

***Supporting Next Steps in  
Integration Initiatives***

***An Inventory of  
Opportunities and Needs in the  
Integration of Resettled Refugees***

*A Project of the  
Annual Tripartite Consultations on Resettlement  
implemented by the  
Canadian Council for Refugees*

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*Steering Committee:*

Janet Dench – Canadian Council for Refugees  
Marzia Ali – Action Réfugiés Montréal  
Paulette Johnson – Edmonton Catholic Social Services  
Sylvie Moreau – Clinique juridique francophone de l'Est d'Ottawa  
Diane Fisher – Calgary Catholic Immigration Society  
Mila Voihanski – Jewish Immigrant Aid Services of Canada  
Carolina Gajardo – COSTI Immigrant Services  
Barbara Treviranus – Refugee Sponsorship Training Program

*Project Coordinator:*

Liz McWeeny

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**SURVEY OF OPPORTUNITIES, NEEDS AND INTEREST IN CAPACITY BUILDING**

# INTRODUCTION

## Context and Purpose

This inventory is one of the activities of the *Next Steps in Supporting Integration Initiatives Project*, undertaken through the UNHCR Annual Tripartite Consultations on Resettlement in 2003 – 2004. The Canadian Council for Refugees implemented the project as part of the continuing efforts by resettlement countries and NGOs to implement the Agenda for Protection, adopted by the UNHCR Executive Committee in October 2002.

Goal 5 Objective 5 of the Agenda for Protection commits:

*“States and UNHCR, in cooperation with NGOs, to develop capacity-building programmes with new resettlement countries, involving training, as well as “twinning” and related support.”*

*“States to put in place policies to ensure that resettlement runs in tandem with a more vigorous integration policy, aimed at enabling refugees having durable residence status to enjoy equality of rights and opportunities in the social, economic and cultural life of the country, especially as regards: education, including language training and skills development; the labour market, family reunification and citizenship.”*

Additionally, other initiatives such as the development of new resettlement programmes in national or regional contexts, as well as those included in the implementation of the strategic use of resettlement as part of UNHCR’s Convention Plus, may stimulate an increase in the number of countries undertaking resettlement and thus form part of the context for this undertaking..

The inventory is a mechanism through which resettlement partners may share information, offer resources and seek assistance on refugee resettlement and integration subjects with the goal of enhancing their national resettlement efforts and thereby increasing refugee resettlement capacity globally.

For the most part, the inventory builds on the UNHCR’s *Refugee Resettlement: An International Handbook to Guide Reception and Integration*. It demonstrates the practical applications of the principles and guidelines contained in the Handbook and provides a broad view on how various resettlement practices can be translated from principles to action.

The purpose of the inventory is to provide a resource that:

- identifies resources and good practices in resettlement countries that may be of interest to other partners in resettlement;
- identifies areas that resettlement partners wish to build or strengthen their capacity in the resettlement of refugees;
- offers a mechanism whereby resettlement partners may seek out the resources and contact points in order to match resources with needs;
- links current resettlement practices to the *Refugee Resettlement: An International Handbook to Guide Reception and Integration* as one of the foundational documents for those involved in refugee resettlement.

## **Developing the Inventory**

A survey on 'Needs and Opportunities' administered in 2003 and 2004 gathered information on the resettlement and integration practices of countries with refugee resettlement programmes and formed the basis for the inventory.

The survey focused on:

- elements of the pre-arrival phase that support successful integration;
- the first weeks and months;
- transitioning to successful establishment;
- resettlement of particular groups of refugees;
- capacity building in the receiving community.

The survey sought information on:

- needs that could benefit from linkages;
- new initiatives that may be of interest to others;
- resources available to offer in support of other resettlement countries, including areas of specialization, opportunities for exchanges, listserves that people could join, conferences that people might usefully attend;
- suggestions of possible sources of funding for exchanges, for example foundations that might fund a person from an emerging country to go to a conference or do a placement in another country.

Contributions to the inventory have been received from governments and NGOs in Australia, Benin, Brazil, Canada, Chile, Denmark, Finland, Ireland, the Netherlands, Norway, Sweden, the United Kingdom and the United States of America.

## **Using the Inventory**

The inventory is currently organized by:

- subject area and alphabetically by country
- needs and interest in capacity building by subject and country
- country programmes
- appendices

The contents are largely unedited in an effort not to dilute what are already the summaries of each country's programme.

Users may access the inventory for various purposes. For example:

- to seek information on current practices and models on a particular aspect of integration;
- to seek information on practices, models and initiatives in a particular resettlement country;
- to identify particular needs and interests in building capacity in various aspects of integration in order to match a need for capacity building with what other partners can offer;
- to find information on upcoming conferences, current reports, recent research and other current material;
- to link to websites containing additional information.

Bookmarks and reference links are available between various inventory sections as well as to relevant parts of the *Refugee Resettlement: An International Handbook to Guide Reception and Integration*.

The inventory also contains hundreds of direct website links to other documents, governmental and non-governmental websites, resources, project sites etc.

The inventory is intended to be a 'living' document. Countries and NGOs may update, add or edit their submissions annually. (See Appendix 2 and 3)

Although the inventory may be printed as a WORD document, its size makes it more accessible electronically for users interested in specific information.

Comments and questions regarding the inventory should be directed to the Chief of Resettlement Section, Department of International Protection, UNHCR Headquarters, Geneva.

## PRE-DEPARTURE

### 1. INTEGRATION ELEMENTS IN IDENTIFYING AND SELECTING REFUGEES FOR RESETTLEMENT

“According to its regulations and procedures, resettlement countries may consider resettlement requests in a dossier basis in their capital, and not require a direct interview with the refugee....In other cases, resettlement countries, by either discretion or law, conduct individual resettlement interviews with refugees under resettlement consideration. Such interviews are typically undertaken as part of a resettlement selection mission.” (*UNHCR Handbook on Resettlement V/35*)

While not an exhaustive list, the following may be considered when assessing capacity and needs in the identification and selection processes of a country’s resettlement programme as they affect the integration programme:

- Individual UNHCR dossier submissions for selection
- Individual UNHCR dossier submissions for in-country selection
- UNHCR Group submissions for in-country selection
- Individual / group submissions from other organizations/partners
- Roles of NGOs in identification, referrals, selection and processing
- Capacity to accept emergency submissions
- Capacity to consider special needs cases, medical needs cases, minors, elders, women at risk
- Ensuring family unity and reunification
- Counseling on destining options

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Shared selection missions</li> <li>✓ Opportunities for exchanges</li> <li>✓ Shared caseload information</li> </ul>	<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research – assist in identification.</li> <li>✓ Upcoming conferences and meetings – Biannual Dialogue with UNHCR, IOM and national NGOs</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Australia supports the UNHCR’s Convention Plus initiative and would like to see resettlement applied as a practical, results oriented approach that is used strategically particularly for the resolution of protracted caseloads.</p> <p>Australia is keen to develop alternative resettlement practices and supports the notion of adopting multilateral approaches that focus on particular groups while continuing to resettle individuals. Australia has worked with the Canadian Government, UNHCR and IOM on group processing from the Dadaab Refugee Camp in Kenya. There are however a number of issues that still need to be addressed with regard to the group processing.</p> <p>Regardless of the success of group processing, it is expected that individual processing and referrals from UNHCR will still form the basis of resettlement under the Humanitarian Program. Australia considers UNHCR’s assistance in Africa important in maintaining program integrity in this region. Australia has allocated approximately US\$ 234,000 in earmarked funds to UNHCR for staff and support to increase registration and referrals from East Africa.</p> <p>Australia has been operating a successful resettlement program in most regions over a long period. We have detailed policies in place and offer training to decision makers. We would look favourably on sharing our knowledge and experience in these areas with emerging resettlement countries and will consider twinning arrangements.</p>	
<p><b>We are interested in building our capacity in:</b></p>	

*INTEGRATION ELEMENTS IN IDENTIFICATION AND SELECTION OF REFUGEES FOR  
RESETTLEMENT*

Alternative processing options such as group processing and shared arrangements

**Resources needed, (such as those listed above):**

**BENIN**

**Nous pouvons offrir ce qui suit :**

**Renseignements et détails relatifs à toutes les offres susmentionnées :**

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- *Individual UNHCR dossier submissions for in-country selection*
- *UNHCR Group submissions for in-country selection*
- *Capacity to accept emergency submissions*
- *Ensuring family unity and reunification*

**Ressources requises, (telles que celles susmentionnées) :**

*Financial resources for the organization of selection missions*

**BRAZIL**

**We can offer the following:**

- ✓ Opportunities for exchanges

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

Developing the adequate process of selecting considering the necessities of refugees and the capacity of integration of the countries.

**Resources needed, (such as those listed above):**

**CANADA**

**We can offer the following:**

N/a

**Information and details on all of the above offers:**

n/a

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**CHILE**

**Podemos ofrecer lo siguiente:**

- ✓ Selección compartida de misiones.
- ✓ Información compartida de la carga de trabajo.
- ✓ Instalaciones en el sitio para la selección de misiones.

**We can offer:**

- ✓ *Joint selection of missions*
- ✓ *Sharing of information of the load of work*
- ✓ *Facilities at the place for the selection of the missions*

**Información y detalles de las ofertas anteriores:**

Existe una real coordinación entre las instancias de Gobierno (Ministerio del Interior) y Vicaría de Pastoral Social.

*Details and information on the offers: There is a real coordination between the Government (Interior Ministry) and the Vicaria de Pastoral Social.*

**Estamos interesados en desarrollar nuestra capacidad en:**

Mejorar la calidad de la entrevista de selección para obtener una óptima información sobre los casos de estudio.

***We are interested in developing our capacity in:***

*To improve the quality of the selection interview in order to obtain optimum information about the case-study .*

**Necesitamos recursos en (tales como los enumerados anteriormente):**

Note book

Grabadora

***We need resources (as were previously enumerated):***

*Note books and tape-recorder*

**DENMARK**

**We can offer the following:**

- ✓ Shared selection missions
- ✓ Opportunities for exchanges

**Information and details on all of the above offers:**

Denmark has many years of experience with selection missions and is planning to expand the number of missions per year and will welcome participation from other countries.

Denmark can also offer opportunities for exchanges.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**DANISH REFUGEE COUNCIL**

**We can offer the following**

- ✓ Shared selection missions

**Information and details on all of the above offers:**

DRC and The Danish Immigration Service (Government org.) do overseas selection committees who conduct interviews with individual refugees and decide whom to accept (apx. 500 each year).

+ 'Dossier refugees' based on information from UNHCR.

+ Capacity to consider special needs cases, medical needs.

Recommendation from UNHCR is accepted entirely on a need basis.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**FINLAND**

**We can offer the following:**

- ✓ Opportunities for exchanges

- ✓ Guidelines for policy & program development
- ✓ Upcoming conferences and meetings

**Information and details on all of the above offers:**

As part of the MORE project the representatives of Irish Reception & Integration Agency will take part in two of the Finnish selection missions in 2004.

The Ministry of Labour has just published a Guideline paper of Selection Procedure. The main target group are Finnish authorities working with refugees. Unfortunately the Guideline Paper is only in Finnish.

The closing conference of MORE project will be held in March 2005. In that conference all aspects of selection and reception of refugees will be covered.

**We are interested in building our capacity in:**

Ensuring family unity and reunification

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RESETTLEMENT*

**Resources needed, (such as those listed above):**

**FINLAND RED CROSS**

**We can offer the following:**

- ✓ Shared selection missions
- ✓ Opportunities for exchanges

**Information and details on all of the above offers:**

Shared caseload information: FRC delivers information when requested to the ministry about relatives wishing to be resettled and united with their families.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

Time, finance and staff training

**IRELAND**

**We can offer the following:**

- ✓ Current research
- ✓ Recent reports
- ✓ Upcoming conferences and meetings

**Information and details on all of the above offers:**

We are at the early stages of our Resettlement Programme and still trying to develop new structures. At present we select our Quota by dossier submitted by UNHCR. In the Autumn of this year (2004) we will go on two selection missions with Finland to see how they process their Quota with a view to updating our expertise.

We will share our experience – Report following the selection missions and lessons learned.

In conjunction with the MORE project we will have a transnational workshop in November at which we will share our experiences

At the closing conference of the MORE project in Helsinki in March 2005) – the final report on our findings will be presented.

[www.more.fi](http://www.more.fi)

**We are interested in building our capacity in:**

Preparation for resettlement - prior to departure from country of asylum.

**Resources needed, (such as those listed above):**

**IRELAND NGO – LONGFORD WOMEN’S LINK**

**We can offer the following:**

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

Current research

**Resources needed, (such as those listed above):**

Reports

Notification of relevant conferences, seminars etc

**NORWAY**

**We can offer the following:**

- ✓ Shared selection missions
- ✓ Opportunities for exchanges

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

***Guidelines for policy & program development***

UNHCR Resettlement Handbook – Chapter of Norway:

- The majority of cases are submitted by UNHCR either as individual UNHCR dossier submissions for selection or as individual UNHCR dossier submissions for in-country selection.
- As of June 2004 Norway will accept a substantial number of cases based on basic information (registration, identification and refugee status determination) presented by UNHCR before in-country selection.
- NGOs have a minor role in the process of resettlement to Norway. Yet, we do accept a small number of cases on request of international organizations or Norwegian embassies.
- Norway will accept maximum 70 refugees on emergency protection grounds in 2004. We accept maximum 20 refugees with special medical needs. In addition we accept a number of women at risk and a few single minors. We give priority to refugees with close family settled in Norway.

***Shared selection missions***

Norway is willing to offer shared selection missions with new resettlement countries.

***Opportunities for exchanges***

WGR – Working Group on Resettlement

NSHF – Nordic co-operation on resettlement

**We are interested in building our capacity in:**

Facilitate alternatives to resettlement for remaining refugees in co-operation with the UNHCR, Ministry of Foreign Affairs, international organizations and other countries.

Follow up program development; please see point no. 2 above.

**Resources needed, (such as those listed above):**

Opportunities for development and exchanges / recent reports / current research to gather information on alternatives to resettlement and group submissions.

**SWEDEN**

**We can offer the following:**

**Information and details on all of the above offers:**

- Quota places relate to arrivals, not decisions
- No spill over turn of FY
- Extended convention status accepted
- Urgent and emergency places, world wide, on dossier basis. 25 of these on medical grounds
- Special Need cases available within the quota
- Tribunal Cases within the quota
- 750 on selection mission and the balance on dossier basis
- Submissions via UNHCR HQ and agreed Branch offices
- Extended families are accepted if they are submitted at the same time
- Not submitted family members are considered outside the quota, within the family reunification regulations
- Flexible/alternative use of quota allocation is permitted after governmental decision
- NGO.s are not involved in the selection procedure
- Group-processing is carried out in a pilot project during 2004
- Guidelines for decisions on resettlement matters are decided by the Swedish Migration Board

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

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<b>UNITED KINGDOM</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Shared selection missions</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Shared caseload information</li> <li>✓ Current research</li> </ul>
<b>Information and details on all of the above offers:</b> <p><i>Shared selection missions</i> - we would be interested in participating in selection missions with other resettlement states if UNHCR capacity permits. However, the UK would not be able to identify and select individuals post-interview with another resettlement state given differences in UK criteria and selection.</p> <p><i>Opportunities for exchanges with other states</i> – we’d welcome exchange of staff to observe and gain understanding of the process of identification and selection pre-mission (including best practice in preparing for a mission).</p> <p><i>Shared caseload information</i> – we would welcome exchange of information with other states on caseloads although only have limited experience ourselves.</p>	
<b>We are interested in building our capacity in:</b> Individual submissions from other organisations Capacity to consider special needs cases, women at risk, minors, elders Ensuring family unity and reunification Counseling on destining options	
<b>Resources needed, (such as those listed above):</b> Information on best practice in selection missions Experience of other states’ procedures in selection of caseloads.	

<b>REFUGEE COUNCIL USA</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Shared caseload information</li> </ul>	<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> <li>✓ Upcoming conferences and meetings</li> </ul>
<b>Information and details on all of the above offers:</b> <p>The U.S. Refugee Program requires that individual interviews be conducted with those refugees under consideration for resettlement. The Department of Homeland Security (DHS) is vested with the authority to conduct refugee status determinations. Overseas Processing Entities (OPEs)/Joint Voluntary Agency (JVA) function to provide pre- and post-DHS processing services for qualifying refugees. The role of the OPE/JVA involves pre-screening of refugee applicants to determine suitability of a case for presentation to DHS. OPE/JVAs may work with two different types of refugee populations – those that are processed in-country and those that are processed from the country of asylum. In either case, part of the process involves an interview with each applicant to gather information on the refugee’s story of persecution in his/her home country, and subsequent flight. Documentation of the refugee’s story becomes the basis of the applicant’s case file. Once the case file is prepared, OPE/JVA schedules applicants to be interviewed by a representative of DHS. This generally takes place through regularly scheduled circuit rides, in which OPE/JVA and DHS process refugees in their location in the country of asylum. For those processed in-country, a preliminary questionnaire must be submitted to the OPE/JVA for consideration.</p> <p>OPE/JVAs are at work around the world, processing refugees for the U.S. Refugee Program in accordance with the Department of State’s priority system. This priority system categorizes individuals in need of resettlement, and is broken down into three priorities. Priority 1 refers to refugees referred for third-country resettlement by UNHCR or a U.S. embassy. Priority 2 applies to designated groups of special humanitarian concern to the U.S. Priority 3 consists of refugees from designated countries who have close family in the U.S. OPE/JVAs may also process Refugee/Asylee Relative Petitions. Further information on these priorities can be found at <a href="http://www.state.gov/g/prm/asst/rl/rpts/25691.htm">http://www.state.gov/g/prm/asst/rl/rpts/25691.htm</a>.</p> <p>OPE/JVAs also manage data entry and file maintenance for the cases adjudicated by DHS in their respective regions. In addition, OPE/JVAs work with the International Organization for Migration (IOM) to coordinate travel</p>	

*INTEGRATION ELEMENTS IN IDENTIFICATION AND SELECTION OF REFUGEES FOR  
RESETTLEMENT*

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schedules for refugees approved for resettlement. The ten national resettlement agencies working in the U.S. are all represented by the OPE/JVAs, although a single agency administers each OPE/JVA.

**Exchanges:** Cultural Orientation exchanges and Standard Operational Guidelines used in monitoring refugees.

**Shared caseload information:** If we are resettling the same groups of refugees, we can share our experiences and best practices of resettling these groups in the US. Also, we may have additional information that we may share such as: cultural info, research or capacity building needs assessments and/or best practices.

**Guidelines for policy & recent reports:**

- The US government submits their annual report: *Proposed Refugee Admissions – Report to Congress*. This report provides the basis for the US refugee admissions program. Moreover, it lists entire refugee groups for consideration, as well as NGO involvement. This extensive document is submitted to the U.S. Congress from the Department of State (DOS), Department of Homeland Security (DHS) and Department of Health and Human Services (HHS).
- The Office of Refugee Resettlement (ORR) under HHS, submits their annual report to Congress outlining the resettlement program domestically, as well as various programs to assist refugees in their host communities.
- The Refugee Council USA *Recommendations for the US Refugee Admissions program* for each fiscal year. This document is sent to our federal partners (DOS, DHS, ORR) as well as our international partners (UNHCR, IOM and other refugee councils). This report can be obtained at: [www.refugeecouncilusa.org](http://www.refugeecouncilusa.org).

***Upcoming conferences and meetings***

Refugee Council USA members have annual and regional conferences each year. ORR holds an annual conference or consultation for all the national and local resettlement providers. Refugee Council USA works closely with the Congressional Bipartisan Refugee Caucus in the US House of Representatives/US Congress in holding hearings and briefings on key refugee protection and resettlement issues.

**We are interested in building our capacity in:**

A broader knowledge base on

- how other resettlement countries work – how selection missions are determined; the role of that country’s NGOs; the criteria used;
- The effectiveness of NGO referrals to other countries ;
- The effectiveness of emergency resettlement programs in other countries;

Collaborative efforts on advocacy to increase the admissions quotas for all resettlement countries, particularly to look at refugees in protracted situations. To find creative alternatives to having refugees warehoused for over 10 years – to have resettlement as a more accepted norm for more refugees than current.

**Resources needed, (such as those listed above):**

We would like to obtain information on resettlement in other countries and continue to share information and expertise on building a robust resettlement program that benefits more refugees worldwide.

## 2. SELECTING AND DEVELOPING PLACEMENT COMMUNITIES

### GOOD PRACTICE FEATURES:

#### OVERALL A SOUND INTEGRATION PROGRAMME WOULD:

- be clearly planned, with clear guidelines for assessment and ongoing monitoring of resettlement communities, taking into account relevant criteria;
- incorporate ways to engage refugees in placement decision making;
- be flexible to changing domestic and external factors affecting refugee resettlement;
- where practical, have a range of placement options flexible to the needs of different groups of refugees;
- undertake advance assessment and preparation of communities in which resettled refugees are offered placement.

#### SPECIFIC PLACEMENT PROTOCOLS WOULD ENSURE THAT:

- resettled refugees are 'matched' with appropriate resettlement communities;
- resettled refugees are actively involved in placement decision making;
- resettled refugees, like other members of the receiving society, are free to move from their initial placement community while retaining an appropriate level of resettlement support;
- resettled refugees have information about placement communities so that they can play an informed role in placement decisions;
- placement processes are well coordinated so that the preferences of resettled refugees are observed wherever possible.

*(Refugee Resettlement : An International Handbook to Guide Reception and Integration, p. 67)*

### Checklist :

Facilitating sound placement choices.

Give priority to:

- ✓ developing brief information on resettlement destinations for refugees offered resettlement.

In the longer term, aim to:

- ✓ develop more comprehensive information on possible resettlement destinations for refugees offered resettlement;
- ✓ develop a placement protocol;
- ✓ provide training to personnel involved in refugee selection and placement, including cultural diversity training;
- ✓ ensure that placement choices are effectively communicated to those involved at all stages of the selection and resettlement pathway.

