support System Evaluation:** Reflect on your current support system and write about how your support system helps you manage stress and stay resilient while working with refugees. Identify areas where you could use additional support and brainstorm ways to strengthen your support system.
4. **Compassion Fatigue Prevention:** Reflect on your experiences with compassion fatigue and write about strategies you use to prevent it. Identify signs of compassion fatigue you have experienced in the past and brainstorm ways to recognize and address it in the future.



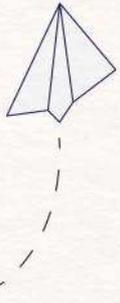


5. **Personal Boundaries Exploration:** Ask participants to reflect on your personal boundaries and write about how you maintain these boundaries while working with refugees. Identify situations where you have struggled to maintain boundaries and brainstorm ways to navigate these situations more effectively.





C. Conclusions



This Booklet contains a transnational report on refugee policies and institutional frameworks for working with migrants, as well as three national reports on the same context, emphasizing the significance of inter-disciplinary approaches for an effective integration process. The Booklet also includes the educational materials that were used and shared during the project's Learning Teaching Training Activities and provide information, advice, and assistance to field workers and educators in the field of migration and intercultural education. The more knowledgeable and outfitted these professionals are, the greater their capacity to aid refugees in various ways. This work is the consortium's attempt to bridge the intercultural, intergenerational, and social divide; it will promote inclusion, equality, and non-discrimination, and will supplement the reception and integration efforts for refugees and migrants. The future of refugee assistance resides in the commitment to innovate, collaborate, and adapt. As the global refugee crisis evolves, so must our strategies and methodologies. It is essential that nations uphold their international law obligations and collaborate to provide safe and dignified solutions for displaced populations. Additionally, interdisciplinary collaboration should be encouraged and expanded in order to leverage on the collective expertise of professionals in various domains. Inclusion of refugees in decision-making processes and prioritization of their well-being should continue to be at the vanguard of refugee assistance efforts.

In conclusion, the complexities of addressing the requirements of refugees require a dynamic and flexible approach. We can aspire to a future where refugees receive the support and opportunities, they deserve by recognizing the changing landscape of policies, maximizing the potential of interdisciplinary collaboration, and addressing challenges head-on. Refugees' well-being, dignity, and human rights are central to our collective responsibility, and concerted efforts are required to fulfil this obligation in a world that is constantly changing.





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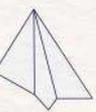
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**Granting Opportunities For All Refugees
by supporting Refugee Workers**

2022-1-DE02-KA210-ADU-000082445



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INNOVATION FOOTPRINT

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