*(Refugee Resettlement : An International Handbook to Guide Reception and Integration, p. 58)*

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Upcoming conferences and meetings</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>DIMIA manages the distribution of Refugees and Special Humanitarian Entrants within Australia. The selection criteria ensure that settlement in Australia is the most appropriate option for the applicant.</p> <p>To enhance prospects for successful resettlement, the Department's Integrated Humanitarian Settlement Strategy (IHSS) seeks to locate newly arrived refugees and other humanitarian entrants close to family and friends. For entrants with no family or other links in Australia, departmental officers decide the most suitable location based on an assessment of a range of factors such as age, family composition, presence of existing migrant communities, English language ability, education skills, prevailing medical conditions and the wishes of the entrants themselves. These factors are all assessed and matched against the facilities and support services available at the time.</p> <p><i>Recent reports</i></p> <p>- Report of the Review of Settlement Services for Migrants and Humanitarian Entrants, DIMIA, May 2003</p>	
<p><b>We are interested in building our capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

<b>BENIN</b>
<b>Nous pouvons offrir ce qui suit :</b>
<b>Renseignements et détails relatifs à toutes les offres susmentionnées :</b>
<p><b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b></p> <ul style="list-style-type: none"> <li>▪ Être clairement planifié, avec des directives explicites pour l'évaluation et le suivi permanent des communautés de réinstallation, tenant compte de critères pertinents.</li> <li>▪ Comporter des moyens de faire participer les réfugiés aux décisions de placement;</li> <li>▪ Évaluer et préparer à l'avance les communautés dans lesquelles sont placés les réfugiés réinstallés.</li> <li>▪ Les réfugiés réinstallés, comme les autres membres de la société d'accueil, sont libres de déménager de leur lieu de placement initial tout en conservant un niveau suffisant d'aide à la réinstallation;</li> <li>▪ Les réfugiés réinstallés aient de l'information sur les communautés de placement de sorte à pouvoir participer en toute connaissance de cause aux décisions de placement</li> <li>▪ La rédaction de brefs documents sur les destinations de réinstallation à l'intention des réfugiés invités à se réinstaller;</li> <li>▪ Préparer des documents d'information plus complets sur les destinations possibles de réinstallation.</li> <li>▪ Donner de la formation au personnel chargé de la sélection et du placement des réfugiés, y compris de la formation sur la diversité culturelle</li> <li>▪ Faire en sorte que les choix de placement soient bien communiqués aux personnes concernées à toutes les étapes de la sélection et de la réinstallation.</li> </ul> <ul style="list-style-type: none"> <li>▪ <i>Be clearly planned, with clear guidelines for assessment and ongoing monitoring of resettlement communities, taking into account relevant criteria;</i></li> <li>▪ <i>incorporate ways to engage refugees in placement decision making;</i></li> <li>▪ <i>undertake advance assessment and preparation of communities in which resettled refugees are offered placement.</i></li> <li>▪ <i>resettled refugees, like other members of the receiving society, are free to move from their initial placement community while retaining an appropriate level of resettlement support;</i></li> <li>▪ <i>resettled refugees have information about placement communities so that they can play an informed role in placement decisions;</i></li> </ul> <ul style="list-style-type: none"> <li>▪ <i>developing brief information on resettlement destinations for refugees offered resettlement.</i></li> <li>▪ <i>ensure that placement choices are effectively communicated to those involved at all stages of the selection and resettlement pathway.</i></li> </ul>
<p><b>Ressources requises, (telles que celles susmentionnées) :</b></p> <p><i>Financial resources for organizing information and awareness-raising missions.</i></p>

<b>BRAZIL</b>
<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<p><b>We are interested in building our capacity in:</b></p> <p>A training guideline and resources that can help the procedure of engagement of the community in the integration process.</p> <p>Useful websites to research and model to Brazilian program characteristics.</p>
<b>Resources needed, (such as those listed above):</b>

<b>CANADA</b>
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**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Useful websites

**Information and details on all of the above offers:**

**BC Gov't:**

Multicultural Profiles [www.mcaws.gov.bc.ca/amip/rpts/profiles.htm](http://www.mcaws.gov.bc.ca/amip/rpts/profiles.htm) - offer quick “snapshots” of the immigrant population and ethno-cultural composition in regions and communities of BC.

**CIC-Ontario:**

#1 - Procedures and protocols for conducting an advance assessment and preparation of receiving communities:

**CIC-Prairies:**

#1 - Procedures and protocols for conducting an advance assessment and preparation of receiving communities: CAIPS and FOSS notes (CIC case processing databases). Knowledge of local community resources, services, etc. by settlement staff. This information could be used to determine if the recommended destination is appropriate for the community and will meet the needs of the client.

**CIC-Atlantic:**

#1 - Procedures and protocols for conducting an advance assessment and preparation of receiving communities: In the Atlantic we use the Destination Matching Process which allows a measure of assessing community capability to refugee needs. Service providers, provinces and others are able to provide feed-back on what services might be available. The Notice of Arrival process also assists in providing lead-time to arrange the initial reception.

**CIC – NHQ - Integration Settlement:**

The Refugee Cultural Orientation Africa Program: <http://www.tesol.org/isaffil/intsec/columns/200002-rc.html>

Guide to the Private Sponsorship of Refugees: This guide by Citizenship and Immigration Canada explains how the private sponsorship program works, who may be sponsored, the obligations involved and the application process. The guide is available online at:

<http://www.cic.gc.ca/english/pub/ref-sponsor/index.html>

MORE Project: Modeling of National Resettlement Process and Implementation of Emergency Measures

Co-funded by the European Refugee Fund, the project aims to develop comprehensive resettlement models, which can be utilized by European Union member states and other countries. Project activities include research, training, and capacity building.

<http://www.integration-net.cic.gc.ca/english/index.cfm>

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**CHILE**

**Podemos ofrecer lo siguiente:**

- ✓ Investigación actual
- ✓ Reportes recientes

**We can offer:**

- ✓ Current research
- ✓ Current reports

**Información y detalles de las ofertas anteriores:**

Forma de coordinación ONG implementadora de los programas con el empresariado

**Details and information on the offers:**

*Ways of coordination of the implementing NGO of programs with the business sector.*

**Estamos interesados en desarrollar nuestra capacidad en:**

Desarrollar programas de empleo y colocación laboral

**We are interested in developing our capacity to:**  
*Implement of employment programs and labour collaboration*

**Necesitamos recursos en (tales como los enumerados anteriormente):**  
 Conocer otras experiencias

*We need to know other experiences*

**DENMARK**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Useful websites

**Information and details on all of the above offers:**

Denmark has developed information material (incl. photos) in various languages which is distributed to refugees at the time of interview with a selection mission. Denmark can share this with other countries for inspiration, although it is obviously specific to Denmark in contents.

Placement in Denmark of resettled refugees (and recognized refugees in general) is described in the Danish Departmental Order Concerning Placement of Refugees. The decision of placement is undertaken by the Danish Immigration Service.

Placement of refugees is made according to a quota system which ensures an equal dispersion of refugees throughout the country. Quotas are established for each municipality annually and the municipalities are required to develop an integration plan.

When placing resettled refugees (and recognized refugees in general) the Danish Immigration Service is to pay attention to linguistic and cultural background, educational and professional qualifications and requirements, family or other connection to persons living in the country, special needs e.g. special treatment, and finally specific wishes. Furthermore, the Danish Immigration Service is to attach importance to the individual municipality's situation and size, labour market and educational offers, population composition, and health care and institutional offers.

Since most of the resettled refugees have no prior connection to the country, the Danish Immigration Service endeavours to create an environment for the refugees which offers a possibility of making a network with compatriots - or at least persons with a shared cultural or linguistic background - by planning the placement to certain municipalities.

For further information see also [www.udlst.dk](http://www.udlst.dk)

**We are interested in building our capacity in:**

Denmark is considering expanding the amount of information provided to refugees before the decision to resettle in Denmark and would be interested in learning about other countries' information material.

**Resources needed, (such as those listed above):**

**DANISH REFUGEE COUNCIL**

<b>We can offer the following:</b>	
✓ Guidelines for policy & program development	✓ Current research
	✓ Recent reports

**Information and details on all of the above offers:**

The Immigrant Service selects the communities where the refugees will be resettled. The refugees have to stay in the selected community for 3 years (the integration program last 3 years), if not special events happens (e.g. job, illness etc.) The DRC will give information to the municipality before arrival of the refugees (information about day of arrival, personal data of the refugees, information of land of origin etc.) The DRC and Immigration Service arrange information meetings with the staff of the municipalities before arrival of

refugees.  
 DRC makes videos from the selection committees visits abroad.  
 DRC has made a “Handbook of integration of resettled refugees”

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

### **FINLAND**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Opportunities for exchanges

**Information and details on all of the above offers:**

The Ministry of Labour has just published a Guideline paper of Selection Procedure. The main target group are Finnish authorities working with refugees. The above-mentioned Guideline Paper includes also criteria for selecting and developing placement communities. Unfortunately the Guideline Paper is only in Finnish.

**We are interested in building our capacity in:**

Encouraging communities to receive refugees

**Resources needed, (such as those listed above):**

### **FINLAND RED CROSS**

**We can offer the following:**

- ✓ Other

**Information and details on all of the above offers:**

- The guidelines for volunteers to work with refugees; diversity starts with us;
- new models for volunteering in refugee reception and integration;

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

### **IRELAND**

**We can offer the following:**

- ✓ Current research
- ✓ Future reports
- ✓ Upcoming conferences and meetings
- ✓ Useful websites

**Information and details on all of the above offers:**

MORE project will document a new approach – just beginning - where we are engaging with local actors with a view to their taking responsibility for integration of persons admitted under the Resettlement Quota programme.

Findings will presented at final closing conference of More Project  
[www.more.fi](http://www.more.fi)

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

### **IRELAND NGO – LONGFORD WOMEN’S LINK**

**We can offer the following:**

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

Preparation of communities in which resettled refugees are placed

**Resources needed, (such as those listed above):**

Opportunities for exchanges

Site visits

**NETHERLANDS**

**We can offer the following :**

- ✓ Programme information
- ✓ Useful websites

***Immigratie en Naturalisatie Dienst (IND) Immigration and Naturalisation Service***

[www.ind.nl](http://www.ind.nl)

The Immigration and Naturalisation Service is responsible for the implementation of the immigration and asylum policies of the Minister for Immigration and Integration. From the expertise gained by executing the policies, it provides input for policy development.

There is a special unit within the IND for assessment of resettlement cases. The dossiers are assessed according to the criteria laid down in the Aliens Act 2000 and the country of origin information provided by the Ministry of Foreign Affairs. The IND is also responsible for the procedures and issuance of permits to resettled refugees.

**NORWAY**

**We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

***Guidelines for policy & program development***

- Norway aims to “match” refugees with appropriate resettlement communities.
- A great majority of the refugees are settled in municipalities with people of the same nationality and/or ethnicity.
- In general resettled refugees are not actively involved in deciding their placement, yet, refugees who are interviewed by Norwegian authorities get the opportunity to express placement preferences. It depends on the housing capacity etc. whether we are able to meet their preferences. Moreover, it should be noted that most refugees lack extensive knowledge about Norway to assess placement preferences.
- Norway aims to receive resettled refugees within 6 months after selection and it may take some time before a receiving municipality is ready. Accordingly, the refugees do not receive information about where in Norway they are going to live until close to departure.
- Resettled refugees are expected to stay in their receiving municipality and attend a full-time introductory program for two years.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**SWEDEN**

**We can offer the following:**

- ✓ Recent reports
- ✓ Useful websites

**Information and details on all of the above offers:**

The Swedish Migration Board is responsible for the quota planning, selection and transfer to Sweden, The Swedish Integration Board is responsible for planning of reception and integration in local municipalities where the introduction program is created in close consultation between the refugee and the responsible local authority.

“Bounds of Security” – a report of the reception of Quota Refugees in Sweden  
<http://www.integrationsverket.se/upload/Publikationer/kvotengG5.pdf>

UNHCR Resettlement Handbook, Sweden country chapter.

**We are interested in building our capacity in:**

How to involve NGO:s more concrete in order to identify the very best local municipality for each refugee?

**Resources needed, (such as those listed above):**

**UNITED KINGDOM**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Training guidelines & resources

**Information and details on all of the above offers:**

As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.

**We are interested in building our capacity in:**

The UK is in the process of building capacity to place refugees and is currently working on a long-term strategy. We would therefore be interested in guidelines for policy and programme development in this area.

**Resources needed, (such as those listed above):**

Learning how others have applied themselves in this area would be useful and possibly training guidelines may prove helpful.

**REFUGEE COUNCIL USA**

**We can offer the following:**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Opportunities for exchanges</li> </ul> | <ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> </ul> |
|--|---|

**Information and details on all of the above offers:**

Some of the strategies that have demonstrated effectiveness in helping to establish effective resettlement sites and positive integration outcomes within the United States refugee resettlement program are described below:

**Strategy 1: Planning For Resettlement Site Development and Capacity**

Placing newly arrived refugees in those initial resettlement sites that have the greatest capacity to meet their immediate and longer-term needs is vital to their successful integration. The process of identifying and developing those potentially effective resettlement sites is far more of an art than a science. Since an effective resettlement site is potentially any community that has both readily accessible services and an attitude of openness to strangers, the selection of placement sites should be based on a careful assessment of the public and private resources that can be deployed at that site on behalf of newly arrived refugees, the availability of potential partners, and the local economic and social environment.

A variety of factors should be explored in assessing each potential site’s strengths and weaknesses.

Among these are:

- *Availability of Affordable Housing:* does the potential site offer housing opportunities with rental costs that are within the refugees’ earnings potential?
- *Access to Employment Opportunities:* does the potential site present opportunities for initial employment? Recognizing that early employment does not always translate to economic self-sufficiency, are there opportunities for job advancement?
- *Presence of Appropriate Cultural and Religious Supports:* does the potential site offer the newly arrived refugee an opportunity to meet his/her needs for cultural and religious continuity? Are there pre-existing ethnic self-help organizations that can be drawn into the resettlement process?
- *Commitment of Community Participation:* is the local community willing to participate in the resettlement and integration process by providing volunteers, mentors and other local supports? Are there local leaders willing to serve as advocates or spokespersons for the refugee resettlement initiative?

- *Sufficient Capacity*: does the potential site have the infrastructure to resettle sufficient numbers of refugees to make the site cost effective in both human and financial terms?
- *Availability of Key Resettlement Services*: does the potential site offer easily accessible, adequately funded and linguistically appropriate services such as language instruction, medical care, employment counseling and training? Can key resettlement staff positions be filled by local professionals or will transfers from headquarters be necessary?
- *Partnership Potential*: does the potential site have local social service agencies, NGO's, civic or religious organizations who can be partnered with to provide services and supports to newly arrived refugees?
- *Attitude and Environment*: does the community exhibit openness to strangers and a respect for religious and cultural diversity?

**Strategy 2:      *Development of Resettlement Protocols***

Having a full complement of resettlement resources available at any given resettlement site does not in and of itself make that site a suitable placement site for newly arrived refugees. As most refugees arrive at resettlement sites without the immediate ability to fully take control of their own resettlement, it is the degree to which resettlement personnel can engage refugees in the process, and the way resources are structured and employed on behalf of the refugee, that determines, in part, a site's capacity to effectively integrate refugees.

While there may be a high degree of uniformity between sites in such resettlement essentials as financial support and access to basic health care, each resettlement site has its own character and flavor. The differences between sites may be based on nothing more than a high level of enthusiasm of resettlement staff and local volunteers, or it may be based on the local presence of an institution or employer with a fondness for assisting refugees. Through the development of placement site-specific resettlement protocols, plans that define and describe the roles of refugees and staff, the allocation of resources and the sequential steps that taken as a whole constitute the resettlement process at that site, it is possible to capitalize on each site's unique characteristics and strengths.

To the degree that refugees can be placed in sites with resettlement protocols that are supportive of their most immediate needs, they will be better able to develop a real sense of comfort and security from participating in an engaging resettlement process that allows them to make informed choices, rather than experience resettlement as something that is done to or for them.

A necessary adjunct to the resettlement protocol is a forward looking management system that can plan for the future while making efficient use of resources, encouraging additional support, monitoring progress and developing proactive interventions as required to help refugees attain their objectives. It is also essential that national and local management systems be sufficiently flexible and adaptive so as to allow for modifications as global and local circumstances change.

**Strategy 3:      *Matching Refugees to Resettlement Site Profiles***

Like the need to understand the strengths and weaknesses of each initial resettlement site, it is equally important to develop some depth of understanding of the personal characteristics of the refugees to be resettled. If as part of the process for selecting refugees for resettlement, the collection of additional data relating to the refugees' education, life skills that can be utilized in occupational settings, language capabilities and other personal characteristics can be accomplished, it would be of potential benefit in making effective initial resettlement placements.

Whenever it is possible to "match" a refugee's life experiences to the environment of a resettlement site, it may be possible to provide an additional layer of personal security during a period of significant transition. For instance, how much more complicated is the resettlement process for a refugee from a small, rural, agrarian setting who is thrust into a major resettlement site in a large, industrial urban setting?

Similarly, it is critical to match any special needs of an arriving refugee with a resettlement site that has the capability of providing needed specialized services. This matching is particularly important in situations where a refugee arrives with an immediate need for extensive medical, psychological or rehabilitative facilities and services. It is equally important to recognize that for refugees to fully benefit from these interventions there must be a significant ability to communicate with the refugee in a common language so that the refugee can fully understand and participate in his/her treatment. Matching may also play a significant role for refugees who have unique talents or skills that can better be utilized as part of the integration process in only one community or region within his/her new homeland.

Another use of matching strategies is in those situations in which an arriving refugee has family or clan members

already residing in a community within the country of resettlement. Based on the willingness of the family or clan members to participate in the resettlement process, this placement strategy holds the potential for significant benefits in that the refugee is immediately welcomed into the midst of a family support system and can draw upon the strength of meaningful relationships to cope with the effects of change as well as the primary resettlement process.

**Strategy 4: Targeted Interventions**

Targeted interventions are typically specially designed service enhancements that are made available to initial resettlement sites to respond to shortfalls in resources or gaps in service delivery capability. As resettlement is often perceived as a “front-end loaded” service delivery system under the theory that a resettlement program should concentrate its resources on providing services immediately after arrival, with later cost savings being derived from preventing long-term or chronic dependency, targeted interventions allow for additional resources to be made available during the critical initial resettlement period.

As a placement strategy, utilizing targeted interventions may allow for refugees to be placed in a resettlement site that might otherwise not be particularly appropriate for them. Therefore, the intervention should be directly related to meeting the perceived needs of the refugees being targeted for assistance and should be sharply focused on achieving a desirable outcome, such as self-sufficiency.

Within this context, such targeted interventions might be initiated to provide short-term but highly specific job skills training to a group of newly arrived refugees, to allow them to take advantage of developing employment opportunities at one particular resettlement site. Or making available micro-enterprise loans to newly arrived refugees might be an intervention best suited to refugees with a greater potential for developing an income from a small, self-owned business rather than securing an hourly-wage position in local commerce or industry.

Another form of targeted intervention might relate to the broader communal context in which educational techniques are employed to help prepare a community for the arrival of a specific group of refugees. By exposing community members to the history, culture and arts that the refugees will bring with them, it is possible to increase communal understanding of the refugee experience and thereby develop increased communal support for the refugees and the resettlement process.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

Opportunity to share best practices.

### 3. PRE-DEPARTURE COUNTRY / CULTURAL ORIENTATION

**Guidelines:**

‘Refugees should have as much information as possible of what awaits them upon arrival in the resettlement country. Their active participation will be indispensable. If possible, refugees should be given information concerning the language, culture, climate and population of the country. Some countries provide information or even orientation courses for refugees prior to departure. It is strongly recommended that, where feasible, counseling be done in close collaboration with the Government which has accepted the refugees for resettlement.’ (UNHCR Resettlement Handbook V/41)

‘When providing and developing information it is important to:  
 strike a balance between welcoming newcomers and promoting the country’s assets, while being realistic about its limitations;  
 outline the country’s prior involvement in refugee resettlement.

The formal programme may be new, but many emerging countries have a wealth of experience in settling asylum seekers;  
 ensure that information is regularly updated to accommodate changes in conditions in the receiving country (both positive and negative) and developments in the resettlement programme.’ (UNHCR International Handbook to Guide Reception and Integration, Ch.2.7 p.49)

**Good Practices:**

‘There is no consensus on the type of information refugees retain, or whether it is better to provide full orientation sessions prior to departure, on arrival, or a mixture of both. However, as the majority of states that conduct resettlement programmes have pre-departure orientation programmes, this would seem to be the preferred modus operandi.  
 States employ various entities to conduct orientation sessions, varying from the same NGO that acts as Overseas Processing Entity for the US programme, to IOM, to government officials either on selection mission or on an additional visit, to embassy staff.’ (Migration Policy Institute, Study on The Feasibility of setting up resettlement schemes in EU Member States or at EU Level, against the background of the Common European Asylum system and the goal of a Common Asylum Procedure, page 131)

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for pre-departure country / cultural programmes</li> <li>✓ Resource materials</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b>                      The Australian Government has developed a comprehensive kit of source materials (including a video) for Australian Cultural Orientation (AUSCO) courses, which we would be able to provide as an example. Site visits of AUSCO currently operating via the IOM in Nairobi and Cairo can be organised by contacting the Australian Embassy in each location. DIMIA’s website is <a href="http://www.immi.gov.au/settle">http://www.immi.gov.au/settle</a></p>	
<p><b>We are interested in building our capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ Responding as required to the flexible nature of Australia’s humanitarian program in the provision of AUSCO.</li> <li>▪ Responding to recommendations stemming from onshore and offshore AUSCO review processes.</li> </ul>	
<p><b>Resources needed, (such as those listed above):</b></p> <ul style="list-style-type: none"> <li>▪ Opportunities to exchange ideas with other CO providing countries.</li> <li>▪ Training more presenters who can speak the languages of Australia’s main humanitarian client groups.</li> <li>▪ The availability of translated materials on Australia.</li> </ul>	

<b>BRAZIL</b>	
<b>We can offer the following:</b>	
<b>Information and details on all of the above offers:</b>	
<b>We are interested in building our capacity in:</b>	

Elaborating guidelines to inform foreigners about the situation of the resettlement country where he/she can evaluate his/her possibilities of integration.

**Resources needed, (such as those listed above):**

**CANADA**

**We can offer the following:**

- ✓ Guidelines for pre-departure country / cultural programmes

- ✓ Resource materials
- ✓ Useful websites

**Information and details on all of the above offers:**

*BC Gov't:*

Roadmap to Recognition Fact Sheets: [www.mcaws.gov.bc.ca/amip/iqp/factsheets.htm](http://www.mcaws.gov.bc.ca/amip/iqp/factsheets.htm).

Provides information on the province of British Columbia and important information on searching for employment.

*CIC – NHQ - Refugee Resettlement / Integration Settlement:*

Canadian Orientation Abroad:

<http://www.cic.gc.ca/english/pub/orientation.html>

<http://www.integration-net.cic.gc.ca/inet/infocentre/coa-oce/english/index.htm>

Living Abroad:

[http://www.iie.org/Content/NavigationMenu/Fulbright\\_Demo\\_Site/U\\_S\\_Student\\_Program/Resources\\_for\\_Current\\_Fulbright\\_Grantees/Orientation\\_Guidelines\\_for\\_Living\\_Abroad.htm](http://www.iie.org/Content/NavigationMenu/Fulbright_Demo_Site/U_S_Student_Program/Resources_for_Current_Fulbright_Grantees/Orientation_Guidelines_for_Living_Abroad.htm)

Life in America: <http://www.ilw.com/immigrants/life/>

Life in Ontario: [www.settlement.org](http://www.settlement.org)

**We are interested in building our capacity in:**

CIC – NHQ - Integration Settlement:

- Pre-arrival orientation sessions on the internet.
- Best practices regarding creating informational DVDs/videos about Canada

**Resources needed, (such as those listed above):**

**CHILE**

**Podemos ofrecer lo siguiente:**

**We can offer the following:**

**información y detalles de las ofertas anteriores:**

Cartilla informativa y video informativo en producción

Production of an informative brochure and video

**Estamos interesados en desarrollar nuestra capacidad en:**

Desarrollar una cartilla atractiva  
Recursos para financiar cursos de idioma

Design of an attractive brochure

Copiar información de la cartilla informativa que es base para la edición del video informativo.  
To utilize the information from the brochure as a basis for the information video.

**Necesitamos recursos en (tales como los enumerados anteriormente):**

<b>DENMARK</b>
<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building our capacity in:</b> Denmark has not conducted pre-departure orientation programmes previously but is considering expanding its programmes both pre-departure and/or after arrival in Denmark and would therefore appreciate learning about other countries' programmes.
<b>Resources needed, (such as those listed above):</b>

<b>DANISH REFUGEE COUNCIL</b>
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for pre-departure country / cultural programmes</li> <li>✓ Resource materials</li> </ul>
<b>Information and details on all of the above offers:</b> DRC gives oral orientation about Denmark and the Danish refugee politics, including rights and duties. DRC has made a lampoon about Denmark(language, culture. Climate, population etc.) given to all the refugees before departure.
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>FINLAND</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for pre-departure country / cultural programmes</li> <li>✓ Resource materials</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Recent reports</li> </ul>
<b>Information and details on all of the above offers:</b>  IOM curriculum for three day cultural orientation course IOM reports to donor and to the social workers in the receiving municipalities	
<b>We are interested in building our capacity in:</b> - involving the receiving municipalities to actively provide information and material about the municipality and reception there.	
<b>Resources needed, (such as those listed above):</b>	

<b>IRELAND</b>
<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building our capacity in:</b> Preparation for resettlement - prior to departure from country of asylum.
<b>Resources needed, (such as those listed above):</b>

<b>NORWAY</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for pre-departure country / cultural programmes</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Useful websites</li> </ul>

<p>✓ Resource materials</p>	
<p><b>Information and details on all of the above offers:</b></p> <p><i>Guidelines for pre-departure country / cultural programmes</i>                  The cultural orientation program is run by IOM Oslo and funded by the Norwegian Government. The program offers 4 days pre-departure information seminars to the majority of the Norway-bound refugees taught by a bi-cultural trainer. In addition the program offers information seminars to receiving municipalities in Norway.</p> <p>The program guidelines are written in the contract between UDI and IOM from February 2004. If you require a copy, please contact UDI.</p> <p><i>Resource materials</i>                  IOM Oslo has draft written and video materials that are used during the seminars. For further information, please contact UDI.</p> <p><i>Opportunities for exchanges</i>                  Norway has shared our experience with the cultural orientation program with the other Nordic countries and is interested in opportunities for exchanges with other resettlement countries.</p> <p><i>Site visits</i>                  It may possibly be arranged to follow one of IOM's orientation seminars, in West Africa or South-East-Asia. Please contact UDI.</p> <p><i>Useful websites</i>                  IOM Oslo's website with information on the Norwegian cultural orientation program: <a href="http://www.iom.no">www.iom.no</a></p>	
<p><b>We are interested in building our capacity in:</b>                  In 2004 Norway will expand its cultural orientation program to children between 8 and 15 who will receive 2 days training prior to departure. We are interested in building a good cultural orientation program for children as well as for adult refugees.</p>	
<p><b>Resources needed, (such as those listed above):</b></p> <ul style="list-style-type: none"> <li>▪ Opportunities for exchanges</li> <li>▪ Current research</li> <li>▪ Recent reports</li> </ul>	

<b>SWEDEN</b>	
<p><b>We can offer the following:</b></p> <p>✓ Guidelines for pre-departure country / cultural programmes</p>	<p>✓ Resource materials</p>
<p><b>Information and details on all of the above offers:</b>                  Information materials for Cultural Orientation</p>	
<p><b>We are interested in building our capacity in:</b>                  Exchange of experiences</p>	
<p>Resources needed, (such as those listed above):</p>	

<b>UNITED KINGDOM</b>	
<p><b>We can offer the following:</b></p>	
<p><b>Information and details on all of the above offers:</b>                  As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.</p>	
<p><b>We are interested in building our capacity in:</b></p>	

The International Rescue Committee currently provides the pre departure orientation programme. As mentioned in Part 1 the UK is keen to ensure that we provide a quality service. We would therefore be interested in comparing our service with those offered by others to see where improvements can be made.

**Resources needed, (such as those listed above):**

We would be interested in guidelines and useful web-sites.

**REFUGEE COUNCIL USA**

**We can offer the following:**

- ✓ Guidelines for pre-departure country / cultural programmes
- ✓ Resource materials

- ✓ Opportunities for exchanges
- ✓ Site visits
- ✓ Useful websites
- ✓ Recent reports

**Information and details on all of the above offers:**

**Background:**

The United States Department of State has been funding Cultural Orientation for refugees to be resettled to the United States since 1980. CO is currently an integral part of pre-departure processing, and is offered whenever possible.

Attendance by refugees is not mandatory. Various entities conduct CO trainings, including Church World Service (CWS), International Organization for Migration, Hebrew Immigrant Aid Society, International Catholic Migration Commission, and Embassy Officials.

**Resource materials:**

Curricula for CO programs are developed independently by each entity contracted by DOS to conduct CO classes. However, all are based on Welcome to the United States: A Guidebook for Refugees, developed by the Center for Applied Linguistics under contract with DOS. The book has been translated into 11 languages, and is given to refugees prior to their departure for the United States. Programs also use the companion video, Welcome to the United States: A Refugee Orientation Video. ICMC, CWS, and IOM have developed extensive curricula, which include sample interactive exercises, student workbooks, teacher training materials, and visuals. CAL has developed a set of slides illustrating major topics covered in CO.\*

**Opportunities for Exchanges:**

DOS funds a yearly CO Exchange Program, administered by CAL, through which 10 pre-departure CO trainers visit resettlement sites in the United States, and 3 domestic trainers are seconded to 3 overseas CO programs for periods of 2 weeks. The program can serve as a model exchange program. CWS, ICMC, and IOM CO Programs have extensive training capabilities, as does CAL.

**Site visits:**

Most of the CO training sites have extensive experience hosting visitors.

**Useful websites:**

[www.Culturalorientation.net](http://www.Culturalorientation.net) offers information on pre-departure CO programs, including update of sites, topics covered in CO, and sample class activities.

**Recent reports:**

Reports from secondees' visits to overseas CO programs are posted yearly, and include detailed information on CO classes and refugee processing.

10 essential topics are covered in the majority of overseas CO programs:

- • Role of the Resettlement Agency
- • Rights and Responsibilities of Refugees
- • Transit
- • Employment Priority
- • Budgeting
- • Public Assistance Benefits
- • Cultural Adjustment
- • Education

- • Health Care
- • Housing

**We are interested in building our capacity in:**

- Teacher training;
- Use of computer technology in the classroom (where available).

**Resources needed, (such as those listed above):**

- Visual aids, especially videos on refugee experiences;
- Additional exchange opportunities;
- CO curricula from other countries, for comparison and training purposes.
- Research and evaluation of existing programs
- Sharing for promising practices

## ARRIVAL AND THE FIRST FEW WEEKS

### 4. ARRIVAL AND RECEPTION

#### GOOD PRACTICE FEATURES:

##### A SOUND INTEGRATION PROGRAMME WOULD:

- have arrangements in place to ensure that resettled refugees are met and welcomed on arrival at the airport;
- provide resettled refugees with temporary accommodation until permanent accommodation has been secured;
- provide resettled refugees with assistance in securing longer term accommodation;
- have arrangements in place for basic practical orientation as part of the reception process;
- have sound linkages between reception support providers and services providing longer term resettlement support;
- have measures in place for the identification and treatment of health problems;
- have measures in place to identify and offer additional support to resettled refugees with complex needs.

##### RECEPTION SERVICES WOULD:

- be provided in the language of the resettled refugee, or arrangements made for interpreters.  
(*Refugee Resettlement : An International Handbook to Guide Reception and Integration, p. 74*)

#### Checklist:

##### WELCOMING AND RECEIVING RESETTLED REFUGEES

##### Think about:

##### airport reception and transit arrangements;

- ✓ reception accommodation;
- ✓ basic practical orientation;
- ✓ linkages between reception care and settlement support;
- ✓ arrangements for identifying resettled refugees with intensive needs, in particular, acute health problems.

(*Refugee Resettlement : An International Handbook to Guide Reception and Integration, p 70*)

### AUSTRALIA

#### We can offer the following:

- ✓ Guidelines for policy & program development,

- ✓ Site visits,
- ✓ Training guidelines & resources,
- ✓ Useful websites.

#### Information and details on all of the above offers:

The IHSS provides comprehensive, nationwide, on-arrival assistance to humanitarian entrants via contracts with various service providers. These contracts are drawn as a result of a competitive tender process. In respect of the immediate needs at arrival and reception, contracted service providers are firstly responsible for delivering Initial Information and Orientation Assistance (IIOA) to entrants. This service begins with meeting entrants on arrival in Australia and follows up by linking them with other vital services they will require in the initial stage of settlement. These include linkages to social security and health support. IHSS also meets accommodation needs on arrival via contracts for Accommodation Support (AS) and Household Formation Support (HFS).

We can provide general information about the IHSS as well as detailed information about the specific services provided under the above-mentioned IHSS contracts.

The DIMIA website, [www.immi.gov.au](http://www.immi.gov.au), contains a wealth of information about the Australian Government's humanitarian settlement program, including the May 2003 *Report of the Review of Settlement Services for Migrants*

and Humanitarian Entrants.

Another IHSS contract is for Service Support Providers (SSP). This contractor is required to deliver support and training to other IHSS service providers as well as to registered volunteer groups. We would be able to connect interested parties, directly or indirectly, with the SSP provider for an exchange of information on training methods and material. If necessary, visits to IHSS contractors could be arranged.

**We are interested in building capacity in:**

How to integrate volunteer groups effectively into a contract basis.

**Resources needed, (such as those listed above):**

Manuals, training materials, etc.

**REFUGEE COUNCIL OF AUSTRALIA**

**We can offer the following:**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development,</li> <li>✓ Site visits,</li> </ul> | <ul style="list-style-type: none"> <li>✓ Current research</li> <li>✓ Recent reports</li> <li>✓ Useful websites.</li> </ul> |
|--|--|

**Information and details on all of the above offers:**

The Department of Immigration and Multicultural and indigenous Affairs has recently completed extensive Reviews into Settlement Services. See *Report on the Review of Settlement Services for Migrants and Humanitarian Entrants*:

[http://www.immi.gov.au/settle/settle\\_review/index.htm](http://www.immi.gov.au/settle/settle_review/index.htm)

See also: *Evaluation of the Integrated Humanitarian Settlement Strategy (IHSS)*:

[http://www.immi.gov.au/settle/ihss/evaluation\\_report.pdf](http://www.immi.gov.au/settle/ihss/evaluation_report.pdf)

The Council made extensive submissions to these reviews and in October 2002 produced *Submission to the Minister for Citizenship and Multicultural Affairs in the context of the Review of Settlement Services for Migrants and Humanitarian Program Entrants*

In addition, the Council touches on settlement issues and policy in its regular Intake submissions. See, for example, February 2003 *Submission of the Refugee Council of Australia to the 2003-2004 Australian [Refugee and Special Humanitarian Program](#): Current Issues and Future Directions*. Other Intake Submissions may be found at <http://www.refugeecouncil.org.au/html/resources/publications.html>

**We are interested in building capacity in:**

- 1) Pre-embarkation briefings, particularly for refugees and special humanitarian entrants from Africa
- 2) The specific settlement needs of refugee young people
- 3) The needs of Special Humanitarian Entrants whose proposers undertake to meet their settlement needs for the first 6 months
- 4) The specific settlement needs of refugees and special humanitarian entrants from the African Continent.

About 12 000 people arrive in Australia each year through the off-shore refugee and humanitarian programme. There has been a significant shift in the make-up of the programme. In the last financial year over 40% of the new arrivals were from African nations, while the numbers arriving from Europe dropped to 10 %. The *DIMIA Africa Newsletter* (No 2/2003), dated 30 September 2003, reports on page 1:

In 2003-2004 we are expecting to grant around 7,700 visas. This is equivalent to 64.3% of the total humanitarian program.

This shift has a number of significant implications for settlement services in this country, especially when one considers that approximately 8000 of the 12 000 new arrivals enter through the Special Humanitarian Programme (SHP), having been proposed by Australian residents. The recent travel loans scoping exercise, conducted by the Council for DIMIA, revealed that proposers spend approximately \$10.8 million in airfares each year to bring SHP entrants to Australia. Most proposers raise this money themselves. Further, these proposers, often newly arrived themselves, are supporting their own large families together with those arriving from Africa. The pressures can be considerable:

- cramped living conditions,

- negotiating a new language,
- large utilities, food and clothing bills,
- looking for employment,
- negotiating the Australian social security system and huge cultural shock.

**Resources needed, (such as those listed above):**

## BENIN

**We can offer the following:**

- ✓ Guidelines for policy & program development,
- ✓ Recent reports
- ✓ Opportunities for exchange

**Information and details on the above offers:**

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- avoir des dispositions en place pour que les réfugiés réinstallés soient accueillis à leur arrivée a l'aéroport par des gens venues à leur rencontre;
- fournir aux réfugiés réinstallés un hébergement temporaire en attendant qu'on trouve un logement permanent; avoir des dispositions en place pour que les réfugiés réinstallés soient accueillis à leur arrivée a l'aéroport par des gens venues à leur rencontre;
- fournir aux réfugiés réinstallés un hébergement temporaire en attendant qu'on trouve un logement permanent;
- établir des liens solides entre les fournisseurs de services initiaux et les services d'aide à la réinstallation à plus long terme;
- avoir des mesures en place pour la détermination et le traitement des problèmes de santé;
- avoir des mesures en place pour identifier les réfugiés réinstallés ayant des besoins complexes et leur offrir une aide supplémentaire.
- établir des liens solides entre les fournisseurs de services initiaux et les services d'aide à la réinstallation à plus long terme;
- avoir des mesures en place pour la détermination et le traitement des problèmes de santé;
- avoir des mesures en place pour identifier les réfugiés réinstallés ayant des besoins complexes et leur offrir une aide supplémentaire.

**We are interested in building capacity in:**

- have arrangements in place to ensure that resettled refugees are met and welcomed on arrival at the airport;
- provide resettled refugees with temporary accommodation until permanent accommodation has been secured;
- provide resettled refugees with assistance in securing longer term accommodation;
- have arrangements in place for basic practical orientation as part of the reception process;
- have sound linkages between reception support providers and services providing longer term resettlement support;
- have measures in place for the identification and treatment of health problems;
- have measures in place to identify and offer additional support to resettled refugees with complex needs

**Resources needed, (such as those listed above):**

Communication equipment (computer, internet, ...) financial resources

## CANADA

**We can offer the following:**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development,</li> <li>✓ Manuals and Operational Manuals</li> </ul> | <ul style="list-style-type: none"> <li>✓ Current research</li> <li>✓ Recent reports</li> <li>✓ Useful websites.</li> <li>✓ Site visits</li> </ul> |
|---|---|

**Information and details on all of the above offers:**

**Departmental Resettlement Manuals and Operational Memoranda:**

<http://www.cic.gc.ca/ref-protection/english/manuals-guides/index.htm>

**Resources/Handbooks/Manuals:**

1. RAP Handbook  
<http://www.cic.gc.ca/ref-protection/english/manuals-guides/rap-par/index.htm>
2. Canadian Community Profiles: Destination Matching Handbook  
<http://www.cic.gc.ca/ref-protection/english/infocentre/settlement-etablissement/comm-prof/index.htm>
3. Joint Assistance Sponsorship Handbook (Ontario Region)
4. RAP training manual (Ontario Region)
5. Cultural Profiles (for use in HOST program)  
<http://www.settlement.org/cp/>
6. "First Steps": A self-instruction tutorial for government-assisted refugees which is accompanied by a CD-ROM video presentation  
[http://www.settlement.org/downloads/First\\_Steps\\_English.pdf](http://www.settlement.org/downloads/First_Steps_English.pdf)
7. General resource catalogue [http://www.settlement.org/downloads/Putting\\_Pieces\\_Together\\_ENG.pdf](http://www.settlement.org/downloads/Putting_Pieces_Together_ENG.pdf)
8. Newcomers Guide to Canadian Housing  
[http://www.settlement.org/sys/library\\_detail.asp?doc\\_id=1000691](http://www.settlement.org/sys/library_detail.asp?doc_id=1000691)
9. Booklets and pamphlets distributed to newcomers: Welcome to Canada, A Newcomer's Introduction to Canada, A Look at Canada

**Reports:**

1. Government-Assisted Refugees / Temporary Accommodation Analysis. Consulting & Audit Canada (CAC Project: 550-0587). December 1997.
2. Evaluation of the Resettlement Assistance Program in Ontario:  
[http://www.settlement.org/sys/library\\_detail.asp?passed\\_lang=EN&doc\\_id=1002836](http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&doc_id=1002836)

**Research:**

<http://www.settlement.org/atwork/RESEARCH/home.asp>

Travel arrangements can be found in Appendix C of Part 5 (Appendices) of IP-3. The section is entitled "Guide for refugee travel to Canada". This appendix can be accessed at the following link:  
<http://www.cic.gc.ca/manuals-guides/english/ip/ip03e-app.pdf>

**Possible Site Visits:**

1. Immigrant Reception and Information Services at *Vancouver International Airport, Lester B. Pearson International Airport* and *MacDonald Cartier International Airport*
2. *Newcomer Information Centres*: Two Newcomer Information Centres (NICs,) one in Toronto and one in Peel Region with 2 locations (Mississauga and Brampton) are operating in Ontario. The NIC resource centres provide first stop services including outreach to settlement and community partners.

**Useful Web sites:**

[www.cic.gc.ca/ref-protection](http://www.cic.gc.ca/ref-protection)  
[www.settlement.org](http://www.settlement.org)

**We are interested in building capacity in:**

1. Improve destining process in order to reduce incidence of secondary migration.
2. Having measures in place for the identification and treatment of health problems.

**Resources needed, (such as those listed above):****CHILE****We can offer the following: / Podemos ofrecer lo siguiente:**

- ✓ *Guidelines for policy & program development / Guías de regulaciones y desarrollo de programas*

- ✓ *Recent reports /Nuevos reportes*
- ✓ *Site visits / Visitas a lugares*
- ✓ *Training guidelines & resources / Guías de entrenamiento y recursos*

**Information and details on all of the above offers: Información y detalles de lo ofrecido anteriormente:**

Página Web [www.vicaria.pastoralsocial.cl](http://www.vicaria.pastoralsocial.cl)

Web Page [www.vicaria.pastoralsocial.cl](http://www.vicaria.pastoralsocial.cl)

**Estamos interesados en desarrollar capacidad en:**

- Oportunidades de intercambio
- Conferencias

**We are interested in building capacity in**

- *Opportunities for Exchanges*
- *Conferences*

**Resources needed, (such as those listed above):**

Equipamiento tecnológico / *Technological equipment*

## DENMARK

**We can offer the following:**

- ✓ Program information
- ✓ Letter template (Danish)

**Information and details on all of the above offers:**

The Danish Immigration Service (DIS) and the Danish Refugee Council (DRC) regrettably cannot offer much assistance in these areas.

We can inform you, that before arriving in Denmark, the refugees have been allocated to a Danish community, which is then responsible for accommodation and integration. Before the arrival of the refugees, the communities are provided with information about their educational level, knowledge of languages and their health situation in order to ensure a good reception for them.

The DRC prepares the travel arrangements for the accepted refugees in close collaboration with IOM. Upon arrival to Denmark, the refugees are met by the DRC at the airport in Copenhagen. The DRC organizes the onward travel to the municipalities, to which the refugees have been allocated.

Upon arrival in the municipalities the refugees receive their letter of acceptance and a letter welcoming them to Denmark, both issued by the DIS. Attached to the letter is an information sheet called "Guide to your integration in Denmark" informing the refugee about the integration programme he/she will have to follow. The actual residence permit (card) is issued once the refugee has had the opportunity to confirm the personal details. During the course of integration, the refugee has the possibility of expressing his/her own wishes with regard to education and work. The greeting letter and the information sheet from the DIS are only available in Danish, but the municipality in question provides for interpreters. The municipalities furthermore provide for health checks and treatment.

**We are interested in building capacity in:**

The DIS would like to have information about other countries' practices with regard to pre-departure information or programmes for the accepted refugees.

**Resources needed, (such as those listed above):**

## FINLAND

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Recent reports

**Information and details on all of the above offers:**

A fairly new Integration Law was passed in the Finnish Parliament. The implementation of the Law will be evaluated every three years. We have plenty of memorandums and background papers concerning the integration of refugees, but unfortunately they are all in Finnish except some short summaries in English.

General guidelines for reception of quota refugees are provided in “Kiintiöpakolaisten vastaanotto-opas” which at the moment is available only in Finnish.

**We are interested in building capacity in:**

We have just started EU-funded MORE (Modelling of National Resettlement and Implementation of Evacuation Measures) project, where one of our development tasks is to develop the pre-arrival and introductory measures.

**Resources needed, (such as those listed above):**

**FINLAND RED CROSS**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Recent reports
- ✓ Site visits
- ✓ Other

**Information and details on all of the above offers:**

- The guidelines for volunteers to work with refugees; diversity starts with us;
- new models for volunteering in refugee reception and integration;
- the scientific article JIMI(author Johanna Matikainen)concerning integration related issues and the integration span and its use.
- The Guidelines of Red Cross Societies/PERCO Platform for European Red Cross Cooperation on refugees and asylum seekers.
- Material products such as videos about integration of elderly refugees, of young immigrants etc.
- As FRC has long experience –we can offer a model of good practice in national and local level about co-operation with authorities.

**We are interested in building capacity in:**

We are interested in continuing co-operation as an NGO with authorities and developing the role of 3<sup>rd</sup> sector as a supportive, complementary mechanism for resettlement.

**Resources needed, (such as those listed above):**

More training resources and resources for developing the skills, funding comes mainly from the projects. Sharing the good practices with other resettlement countries and NGOs.

**IRELAND**

**We can offer the following:**

- ✓ Current research
- ✓ Opportunities for exchange
- ✓ Upcoming conferences and meetings
- ✓ Useful websites.

**Information and details on all of the above offers:**

*Current research:*

We are currently engaged in a transnational research project called “MORE” (Modelling of National Resettlement Process and Implementation of Emergency Measures) with Finland, funded by the ERF. This project will look at the resettlement issue as a process with different phases, selection, reception, and integration, which are linked together to form the resettlement programme.

*Opportunities for exchange:*

We would be willing to facilitate an exchange or a site visit.

*Upcoming Conferences and Meetings:*

As part of the transnational project mentioned above, we will be hosting a “workshop” in Dublin in September/October and would welcome participation of others involved in this area. The title for the workshop is “Training for Local actors – with regard to employment and training.

*Websites:*

The MORE project [www.more.fi](http://www.more.fi) was launched in April 2004 and the Reception and Integration Agency website [www.ria.gov.ie](http://www.ria.gov.ie) is due to be launched in early summer (2004). will open a website in the first quarter of 2004 and the Reception and Integration Agency website is due to be launched early in the new year (2004).

**We are interested in building capacity in:**

Efficient use of Interpreters  
Children in education\ post arrival

**Resources needed, (such as those listed above):****NETHERLANDS*****International Organization for Migration (IOM)*** [www.iom-nederland.nl](http://www.iom-nederland.nl)**IOM The Hague**

The head office of IOM Nederland is located in The Hague. Activities that are undertaken in The Hague and are relevant for resettlement include:

- assistance with aliens arriving in the Netherlands in the context of family reunification and resettled refugees;
- where situations offer likely opportunities, assistance with the admission procedures of a third country;
- coordination of the implementation of the Return and Emigration of Aliens from the Netherlands (REAN) programme and specific re-integration programmes such as in the case of Afghanistan, Angola, and Iraq (REAN-plus);

In addition to carrying out the above activities, the IOM office in The Hague has regular contact with the Dutch government, private organizations, international organizations and IOM offices in other parts of the world.

**Schiphol: Logistical Unit**

The logistical unit at Schiphol Airport is responsible for travel organization and travel guidance and assistance. Tickets are booked and travel documents are checked.

The staff of the logistical unit assists migrants in the following situations:

- on arrival in the context of family reunification and when it concerns resettled refugees;
- persons who return to their own country voluntarily;
- persons who are resettling in a third country with the assistance of IOM and
- clients from other IOM offices who are in transit at Schiphol.

The staff of the logistical unit provides assistance to the IOM passengers and assists when (unexpected) problems arise.

***Centraal Orgaan opvang asielzoekers (COA)*** [www.coa.nl](http://www.coa.nl)

The COA is the governmental organisation that is responsible for the reception of asylum seekers. Resettled refugees stay in COA reception-centres until they get independent housing.

The COA strives to provide reception/care that enables asylum seekers to prepare themselves as well as possible for their future, in which their inflow, stay and outflow run smoothly and through which public support for the reception of asylum seekers is maintained. The asylum seeker’s individual responsibility and independence are crucial in the **vision** of the COA. The asylum seekers are expected to show their own initiative in order to make the best use of the time spent in the reception centre. The reception centre should be set up in such a way to stimulate the asylum seekers’ independence, with scope for their self development and ability to work actively on their own future, in the Netherlands or elsewhere.

**Tasks**

The primary task of the COA is to ensure:

- The housing of asylum seekers/resettled refugees in reception centres;

- Maintenance of the quality of life in the reception centres;
- The rightful and proper provision of material resources to asylum seekers/resettled refugees;
- Asylum seekers/resettled refugees achieve their full potential.

***Immigratie en Naturalisatie Dienst (IND) Immigration and Naturalisation Service*** [www.ind.nl](http://www.ind.nl)

The Immigration and Naturalisation Service is responsible for the implementation of the immigration and asylum policies of the Minister for Immigration and Integration. From the expertise gained by executing the policies, it provides input for policy development.

There is a special unit within the IND for assessment of resettlement cases. The dossiers are assessed according to the criteria laid down in the Aliens Act 2000 and the country of origin information provided by the Ministry of Foreign Affairs. The IND is also responsible for the procedures and issuance of permits to resettled refugees.

## NORWAY

### We can offer the following:

- ✓ Training guidelines & resources,

### Information and details on all of the above offers:

#### Training guidelines & resources

The NGO Norwegian People's Aid welcomes on the arrival at Oslo airport and assists them in transiting to other domestic destinations.

Local refugee service staff meets the refugees at their final destination, accompanied by interpreter if required. The resettled refugees are settled directly in the municipalities. Long-term accommodation is arranged prior to arrival.

Some resettled refugees are offered a health check carried out by IOM prior to arrival.

Municipalities are obliged to give refugees a health check within two weeks after arrival. A tuberculosis check is compulsory.

Municipalities that receive refugees with special medical needs are granted additional financial support from the central government.

### We are interested in building capacity in:

Preparing arrangements for identifying resettled refugees with intensive needs, in particular psychological problems and infectious diseases.

### Resources needed, (such as those listed above):

Detailed health information from UNHCR and in some cases IOM prior to arrival in order to prepare the local health services.

Health care consultants with expertise in health issues of particular concern to refugees.

## SWEDEN

### We can offer the following:

- ✓ Recent reports

- ✓ Opportunities for exchanges
- ✓ Upcoming conferences

### Information and details on all of the above offers:

National Conference planned in March 2004 concerning Resettled Refugees. Target group: Municipalities receiving resettled refugees.

Report:

Bounds of security - The reception of quota refugees in Sweden (2001)

Swedish Orientation Program; a handbook in Swedish

### We are interested in building capacity in:

- Guideline for policy and program development

<ul style="list-style-type: none"> <li>▪ Current research</li> <li>▪ Opportunities for exchanges</li> </ul>
<b>Resources needed, (such as those listed above):</b>

<b>UNITED KINGDOM</b>	
<b>We can offer the following:</b>	
√ Guidelines for policy & Program development	√ Useful websites
<b>Information and details on all of the above offers:</b>	
<p>The Gateway Programme is the official name given to the UK’s resettlement programme – aiming to resettle up to 500 refugees per year.</p> <p>Although work began last year it was officially launched on 19 March 2004 when the first part of 19 refugees arrived in the UK. Due to the early stage of the programme we are not in a position to offer information.</p>	
<b>We are interested in building capacity in:</b>	
<p>As a new programme we are still in the process of testing the robustness and overall effectiveness of our policy and procedures. However, we would be interested in looking at others ways to identify early – those with possible long-term issues.</p>	
<b>Resources needed, (such as those listed above):</b>	
<p>As a result of this we would be interested to learn about other similar programmes, particularly guidelines for policy and program development.</p>	

<b>REFUGEE COUNCIL USA</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b>	
<p>In the United States, the U.S. government works in collaboration with ten national non-profit organizations to provide initial Reception and Placement (R&amp;P) services for refugees upon their arrival in the United States. Every year the organizations write proposals to the U.S. government in order to be approved and receive funding for providing initial services during the refugees’ first 90 days in the U.S. The organizations participating in the program are also called Voluntary Agencies (VOLAGS) and work with networks of affiliate agencies located throughout the country. Currently 10 VOLAGs participate in the R&amp;P program. Participation in the program requires each VOLAG to sign a Cooperative Agreement with the U.S. Department of State. The Cooperative Agreement states the services all VOLAGS are required to provide to refugees arriving to the U.S.</p> <p>VOLAGs are required to provide the following “Arrival and Reception” services:</p> <p>Ensure that the refugees are met at the airport by the refugees’ family members, local agency staff members or community volunteers.</p> <p>Ensure that the refugees have decent, safe and sanitary housing upon arrival. This can include a variety of forms, including temporary housing, housing with volunteers, housing with refugees’ family members, and placement into permanent housing.</p> <p>Provide refugees with an initial orientation with appropriate language interpretation within 5 working days of arrival, including topics such as role of the local agency, public services, personal and public safety, public transportation, information on permanent resident alien status, repayment of the IOM travel loan, and orientation to the apartment, among other things.</p> <p>Assist the refugees with the following: applying for Social Security cards, cash assistance, medical assistance and food stamps, registering children for school, and partnering with local health providers to ensure that every refugee has an initial health screening within 30 days, among other things.</p> <p>Refer refugees to employment services, ESL classes and other services to help address barriers to self-sufficiency.</p>	
<b>We are interested in building capacity in:</b>	

A more systematic information sharing with other NGOs in the traditional and new emerging resettlement countries.

**Resources needed, (such as those listed above):**

Information from other resettlement NGOs outside the United States on “good practices” and challenges faced by the refugees being resettled as well as the challenges being faced by the resettlement staff.

Additional financial resources

## 5. EARLY SETTLEMENT AND SOCIAL SUPPORT

### GOOD PRACTICE FEATURES:

#### OVERALL A SOUND INTEGRATION PROGRAMME WOULD:

- offer individualised assessment and early settlement support conducted by an identifiable entity funded by government;
- conduct early assessment with the aim of facilitating resettled refugees' access to support services and systems provided to nationals;
- engage government, nongovernment agencies, the refugee and wider communities in social support;
- make provision for resettled refugees to apply to have family members join them;
- implement social support programs at local level;
- develop strategies for enhancing the capacity of refugee communities to offer support to newcomers;
- develop strategies for ensuring that social support services provided to nationals are accessible to resettled refugees;
- have systems for ensuring ongoing monitoring and support programs provided to resettled refugees.

*(Refugee Resettlement : An International Handbook to Guide Reception and Integration, p 98)*

### Checklist:

#### When establishing a new resettlement program, give priority to:

- ✓ establishing processes and services for individualised assessment of the needs of resettled refugees and the coordination of their integration process in the first weeks and months after arrival;
- ✓ developing a Family Reunion program;
- ✓ identifying opportunities for resettled refugees to participate in local cultural, community and recreational events;
- ✓ placement policies to enhance social support.

*(Refugee Resettlement : An International Handbook to Guide Reception and Integration, p76)*

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development,</li> <li>✓ Useful websites</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits,</li> <li>✓ Training guidelines &amp; resources,</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Information about the IHSS and offers of assistance as described in Section 1 also apply here.</p> <p>In addition to the IHSS services provided under IIOA, AS and HFS, the Community Support for Refugees (CSR) service allows registered volunteer groups to provide friendship and social support to humanitarian entrants and to welcome them into their local community. CSR volunteers often assist contracted IHSS service providers.</p> <p>Support under the IHSS is normally for the first six months. However, this period may be increased in certain cases depending on needs. The IHSS aims to equip new humanitarian entrants with the information and basic requirements to obtain access to mainstream services and to settle into life in Australia.</p> <p>Resettled humanitarian entrants may support the applications of family members to enter Australia via the Humanitarian Program. When they do this, they are known as proposers and agree to provide a level of initial support to the new entrants. A further IHSS service provides Proposer Support (PS). This enables proposers to have access to pre-arrival information and post-arrival assistance to enable them to meet their responsibilities to entrants.</p>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

<b>REFUGEE COUNCIL OF AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development,</li> <li>✓ Current research</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Site visits</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>See the information provided in 1. above.            In addition, have a look at <a href="http://www.immi.gov.au/settle/">http://www.immi.gov.au/settle/</a>            The Council has recently completed a submission to Centrelink and the Department of Family and Community Services on extending crisis payments to some refugees.            It would be helpful to contact the NSW Refugee Health Service and organizations like The NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) in relation to this section and the Early Intervention Programme.</p>	
<p><b>We are interested in building capacity in:</b>            See 4. above.</p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

<b>BENIN</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ <i>Recent reports</i></li> <li>✓ <i>Site visits</i></li> <li>✓ <i>Opportunities for exchange</i></li> </ul>	
<p><b>Information and details on the above offers:</b></p> <p><b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b></p> <ul style="list-style-type: none"> <li>▪ offrir un évaluation individualisée et une aide au début de l'installation réalisées par une entité identifiable financées par le gouvernement;</li> <li>▪ obtenir l'implication dans le soutien social de gouvernement, des organisations non gouvernementales, des communautés de réfugiés, des communautés plus larges;</li> <li>▪ élaborer des stratégies pour que les services de soutien social; offerts aux ressortissants soient aussi accessibles aux réfugiés réinstallés;</li> </ul> <p><b>We are interested in building capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ <i>offer individualised assessment and early settlement support conducted by an identifiable entity funded by government;</i></li> <li>▪ <i>engage government, nongovernment agencies, the refugee and wider communities in social support;</i></li> <li>▪ <i>Develop strategies so that the social support services available to nationals are also available to resettled refugees</i></li> </ul>	
<p><b>Resources needed, (such as those listed above):</b>            Ressources financières et matériel roulant  <i>Financial resources and rolling stock [?]</i></p>	

<b>CANADA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Program Initiatives</li> <li>✓ Immigration Portal</li> </ul>	<ul style="list-style-type: none"> <li>✓ Family Reunification policy</li> <li>✓ Multicultural links</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p><b>Programs/Initiatives:</b>            1. HOST: The objective of the Host program is to help immigrants overcome the stress of moving to a new country.</p>	

Volunteers familiar with Canadian ways help newcomers learn about available services and how to use them, practice English and French, get contacts in their field of work and participate in the community. At the same time, host Canadians learn about new cultures, other lands and different languages; they make new friends and they strengthen community life. Conversation Circles are a popular new service delivery model for the HOST program.

- HOST Handbook for Service Provider Organizations: <http://www.cic.gc.ca/english/newcomer/host-1e.html>

- HOST Handbook for Applicants: <http://www.cic.gc.ca/english/newcomer/host-2e.html>

2. Immigration Portal: CIC and other Federal partners are currently developing an immigration portal that will complement the Going to Canada Web site. This will provide more accurate and target information of foreign credential recognition, and possible destinations for immigrants and refugees etc.

3. Procedures have been implemented for facilitating the reunification of refugee families (known as "One Year Window of Opportunity" policy).

4. In some locations, settlement agencies also serve as "multicultural" associations and can link certain refugees with ethnic companions where requested.

**We are interested in building capacity in:**

1. Building stronger and more seamless linkages between pure resettlement program (RAP) and broader settlement programs (ISAP, HOST, LINC, etc.).
2. Individualized assessment of the needs of refugees
3. Find a better balance between the time needed for orientation and the economic pressure of getting into permanent accommodation. Sometimes the refugee is not ready to assume responsibility.

**Resources needed, (such as those listed above):**

**CHILE**

**We can offer the following: / Podemos ofrecer lo siguiente:**

- ✓ *Guidelines for policy & program development* / Guías de regulaciones y desarrollo de programas
- ✓ *Recent reports* / Nuevos reportes
- ✓ *Site visits* / Visitas a lugares
- ✓ *Training guidelines & resources* / Guías de entrenamiento y recursos

**Information and details on all of the above offers:**

**Información y detalles de lo ofrecido anteriormente:**

Página Web [www.vicaria.pastoralsocial.cl](http://www.vicaria.pastoralsocial.cl)

Web Page [www.vicaria.pastoralsocial.cl](http://www.vicaria.pastoralsocial.cl)

**We are interested in building capacity in: / . Estamos interesados en desarrollar capacidad en:**

Oportunidades de intercambio / *Opportunities for Exchanges*

Conferencias / *Conferences*

**Resources needed, (such as those listed above):**

Equipamiento tecnológico / *Technological equipment*

**DENMARK**

**We can offer the following:**

- ✓ Legislation materials, guidelines for municipalities
- ✓ Practitioners' guidelines on the integration programme (Danish)

**Information and details on all of the above offers:**

Legislative material regarding the integration of aliens in Denmark - Act on Integration of Aliens in Denmark aiming to ensure that newly arrived refugees and immigrants can participate in the life of society in terms of politics, economy, employment, social activities, religion and culture on an equal footing with other citizens. The responsibility of the integration of refugees rests with the local council of the municipality to which the refugee is allocated according to the law, and the Integration Act lays down guidelines and requirements as to the contents and

time factors of the integration programmes offered to refugees and immigrants as well as economic support, language

training and activation.

Also available (in Danish only) are practitioners' guidelines to the implementation of the integration programme, specifically aimed at economic support, activation and the introductory integration programme in general.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## FINLAND

**We can offer the following:**

- ✓ Websites

**Information and details on all of the above offers:**

The web-site of Ministry of Labour: [www.mol.fi/migration](http://www.mol.fi/migration) provides brochures (in fi, swe, eng) about e.g. integration, social security, studies, accommodation in pdf-form:

- The integration of Immigrants in Finland
- Welcome to Finland
- A home in Finland
- Are you planning to move to Finland

The web-site of The Directorate of Immigration. [www.uvi.fi/englanti](http://www.uvi.fi/englanti) provides information about e.g. family reunification criteria and procedures

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## FINLAND RED CROSS

**We can offer the following:**

- ✓ Opportunities for exchanges
- ✓ Other

**Information and details on all of the above offers:**

Due to our nationwide network FRC has an opportunity to get the overall picture of integration at the individual level and the challenges resettled refugees face. FRC bases its advocacy work concerning these issues on the information received.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## IRELAND

**We can offer the following:**

- ✓ Opportunities for exchange
- ✓ Linkage with social support organizations

**Information and details on all of the above offers:**

We could facilitate and exchange of information or visit with Bosnian Community Development Project which was set up to enable persons admitted under the Bosnian programme to support their own community.

Visit to SPIRASI and NGO/Health Board partnership providing information on health services to new arrivals by specially trained refugees.

We also coordinate the ERF and as such are involved with the many organizations working with refugees (mainly

convention) in the area of social support. We could facilitate links and contacts.

Visit to Own Community voluntary bodies who support new arrivals in the early months after arrival. In some cases they provide voluntary language training while the new arrivals wait for a place on state provided language courses.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## NETHERLANDS

### *Pilot Project "Integration in reception centers" (2004 – 2005):*

Due to the fact that housing for the refugees is not allways easy to find and therefore can lead to a prolonged stay in a reception center it is important a start can be made with the proces of integration. The pilot project offers many hours of (professional) education and orientation. Diplomas and work experience obtained in the country of origin are translated, scaled and placed in the Dutch educational and labourmarket context. It also aims at building bridges between the refugee and the receiving community/municipality.

*Centraal Orgaan opvang asielzoekers (COA)* [www.coa.nl](http://www.coa.nl)

*Pharos Refugees and Health Centre of Expertise* [www.pharos.nl](http://www.pharos.nl)

Pharos offers knowledge, insight and skills for improving the quality of health care provided to refugees and asylum seekers. Pharos intends to help people who work with refugees and asylum seekers. Pharos is a national centre of expertise that concentrates on developing, studying and conveying knowledge - always practically applicable - in the field of health and health care for refugees.

The culture in which people grow up affects their attitude toward health and illness. Pharos helps health care professionals and teachers develop an 'intercultural professional attitude', and also offers special knowledge, skills and methods geared to the care needs of refugees. Pharos develops knowledge and methods for mental health care, medical care for asylum seekers (MOA), primary health care and youth services.

*Foundation VON (Refugees Organisations in the Netherlands)* [www.vluchtelingenorganisaties.nl](http://www.vluchtelingenorganisaties.nl)

VON is an umbrella organisation for organisations of refugees which focus on promoting the social participation of refugees in the Netherlands.

Main activities VON:

- to serve interests and to be a representing body for refugees in the Netherlands
- being a deliberation partner of the Dutch government on integration issues
- supporting national refugee organisations in their development by organizing courses, providing information and a support helpdesk.

*SMS (Stichting Mondiale Samenleving)* [www.sms.vluchtelingen.nl](http://www.sms.vluchtelingen.nl)

SMS is an organization of and for refugees in the Netherlands. SMS was started by 3 refugee organisations: CRAN(Kosovar-Albanian), DIR (Ethiopian) and FAVON (Afghan) . Nowadays 70 organisations are member of SMS.

*Activities SMS:*

- stimulate and optimize integration of refugees in all sections of Dutch society by organising activities, training courses, conferences (on topics such as: development issues, culture, environment), and cadre training.
- empowerment, support, development, refugee organisations
- helpdesk
  - providing access to social and governmental institutions.

### *(Regionale) Steunfunctie / (Regional) Support Functions*

A number of websites of different Support Functions:

- [www.afsm.nl](http://www.afsm.nl) (Amsterdam)
- [www.imco-nh.nl](http://www.imco-nh.nl) (Noord-Holland)
- [www.i2d.nl](http://www.i2d.nl) (Drenthe)
- [www.miu.nl](http://www.miu.nl)

- [www.multiplechoice.org](http://www.multiplechoice.org)
- [www.osmose.nl](http://www.osmose.nl)
- [www.paletweb.nl](http://www.paletweb.nl) (Brabant)
- [www.rsazhw.nl](http://www.rsazhw.nl) (Zuid-Holland West)
- [www.smo-ov.nl](http://www.smo-ov.nl) (Overijssel)

Support Functions are organisations involved in welfare work for ethnic minorities in The Netherlands. Their activities:

- maintenance contact with self organisations of ethnic minorities, migrants and refugees.
- education, information
- representation of interests target group at local governments, organisations, companies in the field of e.g. education, work.

They work together with the CWI and give information and accompany people without a job in finding a job.

- also they have projects that aim at better access to the educational institutions and labourmarket.

#### **Municipality / Bureau Nieuwkomers**

Most municipalities have a Bureau Nieuwkomers (newcomers) to coordinate the integrational activities in the municipality.

Activities:

- assisting, supporting migrants to built a life in the Netherlands.
- coordinate and implement the Act on Integration

## **NORWAY**

### **We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Current research
- ✓ Recent reports

- ✓ Opportunities for exchanges
- ✓ Site visits
- ✓ Useful websites

### **Information and details on all of the above offers:**

#### **Guidelines for policy & program development**

The municipalities receive financial support for every refugee for five years from the central government.

The refugees have access to educational, health and social services on equal terms with nationals. The municipalities are responsible for implementing social support programmes at local level. See UNHCR Resettlement Handbook, country chapter on Norway, section 14: Domestic Settlement and Community Services, [www.unhcr.ch](http://www.unhcr.ch)

From 1 September 2004 all refugees between 18 and 55 years old have a right to follow a full-time introductory programme for up to two years (exceptionally three years). The programme consists of Norwegian language training, of Norwegian society studies and measures preparing for further studies or for working life. Every refugee develops an individual plan for the future in co-operation with refugee service staff. See Information on Norwegian Refugee and Immigration Policy No. 1-2003, [www.krd.dep.no](http://www.krd.dep.no) (the Ministry's website).

Refugees have family reunification rights according to the Immigration Act. Normally, only spouses, co-habitants who have lived together for at least two years and children under 18 are granted family reunification. See UNHCR Resettlement Handbook, country chapter on Norway, section 10: Family Reunification of Refugees, [www.unhcr.ch](http://www.unhcr.ch)

Recent report

“From social benefits to paid qualification” Findings from 26 trial-projects with compulsory introductory programs for newly arrived refugees, FAFO Institute for Applied Social Science, October 2003, to be published at FAFOs website: [www.fafo.no](http://www.fafo.no)

### **We are interested in building capacity in:**

Enhance competence among local providers of elements in the introductory programs.

Establish connections with local companies and governmental agencies in order to facilitate employment opportunities for refugees.

### **Resources needed, (such as those listed above):**

Establish qualification requirements for refugee service staff.  
Strengthen co-operation with the business and governmental sector.

**SWEDEN**

**We can offer the following:**

- ✓ Guidelines for policy and programme development
- ✓ Recent reports

- ✓ Opportunities for exchanges
- ✓ Site visits
- ✓ Useful websites

**Information and details on all of the above offers:**

Goals for orientation programs for new immigrants,  
Agreement concerning development of the introduction for refugees and other immigrants,

**We are interested in building capacity in:**

Opportunities for exchanges.

**Resources needed, (such as those listed above):**

**UNITED KINGDOM**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Useful websites

**Information and details on all of the above offers:**

Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.

**We are interested in building capacity in:**

We are looking to enhancing our strategy for enhancing the capacity of refugee communities to strengthen the support for newcomers. This also applies to monitoring and placement polices.

**Resources needed, (such as those listed above):**

Guidelines for policy and program development – with which to review the policy we hold in this area and test its overall robustness.

**REFUGEE COUNCIL USA**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Opportunities for exchanges

- ✓ Site visits
- ✓ Training guidelines & resources
- ✓ Upcoming conferences and meetings
- ✓ Useful websites

**Information and details on all of the above offers:**

Resettlement agencies are funded by the Department of State to provide early settlement and social support to newly arriving refugees as part of the Reception & Placement program. To this end, resettlement agencies conduct assessments of individual needs shortly after arrival, as part of an intake and orientation process. This generally entails a face-to-face interview with the refugee, during which questions are asked regarding the refugee's health status, linguistic capacities, literacy levels, education, and work history. This information allows resettlement agencies to develop a resettlement plan to utilize local resources to meet the specific needs of the individual client, in the best manner possible. Resettlement plans take into consideration resources available through federal, state, and local government agencies, nonprofit organizations, ethnic communities, and mainstream communities.

Economic self-sufficiency is the primary goal of early settlement and social support provided to newly arriving refugees through the U.S. Refugee Program. Due to this fact, the resettlement plan focuses on identification of barriers that might inhibit an individual's ability to become self-supporting. The plan usually consists of a series of actions—often including referrals to programs and service providers—that will assist the refugee in overcoming his/her barriers to self-sufficiency through access to English as a Second Language classes, childcare providers, pre-

employment skills training, mental health services, and so forth. Refugees also receive intensive employment orientation, which engages each individual in a discussion of the need to become financially independent, the benefits of self-sufficiency, the culture of U.S. workplaces, local job market conditions, and access to job training and counseling programs. Referrals are provided to programs that can help the refugee prepare for the workplace and secure job placement. Resettlement agencies follow-up on individual progress in achieving self-sufficiency through ongoing communication with clients during the initial resettlement period.

While some services are offered in-house by local resettlement agencies, others involve coordination with outside service providers. To facilitate coordination, most resettlement communities promote a high level of collaboration among and between resettlement agencies and service providers. This is often facilitated through regular meetings (monthly, quarterly, or semi-annual) and reinforced through ongoing communication. Collaborative efforts involve planning services to ensure that the initial needs of refugees are met in a timely manner. Much of this coordination occurs on the state level, with oversight from the State Refugee Coordinator.

Initially, most services and support are provided through mechanisms designed specifically to address the needs of newly arriving refugees. Funding for programs and services that support refugees in the early phases of resettlement is available through a variety of sources, both public and private. Further details on some of these programs and services can be found on the Office of Refugee Resettlement's website at <http://www.acf.hhs.gov/programs/orr/programs/index.htm>, as well as on the Department of State's website at <http://www.state.gov/g/prm/>.

Bridging the gap between refugee and mainstream communities is a goal that the majority of refugee-specific programs aim to achieve. Therefore, toward the end of the service period, many programs connect refugees with those services and support systems available to the public. To further facilitate this transition and to assist in meaningful integration, resettlement agencies seek involvement of members from local mainstream and ethnic communities throughout the resettlement period. Many individuals become involved in volunteer activities to support newly arriving refugees, as mentors and friends, offering their help with a broad array of issues, from school enrollment for children to opening bank accounts and learning price comparison methods for shopping. Additionally, numerous resettlement agencies have participated in strengthening ethnic communities and organizing mutual assistance associations (MAAs), which provide a vehicle for ethnic communities to support newly arriving refugees. Further information on these types of organizations abounds on the internet, on sites such as Hmong National Development at <http://www.hndlink.org/>, EthioView at <http://www.ethioview.com/communities.shtml>, and Somali Bantu Community Organization at <http://www.somalibantu.com/>, among others.

Refugees are offered the opportunity to reunite with their family members through either the family reunification resettlement priority (P-3) or through filing a Refugee/Asylee Relative Petition (I-730) with U.S. Citizenship and Immigration Services. Each year the Department of State identifies eligible populations for the family reunification resettlement priority, which are outlined in the Annual Report to Congress. This category extends eligibility for a refugee interview to nationals of the identified countries, and for certain relatives of individuals who hold or have held refugee or asylee status in the U.S. Further details regarding the P-3 resettlement criteria can be found on the Department of State's website at <http://www.state.gov/g/prm/asst/rl/rpts/25691.htm>. Those individuals admitted to the U.S. as a refugee or gaining asylee status within the previous two years may file an I-730 form as an application to have their spouse and/or unmarried children under the age of 21 join them in the U.S. Further information about the Refugee/Asylee Relative Petition and the I-730 can be found at <http://uscis.gov/graphics/formsfee/forms/i-730.htm>.

Faith-based resettlement models seek community involvement through collaboration with faith groups. Agencies employing the faith-based model approach such groups to recruit support for newly arriving refugees. This often involves a wide array of activities that create a welcoming environment for refugees, such as setting up apartments, donating furniture, clothing, and household goods; assisting in job search; providing transportation to various appointments; offering childcare; enrolling children in school; mentoring; tutoring; supplementing cultural orientation; and so forth. Relationship established with faith groups assist refugees in building bridges to the wider host community.

Faith-based organizations often engage local communities in educational activities and other forms of outreach to raise awareness regarding the global plight of refugees and the local opportunities to become involved in resettlement. Training is provided to faith groups working with refugees, along with ongoing oversight and support from resettlement agencies.

Although faith-based organizations generally work with a limited range of faith groups, they promote tolerance and diversity in their communities. Faith-based organizations resettle the entire spectrum of refugee populations, regardless of ethnicity, religion, or race. Respect for individuals and diversity is emphasized.

A number of conferences of federal, state, and nonprofit agencies that work with resettlement agencies and refugee service providers are being held in the coming months. They include the following:

*African Refugees: Reexamining Practices, Partnerships, and Possibilities* – Ethiopian Community Development Council's (ECDC) Tenth National Conference May 24-26, 2004 at the Hilton Crystal City Hotel in Arlington, Virginia. Information can be found at <http://www.ecdcinternational.org>.

*2004 National Refugee Program Consultation* – U.S. Department of Health and Human Services/Office of Refugee Resettlement's Annual Consultation June 23-25, 2004 at the Marriott Wardman Park Hotel in Washington, DC. Information can be found at <http://www.afyainc.com/orrconsultation.htm>.

*Keeping the Beacon Bright: Building a Resilient Refugee Resettlement Program* - 2004 State Coordinators of Refugee Resettlement (SCORR) and Association of Refugee Health Coordinators (ARHC) Conference July 12-15, 2004 at the Biltmore Hotel in Coral Gables, FL. Information can be found at <http://www.meetingmakersinc.com>.

Further information on faith-based resettlement agencies resettling in the U.S. can be found on their individual websites, as follows:

Church World Service – <http://www.churchworldservice.org>

Domestic and Foreign Missionary Society/Episcopal Migration Ministries – <http://www.episcopalchurch.org/emm.htm?menupage=17165>

Hebrew Immigrant Aid Society – <http://www.hias.org>

Lutheran Immigration and Refugee Service – <http://www.lirs.org>

United States Conference of Catholic Bishops/Migration and Refugee Services – <http://www.usccb.org/mrs/index.htm>

**We are interested in building capacity in:**

Knowing what is available in other resettlement countries.

Identification of key NGO contacts in the settlement countries.

**Resources needed, (such as those listed above):**

Information from other settlement countries – good practices, challenges, any academic research or data collection on successful resettlement and integration.

## 6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES

### GOOD PRACTICE FEATURES

#### OVERALL A SOUND INTEGRATION PROGRAM WOULD:

- provide income support for a period following arrival which is long enough for refugees to adjust to their refugee and resettlement experiences;
- acquire basic language skills and receive adequate orientation;
- provide income support during this period at a rate that is sufficient to meet basic living costs (housing, food, transportation, educational expenses etc);
- provide some form of 'one off' cash or material assistance to meet household and personal establishment costs;
- foster formal linkages between income support and job placement services;
- ensure that refugee elders have access to government provided retirement income;
- ensure that appropriate income support arrangements are made for resettled refugees who have physical or psychological difficulties that impede their participation in paid work, sole parents and unaccompanied minors.

#### INCOME SUPPORT PROGRAMS WOULD:

- be provided by personnel who have received appropriate training on the needs and circumstances of resettled refugees;
- have processes for assessing entitlement to income support payments which are sensitive to the past experiences and current stresses of resettled refugees;
- communicate with resettled refugees in their own language.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p 108)*

### Checklist

When establishing a new resettlement program, give priority to:

- ✓ funding for income support payments;
- ✓ determining the length and amount of support required;
- ✓ arrangements for the payment of income support;
- ✓ defining expectations of economic self-sufficiency;
- ✓ establishing links between income support and job placement programs.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p 100)*

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Site visits</li> </ul>	<ul style="list-style-type: none"> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Information about the IHSS and offers of assistance as described in Section 1 also apply here.</p> <p>The IIOA service assists entrants to gain access to income support and job placement services through mainstream agencies (Centrelink). IIOA also links entrants to other DIMIA-funded services such as the Adult Migrant English Program (AMEP) and the Translating and Interpreting Service (TIS).</p> <p>The HFS service mentioned in Section 1 provides entrants with some material assistance to help them establish a household in Australia. The IIOA and AS services ensure that entrants are able to utilise their accommodation and its facilities effectively.</p> <p>As mentioned in section 1, we can provide detailed information about the specific services provided under the above-mentioned IHSS contracts.</p> <p>The DIMIA website <a href="http://www.immi.gov.au">www.immi.gov.au</a> provides information about AMEP and TIS, while the website <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a> provides information about income support and job placements services.</p>	
<p><b>We are interested in building capacity in:</b></p>	

**Resources needed, (such as those listed above):**

**REFUGEE COUNCIL OF AUSTRALIA**

**We can offer the following:**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent Reports</li> </ul> | <ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Upcoming conferences and meetings</li> </ul> |
|---|---|

**Information and details on all of the above offers:**

See 4 and 5 above.

**We are interested in building capacity in:**

See 4 above re:

- The specific settlement needs of refugee young people
- The needs of Special Humanitarian Entrants whose proposers undertake to meet their settlement needs for the first 6 months.
- The specific settlement needs of refugees and special humanitarian entrants from the African Continent.

**Resources needed, (such as those listed above):**

**BENIN**

**We can offer the following:**

- ✓ Recent reports
- ✓ Site visits
- ✓ Training guidelines and resources

**Information and details on the above offers:**

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- fournir un soutien du revenu, après l'arrivée, pendant une période assez longue pour permettre au réfugié de s'adapter à son expérience de l'exil et de réinstallation, d'acquérir des connaissances linguistiques de base et de recevoir une orientation adéquate;
- fournir un soutien du revenu pendant cette période à un taux suffisant pour couvrir les frais de subsistance de base (logement, nourriture, transport, dépenses scolaires, etc.);
- fournir une aide matérielle ou une somme unique en espèces pour payer les frais d'établissement du ménage et de personnels;

**We are interested in building capacity in:**

- provide income support for a period following arrival which is long enough for refugees to adjust to their refugee and resettlement experiences, acquire basic language skills and receive adequate orientation;
- provide income support during this period at a rate that is sufficient to meet basic living costs (housing, food, transportation, educational expenses etc);
- provide some form of 'one off' cash or material assistance to meet household and personal establishment costs

**Resources needed, (such as those listed above):**

- Ressources financières pour les frais de subsistance des réfugiés pour une période de deux ans et le financement des micro-projets.
- Ressources financières pour des mesures incitatives en faveur du personnel d'encadrement des réfugiés
- Financial resources for the subsistence costs of refugees for a period of two years and funding of micro-projects
- Financial resources to cover incentives for staff supporting refugees

<b>CANADA</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> </ul>	
<b>Information and details on all of the above offers:</b>	
<b>Programs/Initiatives:</b>	
<p>1. The Resettlement Assistance Program (RAP) provides initial reception, orientation and housing and referral services to refugees selected abroad by Canada. Normally, RAP provides income support for up to one year and up to two years in exceptional cases. Income support rates are designed to be similar to the rates of social assistance for the province of resettlement. <a href="http://www.cic.gc.ca/english/refugees/resettle-3.html">http://www.cic.gc.ca/english/refugees/resettle-3.html</a></p> <p>2. The provinces of Saskatchewan and Alberta provide income support to eligible newcomers studying an official language through the Language Instruction for Newcomers (LINC) program</p>	
<b>We are interested in building capacity in:</b>	
Monitoring and evaluating programs.	
<b>Resources needed, (such as those listed above):</b>	

<b>CHILE</b>	
<b>We can offer the following: / Podemos ofrecer lo siguiente:</b>	
<b>Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:</b>	
<b>We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:</b>	
<b>Resources needed / Necesitamos recursos en:</b>	

<b>DENMARK</b>	
<b>We can offer the following:</b>	<ul style="list-style-type: none"> <li>✓ Information for municipalities on integration</li> <li>✓ Website</li> </ul>
<ul style="list-style-type: none"> <li>✓ Legislation information</li> <li>✓ Practitioners' guides</li> </ul>	
<b>Information and details on all of the above offers:</b>	
<p>Legislation regarding economic support, language training and activation specifically aimed at employment and self-support (cf. information under part 2 of the survey), practitioners' guidelines to the practical implementation of the legislation in question and to the financing of income support and other types of aid to refugees.</p> <p>Information material directed toward local municipalities describing ways to ensure effective integration of aliens and the financing hereof (available in Danish only)</p> <p>Website containing information directed towards employers on the recruitment of ethnic minorities.</p>	
<b>We are interested in building capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

<b>FINLAND</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Useful websites</li> </ul>	
<b>Information and details on all of the above offers:</b>	
The web-site of Ministry of Labour: <a href="http://www.mol.fi/migration">www.mol.fi/migration</a> provides brochures (in fi, swe, eng) about e.g.	

integration, social security, studies and accommodation in pdf-form:

- The integration of Immigrants in Finland
- Welcome to Finland
- A home in Finland
- Are you planning to move to Finland

The web-site of The National Board of Education [www.oph.fi/english](http://www.oph.fi/english) as well as [www.opintoluotsi.fi/english](http://www.opintoluotsi.fi/english) provide information about language education and [www.caisa.hel.fi](http://www.caisa.hel.fi) general information about Finnish society and services for immigrants

The Ministry of Labour together with other concerned authorities have recently published a follow-up study on the expenses spent on municipal reception.

**We are interested in building capacity in:**

To improve the self-sufficiency of refugees.

**Resources needed, (such as those listed above):**

## **IRELAND**

**We can offer the following:**

- ✓ Programme information

**Information and details on all of the above offers:**

Persons admitted under Government programmes have the same rights and entitlements to Social Welfare payments as Irish Citizens.

**We are interested in building capacity in:**

Would welcome information on the recruitment, management and training of Interpreters during emergency evacuations.

## **NORWAY**

**We can offer the following:**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Opportunities for exchanges</li> </ul> | <ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Useful websites</li> </ul> |
|--|--|

**Information and details on all of the above offers:**

**Guidelines for policy & program development**

Refugees receive basic material assistance from the municipality when they arrive in Norway.

Refugees following an introductory program are entitled to an introduction benefits.

Refugee elders have access to old age pension.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## **SWEDEN**

**We can offer the following:**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy and programme development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> </ul> | <ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Training guidelines and resources</li> <li>✓ Useful websites</li> </ul> |
|---|--|

**Information and details on all of the above offers:**

Most information is written in swedish; but information is possible to get in english on when visitnig i.e authorities.

Responsible for above mentioned area are local authorities. Governmental grants are supposed to cover the municipalities costs for reception of refugees and new immigrants concerning income support, language training, cultural orientation etc. during a period of 2 years.

**We are interested in building capacity in:**

Exchanging experiences and information within above mentioned areas.

**Resources needed, (such as those listed above):**

**UNITED KINGDOM**

We can offer none of the options at this time:

**Information and details on all of the above offers:**

Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.

**We are interested in building capacity in:**

We are working closely with other Government departments to ensure that access to public services and support is in place to meet the needs of the newly arrived refugees. This includes providing appropriate documentation and advice.

**Resources needed, (such as those listed above):**

None at this stage.

**REFUGEE COUNCIL USA**

**We can offer the following:**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul> | <ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul> |
|--|--|

**Information and details on all of the above offers:**

The goals of the R&P Program (the core program of refugee resettlement in the United States) include, but are not limited to, "assisting refugees in achieving economic self-sufficiency through employment as soon as possible in coordination with publicly- supported refugee service providers and assistance programs, and, to the extent practicable in the context of local public assistance regulations and practices, precluding any necessity for reliance by refugees on cash assistance authorized under section 412 (e) of the Immigration and Nationalities Act (INA) during the first thirty days that they (the refugees) are in the United States." Services include orientation, housing, school enrollment, health screening, application for social security cards and public benefits programs (Food Stamps and Medicaid, for example) and basic needs support such as food and clothing. After the first 30 days refugees are eligible for Refugee Cash Assistance. Refugees receive assistance with housing needs, utility bill payment, transportation, and other personal needs. Assistance is provided until the client becomes employed, and is earning sufficient income.

As an alternate program to Refugee Cash Assistance is the federally funded Matching Grant program. This is an early self-sufficiency initiative for new refugee arrivals. The Matching Grant program is a public/private partnership in that each \$1.00 (in cash or in-kind contributions of goods or volunteer services) is "matched" with \$2.00 in federal resources. The Matching Grant program includes the following services, which are provided for newly-arriving refugee families through their first four to six months in the United States:

In-kind contributions consisting of donated goods and volunteer time are an integral part of the Matching Grant program. As one of the primary program requirements, the NGO is responsible for generating a minimum of \$1,000 for every refugee resettled into the program. Twenty percent of these contributions must be in cash. For more information see: [www.acf.dhhs.gov/programs/orr/](http://www.acf.dhhs.gov/programs/orr/)

**Other examples of financial support programs are:**

**INDIVIDUAL DEVELOPMENT ACCOUNTS**

Refugees in the U.S. face many challenges in gaining economic self-sufficiency. Transportation, the need for computer training or education, and housing are all critical issues faced by refugees as they build new lives in the U.S. To meet these needs some NGO's have, through funding from the U.S. Federal Government, designed and implemented Individual Development Account (IDA) programs.

IDA programs provide dedicated, matched savings accounts and financial literacy training for participants. Through this program, refugees received financial training in the critical areas of U.S. banking systems, credit and debt, and purchasing assets. Clients also open a bank account and begin saving for a specific asset – a vehicle, home, computer, micro-enterprise, or education. Once their savings goal has been reached, the NGO will match their savings at a 1:1 rate

**FINANCIAL LITERACY PROGRAMMING:** Refugees often come to the U.S. without the skills or knowledge necessary to navigate the complex banking, credit, and financial regulations they face. Topics covered by these trainings include information on employment, credit, budgeting, consumer awareness, banking, and purchase of assets.

Financial literacy programs are especially designed to meet the needs of the people at the resettlement site and may focus on women, youth, entrepreneurs, or the general population. NGO's have prepared their own training materials as well as working in collaboration with financial institutions. Some of the curricula that the International Rescue Committee has developed is:

Common Cents, a five-module course for arrivals with little or no English level

Pathways to Financial Freedom, a series of financial literacy courses for low to high English language learners (for more information contact the IRC website at [www.theirc.org](http://www.theirc.org))

FDIC, *Money Smart: an Adult Education Program: Building Knowledge, Security, Confidence*  
[www.fdic.gov](http://www.fdic.gov)

International Institute St. Louis, *Banking with a Financial Institution: What I Need to Learn to Keep My Money Safe and Help It Grow.* (Booklet)

National Endowment for Financial Education - [www.nefe.org](http://www.nefe.org)

#### **MICROENTERPRISE**

For current research on refugee microenterprise outcomes and practices visit [www.ised.org](http://www.ised.org)

#### **We are interested in building capacity in:**

We are interested in building capacity in new and innovative ways to help refugees achieve self-sufficiency.

#### **Resources needed, (such as those listed above):**

Information on how self-sufficiency is defined by other countries and how this is achieved.

## 7. ORIENTATION PROGRAMMES AND PROCESSES

### GOOD PRACTICE FEATURES :

#### OVERALL A SOUND INTEGRATION PROGRAMME WOULD:

- support, plan, coordinate and resource orientation as a critical component of an ntegration program;
- deliver an appropriate level of orientation support based on the needs of individual resettled refugees;
- incorporate mechanisms for monitoring and updating orientation programs in consultation with refugee communities and service providers;
- have arrangements in place for orientation of resettled refugees with different needs (e.g. youth, unaccompanied minors, victims of violence, women at risk, elders);
- incorporate means of orientating the receiving society to the beliefs, cultural practices and past experiences of resettled refugees;
- foster opportunities to integrate orientation into other resettlement processes (e.g. language learning, accessing health care);
- engage relevant systems in the orientation process;
- plan to ensure that orientation is an ongoing process;
- recognise that resettled refugees have different information needs and different capacities to absorb and contextualise information at different stages of the resettlement process.

#### SERVICES AND PROGRAMMES FOR ORIENTATING RESETTLED REFUGEES WOULD:

- ensure that the orientation process actively engages women as critical players in family integration;
- be based on adult learning principles;
- be voluntary;
- respect and value the culture, beliefs and past experiences of resettled refugees;
- be experientially based and use interactive learning methodologies;
- be delivered by personnel who are appropriately trained and supported;
- be delivered (where possible) by people from the same cultural and language backgrounds as resettled refugees;
- engage skilled interpreters where first language delivery is not possible.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p 160)*

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Information about the IHSS and offers of assistance as described in Section 1 also apply here.</p> <p>The IHSS provides orientation programmes and processes through services described in the earlier sections, notably through its IIOA contracts and the SSP service provider.</p> <p>DIMIA has in place special monitoring and referral arrangements for unaccompanied humanitarian minors (UHMs). Information about these arrangements can be made to interested parties if required.</p> <p>The IHSS service principles help guarantee the rights and needs of individual entrants are met and that cultural differences are respected. Details of these service principles can be provided on request.</p>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

<b>REFUGEE COUNCIL OF AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Current research</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul>

✓ Guidelines for policy & program development	✓ Site visits
<b>Information and details on all of the above offers:</b> See 1. and 2. above.	
<b>We are interested in building capacity in:</b> See 1. above.  The needs of those who are Special Humanitarian Entrants are of particular concern. Often their proposers are newly arrived themselves, yet they undertake to provide entrants with all the orientation they need. This is unrealistic. The problems are fully explained in the Settlement Services Review. See Report on the Review of Settlement Services for Migrants and Humanitarian Entrants: <a href="http://www.immi.gov.au/settle/settle_review/index.htm">http://www.immi.gov.au/settle/settle_review/index.htm</a>	
<b>Resources needed, (such as those listed above):</b>	

<b>BENIN</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Opportunities for exchange</li> <li>✓ Site visits</li> <li>✓ Training guidelines and resources</li> <li>✓ Other</li> </ul>	
<b>Information and details on the above offers:</b>	
<b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b>	
<ul style="list-style-type: none"> <li>▪ comporter des moyens de donner à la société un introduction sur les croyances, les pratiques socioculturelles et l'expérience des réfugiés réinstallés;</li> </ul>	
<b>We are interested in building capacity in:</b>	
<ul style="list-style-type: none"> <li>▪ incorporate means of orientating the receiving society to the beliefs, cultural practices and past experiences of resettled refugees;</li> </ul>	
<b>Resources needed, (such as those listed above):</b>	
<i>Financial resources</i>	

<b>CANADA</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Program initiatives</li> <li>✓ Program information</li> </ul>	<ul style="list-style-type: none"> <li>✓ Current research</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b>	
<b>Programs/Initiatives:</b>	
<p>1. <u>Immigrant Settlement and Adaptation Program (ISAP)</u>: The objective of ISAP is to assist immigrants in settling and integrating into Canadian society, so that they may become participating members as soon as possible. ISAP funding is provided in order to deliver direct services to immigrants such as reception, orientation, translation, interpretation, referral to community resources, para-professional counselling, general information and employment-related services. ISAP funding is also provided in order to carry out other activities that will improve settlement services.</p> <p>- ISAP Handbook for Service Provider Organizations: <a href="http://www.cic.gc.ca/english/newcomer/isap-1e.html">http://www.cic.gc.ca/english/newcomer/isap-1e.html</a></p> <p>- ISAP Handbook for Applicants: <a href="http://www.cic.gc.ca/english/newcomer/isap-2e.html">http://www.cic.gc.ca/english/newcomer/isap-2e.html</a></p>	
<b>Research:</b>	
<b>Useful Web sites:</b>	
<a href="http://integration-net.cic.gc.ca">http://integration-net.cic.gc.ca</a> <a href="http://canadainternational.gc.ca/menu-en.asp">http://canadainternational.gc.ca/menu-en.asp</a> <a href="http://www.international.metropolis.net/">http://www.international.metropolis.net/</a>	

Information on Settlement programs:

[http://www.settlement.org/sys/faqs\\_detail.asp?passed\\_lang=EN&faq\\_id=4000108](http://www.settlement.org/sys/faqs_detail.asp?passed_lang=EN&faq_id=4000108)

**We are interested in building capacity in:**

Using a variety of delivery models and having the models replicated where necessary.

**Resources needed, (such as those listed above):**

**CHILE**

**We can offer the following: / Podemos ofrecer lo siguiente:**

**Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:**

**We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:**

**Resources needed. / Necesitamos recursos en:**

**DENMARK**

**We can offer the following:**

- ✓ Information on the development of the individual action plan
- ✓ Practitioners' guides to developing the individual action plan

- ✓ User Manual for resettled refugees
- ✓ Website
- ✓ Information of administration of income support

**Information and details on all of the above offers:**

Legislative material (The Integration Act, cf. information under part 2 of the survey) ensuring the establishment of an individual three-year action plan commencing no later than one month after the refugees' arrival to the local municipality and aiming to ensure that newly arrived aliens can participate in the life of society, assist fast self-support and impart to the individual alien an understanding of the fundamental values and norms of Danish society.

Practitioners' guidelines to the planning and implementation of the individual action plan.

A users' manual containing general information on Danish society and life as a new citizen in Denmark.

Website containing analysis and publications concerning integration of refugees and immigrants in Denmark.

Information on the administration of allocated government funds to give financial aid to non-governmental initiatives to help ethnic minorities onto the labour market.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

**FINLAND**

**We can offer the following:**

- ✓ Recent reports

**Information and details on all of the above offers:**

Concerning the pre-arrival orientation there are IOM's curricula for the three-day CO-courses as well as the Finals Reports for the Donor based on the courses accomplished during 2001 – 2003.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

**FINLAND RED CROSS**

**We can offer the following:**

- ✓ Other

**Information and details on all of the above offers:**

FRC Kotocross project aims at reinforcing newly arrived refugees' integration.  
FRC campaigns annually against racism at national and local level.

**We are interested in building capacity in:**

Our aim is to develop work in our branches to fit local needs.

**Resources needed, (such as those listed above):**

**IRELAND**

**We can offer the following:**

**Information and details on all of the above offers:**

**We are interested in building capacity in:**

Would welcome information on Structure Orientation programmes.

**NORWAY**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Training guidelines & resources

- ✓ Opportunities for exchanges
- ✓ Site visits
- ✓ Useful websites

**Information and details on all of the above offers:**

**Guidelines for policy & program development**

Norway funds a cultural orientation program for Norway-bound refugees carried out by IOM. The program aims to offer refugees information about Norwegian society upon departure.

In 2004 children from 8 years old will receive cultural orientation (replacing the old program offering orientation to refugees from 15 years of age).

**Training guidelines & resources**

Bi-cultural trainers from the same region as the refugees hold a 20 hours / 4 days course by using interactive learning methodology.

Refugee service staff in the receiving municipalities can request IOM to provide cultural orientation courses on the refugees' cultural background.

**Useful websites**

Information on the cultural orientation program is available on IOM Oslo's website from January 2004: [www.iom.no](http://www.iom.no)

**We are interested in building capacity in:**

By recognizing that resettled refugees have different information needs, we wish to adapt the program to the needs of vulnerable groups such as women and children.

**Resources needed, (such as those listed above):**

Promote professional guidelines and appropriately trained expertise.

**SWEDEN**

**We can offer the following:**

- ✓ Guidelines for policy and programme development
- ✓ Current research
- ✓ Recent reports

- ✓ Opportunities for exchanges
- ✓ Training guidelines and resources
- ✓ Useful websites

**Information and details on all of the above offers:**

Responsible of the above mentioned areas are municipalities and local authorities. Information on programmes can be arranged upon contact with municipalities.

**We are interested in building capacity in:**

Opportunities to exchange information at visits or by mail.

**Resources needed, (such as those listed above):**

**UNITED KINGDOM**

**We can offer the following:**

- ✓ Current research
- ✓ Useful websites

**Information and details on all of the above offers:**

Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.

**We are interested in building capacity in:**

The Government currently fund a Non Government Organisation to deliver this service, however, we would be interested in learning more about meeting individual needs to ensure so that the orientation programme is fully effective.

**Resources needed, (such as those listed above):**

We agree that this is an important factor in the early integration of refugees and are therefore interested to review our practices in order to develop this further.

**REFUGEE COUNCIL USA**

**We can offer the following:**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>✓ Policy &amp; program information</li> <li>✓ Current research</li> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul> | <ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul> |
|---|---|

**Information and details on all of the above offers:**

*Policy:*

1. The State Department's Bureau of Population, Refugees, and Migration (PRM) funds voluntary agencies (VOLAGS) to provide resettlement core services, including orientation, during the first 30-90 days after refugees' arrival. PRM sets minimum standards for orientation during the first 30 days, primarily the requirement for housing and personal safety orientation.
2. The Department of Health and Human Services' Office of Refugee Resettlement (ORR) grants social services funds to states and agencies that incorporate orientation in language training and employment services. Occasionally grants are made for orientation as a stand-alone activity to serve special needs populations.\* Some grants also include efforts to orient receiving communities to the cultural practices of resettled refugees, such as a recent grant to prepare communities for the arrival of the Somali Bantu refugees. All grants require that services be culturally and linguistically appropriate to the refugee population(s) being assisted.

*Programs:*

Some VOLAGS, states, and local resettlement offices have developed their own orientation programs that go beyond the minimum standards, based on local needs. \*Five such programs are: Jewish Family & Children's Services of Tucson, Arizona; Catholic Charities Refugee Services of St. Louis, Missouri; Catholic Social Services of Lansing,

Michigan; YMCA of Houston, Texas; and Lutheran Community Services of Southwest Oregon, among others.

*Web sites:*

PRM's Reception and Placement page: <http://www.state.gov/g/prm/rls/other/14613.htm>

ORR's general overview page:

<http://www.acf.hhs.gov/programs/orr/programs/overviewwp.htm>

CAL's Cultural Orientation Web site, for information about current programming:

<http://www.culturalorientation.net/domestic.html>

*Recent reports:*

*Report of the First 'Good Practices in Refugee Resettlement' Roundtable* from the Forced Migration Laboratory at the Center for Comparative Immigration Studies at the University of California, San Diego looked at local refugee resettlement practices and includes recommendations to create new methods for disseminating information to refugees and asylees.

*The Impact of Orientation on Refugee Resettlement: Current Orientation Practices in U.S. Resettlement Agencies* (Phase One of the CAL study) is currently available.

*Current research:*

A study currently underway at the Center for Applied Linguistics (CAL) will report current orientation practices in the U.S. and their impact on refugee adaptation.

*Exchanges, Site Visits, and Conferences:*

Exchanges can be arranged through VOLAGS individually or through the Center for Applied Linguistics, which currently organizes an annual exchange between overseas and domestic U.S. orientation providers. These include site visits to local resettlement agencies, specifically showcasing orientation programs. VOLAGS also hold annual national conferences, and ORR sponsors a national consultation, that can include orientation among the agenda items.

*Resources:*

The International Rescue Committee's Community Collaborative for Refugee Women and Youth has developed a Blueprint for Integration, a guide for the successful integration of these groups:

<http://intranet.theirc.org/docs/Community%20Collaboratives%20Blueprint%20for%20Integration.pdf>

CAL's Culture Profiles orient receiving communities to the beliefs, cultural practices, and past refugee experiences of newly arriving refugee groups:

<http://www.culturalorientation.net/pubs.html>

**We are interested in building capacity in:**

Supporting, planning, coordinating, and resourcing orientation as a critical component of resettlement programs. Incorporating mechanisms for monitoring and updating orientation programs in consultation with refugee communities and service providers.

**Resources needed, (such as those listed above):**

Information from other NGOs in the resettlement countries; and information from resettled refugees in those countries on what worked best to ease their acculturation into a new society.

Reference should be given to the UNHCR Handbook: Refugee Resettlement-An International Approach to Reception and Integration – which resulted from the 2001 International Conference on the Reception & Integration of Resettled Refugees.

## 8. RESOURCES DEVELOPMENT FOR ORIENTATION PROGRAMMES

### Checklist

In the longer term, aim for:

#### FOR ORIENTATION PROVIDERS

- ✓ course outlines, resources, information and manuals to guide orientation providers and enhance the capacity of personnel in other systems to provide orientation;
- ✓ training courses;
- ✓ technical support (e.g. websites, help-desk facilities);
- ✓ teaching resources (e.g. audio tapes, videos, games);
- ✓ curricula and resources to promote orientation through language training programs.

#### FOR RESETTLED REFUGEES

- ✓ providing information in refugee languages in written, audio or video formats;
- ✓ websites providing orientation information;
- ✓ formal pre- and post arrival orientation programs;
- ✓ engaging volunteer and professional social support providers in orientation delivery;
- ✓ making use of other settings to provide orientation to specific services and programs (e.g. health care providers, schools);
- ✓ tailored orientation programs for groups with special needs (e.g. refugee youth, single parents, women-at-risk) or focussing on particular integration issues (e.g. domestic violence, intergenerational conflict).

#### GENERAL

- ✓ systems for monitoring and evaluating orientation programs;
- ✓ regular updating of information provided to resettled refugees by maintaining links with service and program providers.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p 142)*

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Information about the IHSS and offers of assistance as described in Section 1 also apply here.</p> <p>As described in earlier sections, the Service Support Provider (SSP) is required to provide training and support to ensure that IHSS service providers and registered CSR groups are equipped to meet the needs of humanitarian entrants in the initial stages of settlement. In doing so, the SSP is required to identify training and information priorities for all IHSS service providers, including the frequency of need for such training.</p> <p>In addition to IHSS services, resettled humanitarian entrants may access mainstream settlement services including not only AMEP and TIS, but also Migrant Resource Centres (MRCs), Migrant Service Agencies (MSAs) and organisations under the Community Settlement Services Scheme (CSSS). Information about these groups may be found on the DIMIA website <a href="http://www.immi.gov.au">www.immi.gov.au</a>.</p>	
<p><b>We are interested in building capacity in:</b></p> <p>In respect of monitoring and evaluating orientation programs and updating information provided, whilst we conduct our own surveys to monitor client satisfaction and improve systems, we would be interested to know how other countries undertake this task.</p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

<b>REFUGEE COUNCIL OF AUSTRALIA</b>	
<p><b>We can offer the following:</b></p>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> </ul>

<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>The Council can connect you with those who provide the Integrated Humanitarian Settlement Services in Australia for this information</p>	
<p><b>We are interested in building capacity in:</b></p> <p>See 1. above.</p> <p>The Council is part of a working group established by NSW Refugee Health Services to look at the health and settlement needs of older refugees. The Settlement Policy Officer convenes a working party which is reflecting on the issues associated with and causes of isolation. The working party is developing strategies, to be considered by government, which it hopes will help lessen the isolation that many (settled) older refugees experience.</p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

<p><b>BENIN</b></p>
<p><b>Nous pouvons offrir ce qui suit : <i>We can offer the following:</i></b></p> <ul style="list-style-type: none"> <li>✓ <i>Policy and programme development</i></li> <li>✓ <i>Opportunities for exchange</i></li> <li>✓ <i>Site visits</i></li> <li>✓ <i>Upcoming Conferences and workshops</i></li> <li>✓ <i>Recent reports</i></li> </ul>
<p><b>Renseignements et détails relatifs à toutes les offres susmentionnées</b>  <i>Information and details on the above offers:</i></p>
<p><b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b></p> <ul style="list-style-type: none"> <li>▪ Programmes d'orientation formels avant et après l'arrivée;</li> <li>▪ Systèmes destinés au suivi et à l'évaluation des programmes d'orientation;</li> <li>▪ Mise à jour régulière des informations fournies aux réfugiés réinstallés, grâce à des liens à jour avec les fournisseurs de services et des programmes.</li> </ul> <p><b><i>We are interested in building capacity in:</i></b></p> <ul style="list-style-type: none"> <li>▪ <i>formal pre- and post arrival orientation programs;</i></li> <li>▪ <i>systems for monitoring and evaluating orientation programs;</i></li> <li>▪ <i>regular updating of information provided to resettled refugees by maintaining links with service and program providers.</i></li> </ul>
<p><b><i>Resources needed, (such as those listed above):</i></b>  Ressources financières / <i>Financial resources</i></p>

<p><b>CANADA</b></p>
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Program Initiatives</li> <li>✓ Websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p><b>Programs/Initiatives:</b></p> <ol style="list-style-type: none"> <li>1. Voluntary Sector Initiative: <a href="http://www.vsi-isbc.ca">www.vsi-isbc.ca</a></li> <li>2. Nova Scotia Immigration Partnership Conference 2003: Opportunities for Collaboration  <a href="http://www.misa.ns.ca/images/PDF%27s/Final_PartnershipConference_Report.PDF">http://www.misa.ns.ca/images/PDF%27s/Final_PartnershipConference_Report.PDF</a></li> </ol>

**We are interested in building capacity in:**

Increased flexibility to move funds to community capacity building.

**Resources needed, (such as those listed above):**

**CHILE**

**We can offer the following: / Podemos ofrecer lo siguiente:**

**Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:**

Cursos de formación técnica para refugiados  
Courses on technical formation for refugees.

**We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:**

Recursos económicos para financiar becas vocacionales  
Economical resources to finance vocational scholarships.

**Resources needed :/ Necesitamos recursos en:**

**DENMARK**

**We can offer the following:**

Information on development of individual 3 year action plan

- ✓ Information on administration of government funds to support NGO initiatives in integration and support of special groups

**Information and details on all of the above offers:**

- Cf. information under part 2 of the survey regarding legislation ensuring the establishment of the individual three-year action plan.
- Information on the administration of allocated government funds to give financial aid to non-governmental initiatives to strengthen integration and to support groups with certain social needs.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

**FINLAND**

**We can offer the following:**

**Information and details on all of the above offers:**

Concerning the pre-arrival orientation there are IOM's curricula for the three-day CO-courses as well as the Finals Reports for the Donor based on the courses accomplished during 2001 – 2003.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

**FINLAND RED CROSS**

**We can offer the following:**

- ✓ Other project information

**Information and details on all of the above offers:**

We are interested in modelling practices where resettled refugees are involved in planning: We had one project where Somalian community was involved in planning raise-awareness material against FGM.(female genital

mutilation) using participatory methodology, a good model of working.
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>IRELAND</b>
<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>NORWAY</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b>	
<b>Recent reports</b> <ul style="list-style-type: none"> <li>▪ “For you – coming to Norway”, December 2000. Brochure aimed at resettled refugees to be received upon departure. In English, French, Arabic and Persian.</li> <li>▪ “For you who are starting an introductory program”, December 2003. Brochure aimed at newly arrived refugees attending the introductory program. As of yet in English, Somali and Arabic. This information will be available on UDI’s website, <a href="http://www.udi.no">www.udi.no</a>, new English edition in January 2004.</li> </ul>	
<b>We are interested in building capacity in:</b> Websites providing orientation information.	
<b>Resources needed, (such as those listed above):</b> Opportunities for exchanges	

<b>SWEDEN</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for policy and programme development</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Training guidelines and resources</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b> In the curriculum of the Swedish language education, it indicates that orientation programme should be included	
<b>We are interested in building capacity in:</b> Opportunities to exchange information at visits or by mail.	
<b>Resources needed, (such as those listed above):</b>	

<b>UNITED KINGDOM</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> </ul>	<ul style="list-style-type: none"> <li>✓ Training guidelines only</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b>  Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above.	

However, we are happy to share information once the programme has been reviewed at the end of its first year.

**We are interested in building capacity in:**

As a newly formed programme we are interested in building capacity in the monitoring and evaluation of the orientation programs.

**Resources needed, (such as those listed above):**

To share information on best practice.

**REFUGEE COUNCIL USA**

**We can offer the following:**

- ✓ Guidelines for program development
- ✓ Opportunities for exchanges
- ✓ Site visits

- ✓ Training guidelines & resource
- ✓ Upcoming conferences and meetings
- ✓ Useful websites

**Information and details on all of the above offers:**

*Guidelines for program development:*

Early resources outlined important program development principles in *Refugee Orientation Program Components and Models of Orientation for Refugees, Sponsors, and Service Providers* (Indochinese Refugee Action Center, 1981), *Planning and Implementing Cross-Cultural Orientation Programs for Refugees*, and the training of trainers manual, *Providing Effective Cultural Orientation: A Training Guide* (CAL, 1982). The Spring Institute's *Cultural Adjustment, Mental Health, and ESL*, among others, incorporates elements of orientation in language training programs.

*Exchanges and Site Visits:*

Exchanges can be arranged through VOLAGS individually or collectively through the Refugee Council USA. In addition, the Center for Applied Linguistics, currently organizes an annual exchange between overseas and domestic U.S. orientation providers. These include site visits to local resettlement agencies, specifically showcasing orientation programs.

*Training guidelines and resources:*

**For Orientation Providers:**

There are numerous course outlines, resources, and manuals developed by VOLAGS, states, local resettlement agencies, and other service providers, for orientation providers. The Immigration and Refugee Services of America (IRSA) developed the *Journey of Hope* curriculum to guide orientation programs for women. Several VOLAGS also produce orientation manuals for volunteers resettling refugees around the U.S. (Church World Service, International Rescue Committee, Lutheran Immigration and Refugee Services, U.S. Catholic Conference of Bishops, World Relief). The *Newcomers to America: Refugee Orientation* video series was developed with ORR funding by the State of Oregon but is designed to be used throughout the U.S. It includes facilitator's guides and is available in nine refugee languages.

Several local resettlement agencies (See above in #4 for a few references) have developed their own orientation curricula and manuals. Some incorporate the use of other settings to provide orientation to specific services (health care, education), and/or engage volunteers or social service providers in orientation delivery. These curricula, among others, are available upon request.

CAL has developed an orientation training course for refugee service providers. Spring Institute currently conducts courses for language training providers which include orientation components. Both programs include teaching resources such as activities.

The National Multicultural Institute has two videos that present the challenges of adaptation for adolescent refugees, including intergenerational conflict. The accompanying facilitator's guides include some activities (<http://www.nmci.org/store/videos.htm>) The International Refugee Research Institute has also completed an orientation trainers' manual for emergency resettlement situations.

*For Resettled Refugees:*

Several VOLAGS have their own agency-specific orientation materials for refugees (CWS, HIAS, LIRS, USCCB, WR), usually available in several languages. Some also focus on specific topics, such as financial literacy, or specific

groups, such as HIAS's materials for the elderly.

Orientation initiatives at the state level include Making Your Way in Florida: An Orientation Guide for Refugees which is available in several languages.

The CAL publication *Welcome to the United States: A Guidebook for Refugees* and its companion video, developed primarily for use in pre-arrival orientation, are also distributed and used in the U.S., and are available in 11 languages. CAL has also recently updated a 1982 publication *Helping Refugees Adjust to Their New Life in the U.S.*, for refugees and their sponsors, which will be translated into other languages.

*Useful Web sites:*

CAL's Cultural Orientation Web site includes orientation resources, such as activities, for free download: <http://www.culturalorientation.net/field.html>. CAL also sponsors the Refugee electronic discussion list, an information-sharing tool for U.S. orientation service providers overseas and throughout the U.S.

**We are interested in building capacity in:**

Formal post-arrival orientation programs

Systems for monitoring and evaluating orientation programs

**Resources needed, (such as those listed above):**

## 9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE

### GOOD PRACTICE FEATURES :

OVERALL, A SOUND INTEGRATION PROGRAMME WOULD:

- take steps to ensure that reception and early settlement support services provide appropriate language assistance;
- support the development of centralised interpreter and translating services;
- have ongoing strategies for planning and building an interpreter work force in response to changing needs and intake patterns;
- have systems for screening and training volunteer language assistance providers;
- support the development of appropriate training, accreditation and standards for professional interpreters;
- provide funding and technical support for professional development programs for bilingual resettlement support workers who do not have requisite human service qualifications;
- have arrangements for the translation of key integration documents at minimal or no cost to resettled refugees .

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p 120)*

### Checklist:

When establishing a new resettlement program, give priority to:

- ✓ identifying interpreters and translators speaking relevant languages;
- ✓ recruiting bilingual settlement support workers;
- ✓ providing basic training to professional and volunteer language assistance providers on refugees and resettlement issues, roles and confidentiality.

In the longer term, aim for:

- ✓ formal training, accreditation and standards for professional interpreters;
- ✓ strategies to promote the use of interpreters among government and community based service and program providers

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p 110)*

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b>                      Information about the IHSS and offers of assistance as described in Section 1 also apply here.</p> <p>As described earlier, Humanitarian entrants have access to AMEP and TIS.</p> <p>In respect of registered volunteers within the CSR service, some of whom may provide language assistance in addition to other support, a formal registration process, including character checks, is in place under the SSP contract. Information about the registration process, including registrations packs, could be provided on request.</p>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

<b>REFUGEE COUNCIL OF AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Site visits</li> </ul>
<p><b>Information and details on all of the above offers:</b></p>	

See 1.and 2. above.

The Council can provide you with details about the Australian Migrant English Programme (AMEP), the Translating and Interpreting Service (TIS) and some of the bilingual training programmes run by health and settlement workers.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## BENIN

**We can offer the following:**

- ✓ Recent research
- ✓ Site visits
- ✓ Training guidelines and resources

**Information and details on the above offers:**

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- prendre des mesures pour faire en sorte que les services d'accueil et d'aide initiale à l'installation offrent une assistance linguistique appropriée;
- soutenir la mise en place de services d'interprétation et de traduction centralisés;
- avoir des stratégies permanentes pour planifier et bâtir un effectif d'interprètes adapté aux besoins changeants et aux profils d'admission des réfugiés;
- fournir du financement et du soutien technique pour les programmes de perfectionnement professionnel destinés aux intervenants bilingues en aide à la réinstallation qui n'ont pas les qualifications requises en services à la personne;

**We are interested in building capacity in:**

- take steps to ensure that reception and early settlement support services provide appropriate language assistance;
- support the development of centralised interpreter and translating services;
- have ongoing strategies for planning and building an interpreter work force in response to changing needs and intake patterns;
- provide funding and technical support for professional development programs for bilingual resettlement support workers who do not have requisite human service qualifications;

**Resources needed, (such as those listed above):**

Ressources financières / Financial resources

## CANADA

**We can offer the following:**

- ✓ Useful websites

**Information and details on all of the above offers:**

**Interpreting Services:**

[http://www.settlement.org/sys/faqs\\_detail.asp?faq\\_id=4000340](http://www.settlement.org/sys/faqs_detail.asp?faq_id=4000340)

[http://www.settlement.org/sys/library\\_detail.asp?PageID=REF&passed\\_lang=EN&doc\\_id=1002322](http://www.settlement.org/sys/library_detail.asp?PageID=REF&passed_lang=EN&doc_id=1002322)

**We are interested in building capacity in:**

1. Shifting capacity of service providers to provide services in other languages.

**Resources needed, (such as those listed above):**

## CHILE

**We can offer the following: / Podemos ofrecer lo siguiente:**

<b>Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:</b>
<b>We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:</b>
<b>Resources needed: / Necesitamos recursos en:</b>

<b>DENMARK</b>
<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>FINLAND</b>
<b>We can offer the following:</b>
<ul style="list-style-type: none"> <li>✓ Guidelines for policy and programme development</li> <li>✓ Training Guidelines and resources</li> </ul>
<b>Information and details on all of the above offers:</b>
<p>We have a system of regional Interpreter Centers, which offer interpretation and translation altogether in 70 languages – 30 of them are the most used.</p> <p>We have also developed a system of distance interpretation which can reduce the expenses for interpretation.</p>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>IRELAND</b>
<b>We can offer the following:</b>
<ul style="list-style-type: none"> <li>✓ Recent study</li> </ul>
<b>Information and details on all of the above offers:</b>
<p>The City of Dublin Vocational Education Committee has conducted a study of Language and Literacy needs for asylum seekers which has some information relating to Resettlement refugees,.</p> <p>Copies available: 00-353-668 0614</p>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>NORWAY</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b>	
<b>Guidelines for policy &amp; program development</b>	
<ul style="list-style-type: none"> <li>▪ Norway offers a one-semester course in interpreting at university level, and the University of Oslo offers an accreditation exam for interpreters.</li> <li>▪ UDI as the technical authority on community interpreting in Norway aims to strengthen and secure the legal safeguard for ethnical minorities in Norway by quality assurance of community interpreting.</li> </ul>	

- Education, National Directory of Qualified Interpreters, bilingual screening and training guidelines for civil servants are the major measures to reach this aim.
- Training guidelines & resources
- Brochure: “Conversing via an interpreter” (available in 15 languages)
- Upcoming conferences and meetings
- “Critical link”, Stockholm May 2004
- Useful websites: [www.udi.no/tolking](http://www.udi.no/tolking)  
[www.tolkonline.no](http://www.tolkonline.no)

**Research**

**Frøili, Jorunn (2001).** Signals at the transition place: The interpreter’s turn-taking in dialogues. In: Hvenekilde, Anne & Jacomine Nortier (eds.). *Meetings at the Crossroads. Studies of multilingualism and multiculturalism in Oslo and Utrecht.* Oslo. Novus forlag, 136-157

**Mortensen, Diane E. (1998).** *Establishing a scheme for interpreter certification. The Norwegian Experience. The Norwegian Interpreter Certification Examination.* Oslo: University of Oslo. Department of Linguistics.

**Nilsen, Anne Birgitta (2001).** Linguistic minorities and communication in the Norwegian administration of justice. In: Hvenekilde, Anne & Jacomine Nortier (eds.). *Meetings at the Crossroads. Studies of multilingualism and multiculturalism in Oslo and Utrecht.* Oslo. Novus forlag, 91-105

**Skaaden, Hanne (2001).** On-screen interpreting. 67-79 in Nordby, Knut & May Krosby (eds.). *Proceedings. 18<sup>th</sup> International Symposium on Human Factors in Telecommunication.* Bergen November 5-7, 2001 2001

——— (2000c) Immigration, Integration and Interpreting in Norway: Principles and Practices. 30-39 in *Proceedings from The 1<sup>st</sup> Babelea Conference on Community Interpreting, Vienna, November 3<sup>rd</sup> – 5<sup>th</sup> 1999*

——— (1999b). Lexical knowledge and interpreter aptitude. 77-97 in: *International Journal of Applied Linguistics. Vol. 9, No. 1, 1999*

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

**SWEDEN**

**We can offer the following:**

- ✓ Guidelines for policy and programme development

**Information and details on all of the above offers:**

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

**UNITED KINGDOM**

**We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.

**We are interested in building capacity in:**

Access to language assistance is provided by Non-Government Organisations as part of the pre-arrival and post arrival process. However, the full needs in this area have yet to be established and will become apparent once the programme has been reviewed.

**Resources needed, (such as those listed above):**

Guidelines for policy and program development will alert us to areas that we may not have already included and which need to be taken into account in the long term.

<b>REFUGEE COUNCIL USA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>In preparing to resettle refugee groups, local agencies must demonstrate language capacity. Upon arrival in the U.S. refugees should have access to interpreter and translation services. Typically, a newly arrived refugee is served by a case manager who is able to speak the refugee’s language or the case manager works with an interpreter. In addition, if federal funds are used to provide a service to a refugee entities must ensure that persons with limited English efficiency have access to a translator at no cost to the refugee.</p> <p>Effective local resettlement agency practices have included:</p> <ul style="list-style-type: none"> <li>▪ Creating interpreter banks where other service providers can call and request a translator or interpreter</li> <li>▪ Conducting outreach and education – working to ensure that service providers understand the legal requirement to provide an interpreter</li> <li>▪ Providing cross-cultural communication training to enable English speakers and limited English proficient persons to effectively communicate</li> <li>▪ Providing multilingual individuals with specialized interpreter training (interpreter basics, medical interpretation, court interpretation, etc.)</li> <li>▪ Establishing interpreter guidelines and interpreter ethics</li> <li>▪ Working with local employers to translate safety materials and/or personnel manuals into a refugee’s native language</li> </ul> <p><i>Policy Guidance:</i></p> <p>For information on Title VI of the Civil Rights Law Prohibition Discrimination Affecting Limited English Proficient (LEP) Persons visit <a href="http://www.hhs.gov/ocr/lep/lepfactsheet.html">http://www.hhs.gov/ocr/lep/lepfactsheet.html</a></p>	
<p><b>We are interested in building capacity in:</b></p> <p>How to better inform refugees of their rights to an interpreter.            Evaluation of interpreter services and interpreter training.            Perspectives from resettled refugees on existing programs and their suggestions for improvement</p>	
<p><b>Resources needed, (such as those listed above):</b></p> <p>Reference: The UNHCR Handbook: Refugee Resettlement-An International Approach to Reception and Integration – which resulted from the 2001 International Conference on the Reception &amp; Integration of Resettled Refugees.</p>	

## 10. TARGET LANGUAGE TRAINING AND ACQUISITION

### GOOD PRACTICE FEATURES :

#### OVERALL A SOUND INTEGRATION PROGRAMME WOULD:

- incorporate target language training as an integral component of a refugee resettlement program;
- ensure that language training programs receive adequate, stable and ongoing funding;
- establish mechanisms for the central coordination, planning and monitoring of language programs;
- develop national standards for language training programs;
- have strategies in place to build work force capacity for the delivery of language programs;
- offer a range of options in program type and instructional format recognising the diversity in capacities, competencies and aspirations among resettled refugees;
- provide income and other supports to enable participation in language training;
- ensure linkages between language training and other integration processes, in particular, orientation, social support, vocational counselling, further education and training and employment placement;
- promote language training as a socially and economically valuable but voluntary activity;
- operate on adult learning principles;
- respect and value the learner's first language and culture by promoting opportunities for multi/dual language use and incorporating the history, literature and cultural experiences of refugees into curricula and in the classroom;
- ensure that second language learners have equitable access to facilities and resources;
- have individualised assessment procedures to ensure that training opportunities are tailored to the competencies and aspirations of resettled refugees, including those with additional language training needs;
- reflect the social context of the language taught and the importance of experiential learning;
- provide or facilitate access to culturally appropriate childcare;
- be provided by staff with appropriate technical teacher training in second language acquisition and adult learning as well as professional development in identifying and responding to the additional needs of refugees in a learning context.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p 140)*

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Information about the IHSS and offers of assistance as described in Section 1 also apply here.</p> <p>As described earlier, humanitarian entrants have access to AMEP. In addition to providing over 500 hours of English tuition, AMEP provides education about Australian life, culture and customs, including links to other services that are important to successful settlement. Details about AMEP may be found at <a href="http://www.inmi.gov.au">www.inmi.gov.au</a>.</p> <p>CSR groups also assist in promoting language skills</p>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

<b>REFUGEE COUNCIL OF AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Site visits</li> </ul>

✓ Current research	✓ Useful websites
<p><b>Information and details on all of the above offers:</b>                  We can provide information about and contacts with those who provide language training for refugees, asylum seekers and humanitarian entrants. The AMEP is very successful and includes most of the good practice features. See <a href="http://www.acl.edu.au/AMEP/amep_what_is.html">http://www.acl.edu.au/AMEP/amep_what_is.html</a> for example.</p>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

<b>BENIN</b>
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Site visits</li> <li>✓ Opportunities for exchange</li> </ul>
<p><b>Information and details on the above offers:</b></p> <p><b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b></p> <ul style="list-style-type: none"> <li>▪ faire en sorte que les programmes de formation linguistique reçoivent un financement suffisant, stable et permanent;</li> <li>▪ d'enseignement reconnaissant la diversité des capacités, des compétences et des aspirations des réfugiés réinstallés;</li> <li>▪ s'appuyer sur les principes pédagogiques de l'enseignement aux adultes;</li> <li>▪ veiller à ce que les apprenants aient un accès équitable aux installations et aux ressources;</li> <li>▪ veiller à ce que les apprenants aient un accès équitable aux installations et aux ressources.</li> </ul> <p><b>We are interested in building capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ ensure that language training programs receive adequate, stable and ongoing funding;</li> <li>▪ offer a range of options in program type and instructional format recognising the diversity in capacities, competencies and aspirations among resettled refugees;</li> <li>▪ operate on adult learning principles;</li> <li>▪ ensure that second language learners have equitable access to facilities and resources.</li> </ul>
<p><b>Resources needed, (such as those listed above):</b>                  Ressources financières                  Financial resources</p>

<b>CANADA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for program development</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p><b>Programs/Initiatives:</b></p> <p>1. <b>Language Instruction for Newcomers to Canada (LINC):</b> The objective of the LINC program is to provide language instruction to adult newcomers in one of Canada's official languages. LINC facilitates the social, cultural and economic integration of immigrants and refugees into Canada. In addition, the LINC curriculum includes information that helps to orient newcomers to the Canadian way of life. This, in turn, helps them to become participating members of Canadian society as soon as possible. Funding is provided for Linguistic Eligibility Determination activities, Language Training activities and for other activities that will improve the LINC program. <a href="http://www.cic.gc.ca/english/newcomer/linc-1e.html">http://www.cic.gc.ca/english/newcomer/linc-1e.html</a></p> <p>2. Enhanced Language Training: <a href="http://integration-net.cic.gc.ca/inet/english/rfp-2-ddp.htm">http://integration-net.cic.gc.ca/inet/english/rfp-2-ddp.htm</a></p>	
<p><b>Reports:</b></p>	

1. Benchmarking Adult Rates of Second Language Acquisition and Integration: How Long and How Fast? Final Report for Phase 1: 2001-2002. David L.E. Watt, University of Calgary; Deidre M. Lake, Canadian Language Research and Consulting

Note: The curricula for LINC and ESL programs often deal with topics relating to orientation to Canadian society

Language Assessment Documents: <http://www.settlement.org/atwork/programs/LINC/home.asp>  
[http://www.settlement.org/sys/library\\_detail.asp?PageID=LL&passed\\_lang=EN&doc\\_id=1002645](http://www.settlement.org/sys/library_detail.asp?PageID=LL&passed_lang=EN&doc_id=1002645)

**Credential Assessment:**

[http://ftpd.maytree.com/cats\\_res.phtml?catsid=5](http://ftpd.maytree.com/cats_res.phtml?catsid=5)

**We are interested in building capacity in:**

1. Improving French language training in New Brunswick and Ontario.
2. Further develop our ESL tools and capacity. Increased professional development resources for providers.
3. Enhanced Language Training
4. Childminding for (children of ) language students
5. Setting standards for language assessment.

**Resources needed, (such as those listed above):**

**CHILE**

**We can offer the following: / Podemos ofrecer lo siguiente:**

*Other / Otros*

**Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:**

Convenio con la Univ. de idioma español para refugiados  
*Agreement with the Spanish language University for refugees.*

**We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:**

Cursos de inglés para funcionarios del Estado, ONG.  
 Implementar un laboratorio de idioma con sistema básico de audio que permita la asistencia de 10 alumnos simultáneamente, esto por que el convenio con la Univ. es de alto costo US\$787 por alumno.

*English courses for government officials, NGO's.*

*The implementation of a language laboratory with a basic audio system which allows the attendance of at least 10 (ten) students simultaneously, because the agreement with the university is of a high cost (US\$787 per student).*

**Resources needed. / Necesitamos recursos en:**

Financiamiento para becas. / *Financing for scholarships.*

**DENMARK**

**We can offer the following:**

- ✓ Legislative information
- ✓ Statistical information (Danish)

- ✓ Information on use of Information technology
- ✓ Programme and practitioners' guidelines

**Information and details on all of the above offers:**

Legislation aimed to assist adult aliens in acquiring the necessary language skills and understanding of the fundamental values and norms of Danish society, legislation ensuring the establishment of an individual three-year action plan containing language training (cf. information under part 4 of the survey), legislation on funding of language training.

Statistical information and analysis on activities in language education centres (available in Danish only)  
 Information material on the use of information technology in language training, guidelines on basic principles of second language training and language training for groups with special needs, information on education courses for second language teachers, guidelines on testing standards, statistical information on the results of language tests (available in Danish only)

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

### FINLAND

**We can offer the following:**

- ✓ Website
- ✓ Programme development

**Information and details on all of the above offers:**

- The National Board of Education has had several working groups in order to develop the curriculum of immigration training.
- We have also had several ESF-projects on training, e.g. training of illiterate refugees and tailor-made training for refugees with academic degree.
- Websites: [www.oph.fi](http://www.oph.fi)

**We are interested in building capacity in:**

In all matters related to the training.

**Resources needed, (such as those listed above):**

### FINLAND RED CROSS

**We can offer the following:**

- ✓ Project information

**Information and details on all of the above offers:**

Our volunteers teach Finnish in many communities. The Kotocross project has drop-in language courses where participants can start at any time as a beginner. Sometimes refugees have to wait too long to get in to the official language courses, so complementary courses organised by FRC help refugees to continue practicing what they learn, keep up their spirits and maintain contact with other refugees and the local population.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

### IRELAND

**We can offer the following:**

- ✓ Programme materials and information
- ✓ Useful websites

**Information and details on all of the above offers:**

Integrate Ireland Language and Training (IILT) was set up through the Department of Education and Science to coordinate the provision of Language training for refugees and persons with leave to remain. They also provide a programme of support for teachers in primary and post-primary schools. Some of the publications produced by IILT include:

- 2003 Post Primary Benchmarks,
- 2003 Primary Benchmarks,
- Reception1 and Reception 2 Portfolios for adult learners of English who wish to enter vocational or professional training or employment,

- Post primary English Language Portfolio for non-English speaking pupils at post-primary level,
- Primary School's English Language Portfolio for non-English speaking pupils at primary level.
- ANSEA – English for living in Ireland – a book of activities for teachers working with adult learners.

IILT website – [www.IILT.ie](http://www.IILT.ie)

Visit to Own Community voluntary bodies who support new arrivals in the early months after arrival. In some cases they provide voluntary language training while the new arrivals wait for a place on state provided language courses.

**We are interested in building capacity in:**

Opportunities for exchanges.

**Resources needed, (such as those listed above):**

Funding support to realize opportunities for exchanges.

**NORWAY**

**We can offer the following:**

- ✓ Guidelines for programme development
- ✓ Recent reports

- ✓ Opportunities for exchanges
- ✓ Site visits

**Information and details on all of the above offers:**

**Guidelines for policy & program development**

Language training is gradually linked with social studies, further education and employment placement in the introductory programs.

The government proposes: From 2005 refugees are by law obliged to attend 300 hours of Norwegian language training. 50 hours are social studies of Norway taught in a familiar language.

Participation in language training will then become a prerequisite for permanent residence permit and citizenship.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

**SWEDEN**

**We can offer the following:**

- ✓ Guidelines for policy and programme development

**Information and details on all of the above offers:**

The curriculum of training and education in the Swedish language.

- Report of a recent review of the Swedish language programme
- Teaching in the refugees mother-tongue

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

**UNITED KINGDOM**

**We can offer the following:**

- ✓ Current research

**Information and details on all of the above offers:**

As a relatively small programme, in comparison to other integration programmes, we have concentrated resources on immediate needs. Non Government Organisations currently provide interpreters and access to language trainers.

**We are interested in building capacity in:**

The programme would be interested in reviewing the service it provides to identify ways that it can improve.

**Resources needed, (such as those listed above):**

It would be ideal to learn more about both the needs of the refugee in order to widen our understanding and better

access the services we offer.

## REFUGEE COUNCIL USA

### We can offer the following:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul> | <ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> <li>✓ Other</li> </ul> |
|--|---|

### Information and details on all of the above offers:

Language acquisition is vital to a refugees sustained self-sufficiency and civic engagement. Resettlement agencies work to ensure that each refugee has access to English Language Training. Soon after arrival, refugees are referred to an appropriate ELT program. Many agencies offer classes in-house, partner with other community based organizations, adult basic education programs or community colleges to provide ELT. To adequately address barriers to self-sufficiency, ELT curriculums focus on survival English with lessons on basic life skills acquisition. Given the emphasis on early employment, refugees often participate in intensive ELT programs until they are employed. Vocational or workplace ELT programs have proven successful and have fostered partnerships between language service providers and employers.

To accommodate the schedules of refugees, English classes are often offered during the day, evenings and on weekends if funding is available. Alternatives to classroom learning exist. Computer labs at some agencies have been set up and refugees can study English using interactive software, and study at their own pace. Other agencies have developed self-study materials with workbooks and audio tapes so that refugees can study at home and at their own pace. For a refugee parent caring for a child or other homebound refugees, community volunteers might be trained to provide in-home ELT.

#### *Helpful web resources:*

Spring Institute for Intercultural Learning

<http://www.spring-institute.org/>

Publications and reports available online: <http://www.spring-institute.org/?AreaID=37&ParentAreaID=20>

U.S. Department of Education, Office of Vocational and Adult Education (OVAE)

<http://www.ed.gov/about/offices/list/ovae/index.html>

National Reporting System (NRS) for Adult Education

<http://www.nrsweb.org/default.asp>

Center for Applied Linguistics (CAL)

<http://www.cal.org/>

The National Center for ESL Literacy Education (NCLE), housed at CAL

<http://www.cal.org/ncle/about.htm>

National Institute for Literacy (NIFL)

<http://www.nifl.gov/>

Literacy Information and Communication System (LINCS), at NIFL

<http://www.nifl.gov/lincs/>

LINCS ESL Special Collection

<http://literacynet.org/esl/home.html>

LINCS Equipped for the Future (EFF) Special Collection

<http://www.nifl.gov/lincs/collections/eff/eff.html>

National Center for Family Literacy (NCFL)  
<http://www.famlit.org/>

National Center for the Study of Adult Learning and Literacy (NCSALL)  
<http://www.gse.harvard.edu/~ncsall/>

National Center on Adult Literacy (NCAL), Literacy Online  
<http://www.literacyonline.org/ncal.html>

ProLiteracy Worldwide  
<http://www.proliteracy.org/about/index.asp>

Verizon Literacy University (VLU)  
<http://www.vluonline.org/index.asp>

The Council for Advancement of Adult Literacy (CAAL)  
<http://www.caalusa.org/>

Teachers of English to Speakers of Other Languages (TESOL)  
<http://www.tesol.edu/>

Arlington (Virginia) Education and Employment Program (REEP)  
[http://www.arlington.k12.va.us/instruct/ctae/adult\\_ed/REEP/](http://www.arlington.k12.va.us/instruct/ctae/adult_ed/REEP/)

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## 11. A HEALTHY START: ACCESS TO HEALTH CARE

### GOOD PRACTICE FEATURES:

#### SPECIFIC HEALTH SERVICES PROVIDED TO RESETTLED REFUGEES WOULD:

- be voluntary and confidential;
- be free of charge or affordable;
- offer new arrivals choice of gender of treating practitioner;
- offer resettled refugees extended consultation time and follow-up;
- offer accredited interpreters;
- be delivered by or involve input from a multi-disciplinary team involving expertise in mental health, communicable disease, allied health and general medical care;
- be delivered by health care professionals with expertise in responding to the special health care needs of resettled refugees, including those determined by cultural differences;
- have well developed links with other health care services involved in refugee health care as well as with services, networks and resources required by new arrivals in the integration process;
- provide debriefing and professional support to health care providers, particularly those caring for any refugee patients.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p 212)*

### Checklist

When establishing a new resettlement program, give priority to:

- ✓ arrangements for offering communicable disease screening and an overall health assessment on arrival;
- ✓ identifying health care providers who have interest and expertise in health issues of particular concern to resettled refugees (e.g. infectious disease and mental health professionals);
- ✓ interpreters for health care consultations;
- ✓ arrangements for resettled refugees to meet the costs of health care in the resettlement country prior to achieving economic self-sufficiency.

In the longer term, aim for:

- ✓ strategies for ensuring that the wider health care system is sensitive to the needs of resettled refugees;
- ✓ strategies for building work force capacity in providing health care to resettled refugees;
- ✓ strategies for providing new arrivals information on and orientation to the health system of the receiving country and practical support to access health care;
- ✓ community awareness strategies aimed at promoting understanding of the health concerns of refugee populations, countering negative concerns and enhancing community capacity to provide support.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p 192)*

## AUSTRALIA

### We can offer the following:

- ✓ Guidelines for policy & program development
- ✓ Recent reports
- ✓ Site visits

- ✓ Training guidelines & resources
- ✓ Useful websites

### Information and details on all of the above offers:

Information about the IHSS and offers of assistance as described in Section 1 also apply here.

The IIOA service providers are responsible for ensuring that urgent health needs of humanitarian entrants are identified and addressed as soon as possible after arrival. For subsequent health issues, the IIOA provider connects entrants to another IHSS service who provides Early Health Assessment and Intervention (EHAI). The EHAI service ensures entrants are provided with information about health services and given a physical health screening and psychological/psychosocial health assessment. EHAI refers entrants on to other mainstream health services as appropriate, including torture and trauma counselling if necessary.

EHAI also undertakes to provide information and training to mainstream health services and other service providers to ensure their services are responsive to the needs of humanitarian entrants.

Information about EHAI contracts could be made available if required.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

### REFUGEE COUNCIL OF AUSTRALIA

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Current research
- ✓ Recent reports
- ✓ Opportunities for exchanges

- ✓ Site visits
- ✓ Training guidelines & resources
- ✓ Useful websites

**Information and details on all of the above offers:**

The Council would connect you with various health services, for example,

<http://www.qpastt.org.au/>

<http://www.survivorsvic.org.au/>

<http://www.tmhc.nsw.gov.au/>

<http://www.mmha.org.au/>

The NSW Refugee Health Service has developed a programme to provide training & support to mainstream health workers, to deliver health information to refugees, to provide clinical health assessments, advice & referrals, facilitate & conduct research as well as conducting advocacy.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

### BENIN

**We can offer the following:**

- ✓ Upcoming conferences
- ✓ Site visits
- ✓ Guidelines for policy and programme development

**Information and details on the above offers:**

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- offrir aux réfugiés une durée prolongée de consultation et un suivi pertinent en dehors des consultations;
- offrir des interprètes accrédités;
- disposer de liens bien développés avec d'autres services de soins de santé impliqués dans les soins aux réfugiés, ainsi qu'avec les services, les réseaux et les ressources nécessitées par les nouveaux arrivants en cours d'intégration;
- fournir des informations et un soutien professionnel aux soignants notamment à ceux qui s'occupent de nombreux patients réfugiés
- Dispositions pour assurer à l'arrivée un dépistage des maladies contagieuses et un examen de santé général;
- Dispositions visant à aider les réfugiés réinstallés à payer les soins de santé, jusqu'à ce qu'ils parviennent à l'autonomie financière.
- Stratégies pour renforcer la capacité du personnel à répondre aux besoins des réfugiés réinstallés;
- Stratégies de sensibilisation communautaire visant à favoriser la compréhension des préoccupations de santé des populations de réfugiés, à contrer les perceptions négatives et à améliorer la capacité de la communautaire à fournir un appui.

**We are interested in building capacity in:**

- offer resettled refugees extended consultation time and follow-up;
- offer accredited interpreters;

- have well developed links with other health care services involved in refugee health care as well as with services, networks and resources required by new arrivals in the integration process;
- provide debriefing and professional support to health care providers, particularly those caring for any refugee patients.
- arrangements for offering communicable disease screening and an overall health assessment on arrival;
- arrangements for resettled refugees to meet the costs of health care in the resettlement country prior to achieving economic self-sufficiency.
- strategies for building work force capacity in providing health care to resettled refugees;
- community awareness strategies aimed at promoting understanding of the health concerns of refugee populations, countering negative concerns and enhancing community capacity to provide support

**Resources needed, (such as those listed above):**

Ressources financières / Financial resources

**CANADA**

**We can offer the following:**

- ✓ Program Information
- ✓ Manuals and Handbooks

- ✓ Recent reports
- ✓ Useful websites

**Information and details on all of the above offers:**

**Programs/Initiatives:**

1. The Interim Federal Health Program (IFH) is available to all resettled refugees in Canada and provides: health service benefits for the gap between date of arrival and eligibility for provincial health benefits; and limited additional benefits once provincial plans commence benefits for up to 12 months after arrival, or up to 24 months for JAS cases.

The IFH is not available to refugees who are:

- able to pay for their own health care services; or
- covered by a private or public health care plan.

Information on IFH is available in the following departmental manual:

<http://www.cic.gc.ca/manuals-guides/english/ir/ir03e.pdf>

2. Medicare: Description of provincial Medicare services are available from provincial sites.

**Manuals/Handbooks:**

1. Coming to Terms with Torture and Organized Violence: An Interactive Workshop Manual for Service Providers and Befriending Survivors of Torture: Building a Web of Community Support: Canadian Centre for Victims of Torture, 194 Jarvis ST, 2<sup>nd</sup> floor, Toronto ON, M5B 3B7

[http://www.settlement.org/sys/library\\_detail.asp?passed\\_lang=EN&doc\\_id=1002356](http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&doc_id=1002356)

2. Apprendre à se comprendre: This booklet is an introduction to working with French-speaking African clientele in the health and social service sectors. It aims to sensitize workers to the issues faced by these immigrants. Centre francophone du Toronto métropolitain.

[http://www.settlement.org/sys/library\\_detail.asp?passed\\_lang=EN&doc\\_id=1002352](http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&doc_id=1002352)

**Reports:**

1. Report on South American immigrant men and mental health:

[http://www.settlement.org/sys/library\\_detail.asp?PageID=REF&passed\\_lang=EN&doc\\_id=1002355](http://www.settlement.org/sys/library_detail.asp?PageID=REF&passed_lang=EN&doc_id=1002355)

2. Building Community Supports for Refugees – Community Research Report: This report identifies the needs survivors of torture have for both formal and informal community supports as they work to settle, heal from traumatic experiences and achieve a sense of well-being in their new community. Lutheran Refugee Committee, St. Peter's Lutheran Church, 49 Queen Street North, Kitchener, Ontario N2H 2G9

**Useful Web sites:**

1. United Nations Voluntary Fund for Victims of Torture

<http://www.unhchr.ch/html/menu2/9/vftortur.htm>

2. Web site for Canadian Centre for Victims of Torture

<http://www.icomm.ca/ccvt/>

**We are interested in building capacity in:**

1. We need more flexibility and coverage of real needs in health service for refugees under protection criteria.
2. Obtaining medical information from providers stationed abroad.
3. Passing on medical information to Settlement workers.
4. Expansion of IFH coverage and provision of health care providers in local communities.

**Resources needed, (such as those listed above):**

**CHILE**

***We can offer the following: / Podemos ofrecer lo siguiente:***

**Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:**

***We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:***

Manejo y prevención de stress de los funcionarios del estado y ONG.  
*Management and prevention of stress of state officials and NGO's*

***Resources needed. / Necesitamos recursos en:***

Financiamiento de talleres de autocuidado. / *Financing of workshops on self care.*

**DENMARK**

**We can offer the following:**

- ✓ Programme information

**Information and details on all of the above offers:**

Information material aimed at refugees and immigrants containing (among other information) general information on the Danish health care system, interpretation during treatment and consultations, confidentiality, economic issues, etc.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

**FINLAND**

**We can offer the following:**

- ✓ Website

**Information and details on all of the above offers:**

- Several leaflets on the topic are available in 12 different languages.
- Website: [www.health.fi](http://www.health.fi)

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

**IRELAND**

**We can offer the following:**

- ✓ Project Information

**Information and details on all of the above offers:**

Health Information Project: A new programme developed to provide information on the health service in Ireland and

how to access the various aspects of it. It is delivered by refugees who have been specially trained for this purpose.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## NETHERLANDS

MOA/GGD Medical Health Organisation Asylum seekers [www.ggdkennisnet.nl](http://www.ggdkennisnet.nl)

MOA provides medical care at the COA accommodations.

MOA activities:

- medical intake at arrival
- tuberculosis screening
- vaccinations
- linking to social and mental healthcare services
- hygiene and safety inspections at the accommodations
- information about hygiene and safety at the accommodations

**Pharos Refugees and Health Centre of Expertise** [www.pharos.nl](http://www.pharos.nl)

Pharos offers knowledge, insight and skills for improving the quality of health care provided to refugees and asylum seekers. Pharos intends to help people who work with refugees and asylum seekers. Pharos is a national centre of expertise that concentrates on developing, studying and conveying knowledge - always practically applicable - in the field of health and health care for refugees.

The culture in which people grow up affects their attitude toward health and illness. Pharos helps health care professionals and teachers develop an 'intercultural professional attitude', and also offers special knowledge, skills and methods geared to the care needs of refugees. Pharos develops knowledge and methods for mental health care, medical care for asylum seekers (MOA), primary health care and youth services.

A group of specialists has been assembled to deal with each of these four programmes: methodology developers/researchers, prevention specialists, consultants/ trainers, and relations managers. These multidisciplinary teams maintain contact with organisations and collaboration partners.

### *Development of knowledge*

It would be impossible to develop knowledge for improving refugee health care services without the help of the two groups concerned – the refugees and the health care and education professionals who work with this group on a daily basis. Pharos systematically involves both groups in its programmes.

### *Conveying knowledge*

The end of the process of developing knowledge is conveying it, distributing the accumulated knowledge, which is another of Pharos' core tasks. Its staff convey new assistance and prevention methods through courses, training programmes and many other types of sessions. It is important that professionals who work with refugees and asylum seekers learn how to apply these instruments in their daily practice.

Some of the training material has been designed so that organisations can work with it on their own, in order for this expertise to reach as many people as possible.

Whether courses, training programmes, publications or other activities are concerned, the goal is always to substantially increase the quality of aid provided to refugees and asylum seekers.

### *Collaboration*

Pharos has collaborative contacts with umbrella organisations such as [GGZ Nederland](http://www.ggz.nl) (Dutch mental health care association) and the National GP Association. Collaboration partners include [NIGZ](http://www.nigz.nl) (Nationaal Instituut voor Gezondheidsbevordering en Ziektepreventie– National institute for the promotion of health and prevention of disease) and [VluchtelingenWerk Nederland](http://www.vluchtelingenwerk.nl) (Dutch Refugee Council) and [Mikado](http://www.mikado.nl), the migration and intercultural mental health care knowledge centre. Pharos also participates in the mental health care Platform Vluchtelingen en Asielzoekers (platform for refugees and asylum seekers), in which various knowledge centres are involved. In addition, it has collaboration agreements with scientific research institutes, such as [the Utrecht School of Governance](http://www.uva.nl).

Pharos is a [WHO](#) collaborating centre and a member of [ECRE](#) - European Council on Refugees and Exiles. Pharos is carrying out the Admira project in conjunction with [Transact](#) and [Icodo](#). The goal of this project is to improve assistance to women in former Yugoslavia, who are confronted with the consequences of war. Pharos believes this network indispensable for promoting an exchange of information and mutual support and inspiration in the process of developing knowledge.

Pharos is oriented toward a wide range of people in and outside of the health care services, people who deal in their work with refugee health problems. Pharos works for general practitioners and physicians, nurses, mental health care professionals, social workers, psychotherapists, staff in medical care services for asylum seekers, primary and secondary education teachers, child welfare personnel, Immigration and Naturalisation officials and other relief workers and supervisors. Of course, all efforts are geared to improving the health and well-being of refugees.

**De Vonk Clinic** [www.centrum45.nl/vonk](http://www.centrum45.nl/vonk)

De Vonk comprises a clinical, day clinic and out-patients treatment complex. Since August of 1994 traumatized refugees and asylum seekers are treated here, people who suffer from serious psychological problems as a result of traumatic experiences connected with being held prisoner, torture and/or war-time violence. These problems usually manifest themselves in post traumatic stress disorders, depressive complaints and trauma-related somatoform disorders.

**Stichting De Gelderse Roos, geestelijke gezondheidszorg, Afdeling Phoenix** [www.degelderse.roos.nl](http://www.degelderse.roos.nl)

Phoenix is a national service for the treatment of refugees and asylum seekers who are severely traumatized.

## NORWAY

### We can offer the following:

- ✓ Guidelines for policy and programme development
- ✓ Training guidelines and resources

- ✓ Site visits

### Information and details on all of the above offers:

#### Guidelines for policy & program development

Refugees have equal access to health services as Norwegian citizens including the right to see a doctor. The service is affordable.

#### Training guidelines & resources and useful websites

**Psychosocial Centre for refugees** offers teaching and assistance to students at the University of Oslo and personnel within the psychiatric services. See their English website: [www.med.uio.no/ipsy/pssf](http://www.med.uio.no/ipsy/pssf). From January 2004 the center becomes part of a broader center on violence and trauma research.

There are four regional **Psychosocial Teams for refugees** offering assistance to local health care consultants.

**NAKMI** is a national center on minority health issues that primarily provides assistance to health care consultants.

The governmental project **OK Care and knowledge against female circumcision** offers teaching, health information, advice and cultural activities on female circumcision. Website in English and Somali:

[www.okprosjekt.no](http://www.okprosjekt.no)

### We are interested in building capacity in:

- Develop strategies for ensuring that the wider health care system is sensitive to the needs of refugees.
- Promote understanding of the health concerns of refugee populations, countering negative concerns and enhancing community capacity to provide support.

### Resources needed, (such as those listed above):

Training guidelines

<b>SWEDEN</b>
<b>We can offer the following:</b>
<ul style="list-style-type: none"> <li>✓ Guidelines for policy and programme development</li> <li>✓ Recent reports</li> </ul>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>UNITED KINGDOM</b>	
<b>We can offer the following:</b>	<ul style="list-style-type: none"> <li>✓ Current research</li> <li>✓ Useful websites</li> </ul>
<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> </ul>	
<b>Information and details on all of the above offers:</b>	
Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building capacity in:</b>	
We are interested in increasing our understanding of the needs and sensitivities, to be taken into account, specific to health care.	
<b>Resources needed, (such as those listed above):</b>	
Information pertaining to the unique service requirements in healthcare provision for both newly arrived refugees.	

<b>REFUGEE COUNCIL USA</b>	
<b>We can offer the following:</b>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>
<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	
<b>Information and details on all of the above offers:</b>	
<p>The Cooperative Agreement requires health screening for all refugees within 30 days of arrival. The Office of Refugee Resettlement has individual contracts with all states resettling refugees to provide initial health screening and up to 8-months and medical benefits. The local resettlement agencies typically partner with local health providers to provide the health screening. Agencies also assist refugees in applying for Medicaid (health insurance for low-income individuals) and provide orientation to the U.S. healthcare system.</p> <p>Resettlement agencies also work with community-based health care providers to ensure refugees have access to culturally and linguistically appropriate health services. When possible, resettlement agencies provide information sessions, trainings or materials on preventative health, HIV/AIDS, nutrition, family planning, and other topics as identified by the refugee and/or the agency. Resettlement agencies also provide information to health providers on the conditions, needs and concerns of refugee groups.</p> <p><i>Web Resources –</i>                  Journey of Hope Curriculum section on health - <a href="http://www.refugeesusa.org/who/hm_toc.cfm">http://www.refugeesusa.org/who/hm_toc.cfm</a></p> <p>Resources on working with refugees who are HIV positive - <a href="http://www.refugeesusa.org/who/prog_info_mc.cfm">http://www.refugeesusa.org/who/prog_info_mc.cfm</a></p> <p>University of Washington’s Health Tips for refugees - <a href="http://www.son.washington.edu/students/rewa/">http://www.son.washington.edu/students/rewa/</a></p> <p>Web Resources on government funded health programs available to refugees - <a href="http://www.cms.hhs.gov/default.asp?">http://www.cms.hhs.gov/default.asp?</a>                  SCHIP – <a href="http://www.insurekidsnow.org">www.insurekidsnow.org</a></p>	
<b>We are interested in building capacity in:</b>	

How to better ensure refugees have access to culturally and linguistically appropriate health services.  
Reaching out to health care providers and providing information on the health needs of refugees.

**Resources needed, (such as those listed above):**

Bi-lingual medical staff, interpreters/translators; funding.

## CAPACITY BUILDING IN THE RECEIVING COMMUNITY

### 12. BUILDING SOCIAL SUPPORT FOR NEWLY ARRIVED REFUGEES IN THE RECEIVING COMMUNITY

**GOOD PRACTICE FEATURES :**

SPECIFIC PROGRAMMES ESTABLISHED TO ENHANCE SOCIAL SUPPORT TO RESETTLED REFUGEES WOULD:

- engage resettled refugees in developing and Implementing settlement and social support or integration plans;
- engage refugee communities in planning and implementation;
- promote social support as having mutual benefits for both resettled refugees, the receiving society and individuals and volunteers providing support;
- provide or facilitate access to support by removing practical barriers (child care, transport);
- promote access to support systems and services available to nationals in the wider community;
- provide culturally sensitive support;
- take account of the needs of the whole family as well as individual family members;
- build connections and supportive relationships between resettled refugees and refugee and wider local communities.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p. 98)*

**Checklist:**

In the longer term aim for:

- ✓ private sponsorship or like arrangements, along with appropriate training, support and monitoring;
- ✓ support for the development of volunteer social support programs in the refugee, immigrant and the wider communities;
- ✓ professional development and support for settlement support workers and volunteers;
- ✓ strategies to build the capacity of general services to support resettled refugees;
- ✓ activities to maintain, build and support the capacity of refugee and immigrant communities to support resettled refugees.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p. 76)*

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b> Information about the IHSS and offers of assistance as described in Section 1 also apply here.</p> <p>As described earlier, social support for newly arrived humanitarian entrants is nurtured via IIOA, CSR groups, MRCs, AMEP and others. Other DIMIA programs also assist in this task. For example, within the Multicultural Affairs Division of DIMIA, the Living in Harmony and the Community Liaison initiatives play a substantive role in this regard. Information about these initiatives can also be found on the DIMIA website at <a href="http://www.immi.gov.au">www.immi.gov.au</a>.</p>	
<p><b>We are interested in building capacity in:</b></p>	

**Resources needed, (such as those listed above):**

**REFUGEE COUNCIL OF AUSTRALIA**

**We can offer the following:**

- ✓ Recent reports
- ✓ Opportunities for exchanges

**Information and details on all of the above offers:**

The Council recently conducted a scoping exercise on the availability of travel and medical cost loans for proposers of Special Humanitarian Entrants.

Finding funds to cover the medical tests and travel costs associated with bringing people who have received a visa under the Special Humanitarian Program (visa subclass 202) is a challenge that has faced the community for many years. The changing profile of the humanitarian program – with a higher proportion of entrants coming from Africa – has exacerbated the problem.

At the request of DIMIA, the Refugee Council of Australia undertook a scoping exercise to determine what sources of funds were available for proposers of entrants under the Special Humanitarian Program. This research found a huge gap between demand and resources. Proposers need to find in the order of \$10.8 million to cover costs. It would appear, however, that less than 5% of entrants benefit from existing loans schemes.

This report gives details of the existing loan schemes, looks at some of the loan schemes that have failed in the past and at why they failed, considers other loan models, summarises the lessons that have been learnt by those who have been working in this sector and makes recommendations for future action.

**We are interested in building capacity in:**

See 4. and 5 above.

**Resources needed, (such as those listed above):**

**BENIN**

***We can offer the following:***

- ✓ *Upcoming conferences*
- ✓ *Site visits*
- ✓ *Recent reports*
- ✓ *Opportunities for exchanges*

***Information and details on the above offers:***

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- faire participer les réfugiés réinstallés à l'élaboration et à la mise en œuvre des plans d'installation et soutien social ou d'intégration;
- assurer ou faciliter l'accès au soutien en supprimant les obstacles pratiques (garde d'enfants, transport);
- promouvoir l'accès aux systèmes et services de soutien disponibles aux ressortissants dans la société dans son ensemble;
- donner au soutien une dimension culturelle;
- tenir compte des besoins de l'ensemble de la famille et des besoins individuels de ses membres;
- Prévoir des dispositions pour le parrainage privé, ou des arrangements analogues, ainsi que la formation, l'appui et le suivi appropriés;
- Appuyer l'élaboration de programmes de soutien social par les bénévoles au sein de la communauté d'accueil;

***We are interested in building capacity in:***

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- *engage refugee communities in planning and implementation;*
- *provide or facilitate access to support by removing practical barriers (child care, transport);*
- *promote access to support systems and services available to nationals in the wider community;*
- *provide culturally sensitive support;*
- *take account of the needs of the whole family as well as individual family members;*
- *private sponsorship or like arrangements, along with appropriate training, support and monitoring;*
- *support for the development of volunteer social support programs in the refugee, immigrant and the wider communities;*

**Resources needed, (such as those listed above):**

Ressources financiers. /Financial resources

**CANADA**

**We can offer the following:**

- ✓ Recent reports
- ✓ Opportunities for exchanges

**Information and details on all of the above offers:**

**Programs/Initiatives:**

1. SWIS: Settlement Workers in Schools (SWIS) is a partnership between CIC, school boards and settlement agencies developed to provide settlement services to newcomer students and their families. SWIS projects attempt to reach out to newcomer families as they arrive in the school and provide them with settlement information and referral to education and community resources.
2. The Building Bridges Program: The Resource kit provides information on an integrated whole-school community building approach that links parents, community resources and schools to help support immigrant and refugee children. The program provides an opportunity for children to express their needs, builds coping skills for children who have experienced traumatic events, and assists the whole community to recognize children's unique needs and define appropriate solutions. Some specific areas that the program works in are language training, academic upgrading and anti-racist education. International Children's Institute: P.O. Box 218, 11217 Greene Avenue, Montreal, Quebec, H3Z 2T2, [icimtl@globetrotter.net](mailto:icimtl@globetrotter.net)

**Reports/Research:**

4. Report on the Workshop on Minority Youth residing in the Ottawa-Carleton Region. The report documents findings and recommendations facing minority youth in the Ottawa-Carleton area. <http://209.217.90.160/e1home.html> (Research Resource Division for Refugees, Centre for Peace Action and Migration Research, Carleton University 613-520-3676).
5. The Needs of Newcomer Youth and Emerging "Best Practices" to Meet Those Needs. Paul Anisef, Kenise M. Killbride. This study identifies the needs of immigrant youth between the ages of 16-20, and surveys organizations that provide educational, employment, health and social services to newcomer youth in order to identify "best practices" for supporting the integration of youth from diverse cultural and racial groups in Canadian society. The research included data gathered from other research conducted on the needs of newcomer youth across Ontario. Centre of Excellence in Research in Immigration and Settlement (CERIS), York University, 4700 Keele Street, Toronto, ON M3J 1P3  
<http://ceris.metropolis.net/website>

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

**CHILE**

**We can offer the following: / Podemos ofrecer lo siguiente:**

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**Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:**

**We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:**  
Desarrollar estrategia comunicacional de sensibilización de la población en materias de refugio.

*To develop a communication strategy of sensitization of the population on refuge matters.*

**Resources needed. / Necesitamos recursos en:**

Financiamiento para la elaboración de videos, cartillas, afiches, revistas.

*Financing for the making of videos, booklets, posters and magazines*

**DENMARK**

**We can offer the following:**

- ✓ Information on funding

**Information and details on all of the above offers:**

Information on the administration of allocated government funds to give financial aid to non-governmental initiatives to strengthen integration and to support groups with certain social needs

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

**FINLAND**

**We can offer the following:**

- ✓ Website
- ✓ Guidelines for policy & program development

- ✓ Current research
- ✓ Recent reports

**Information and details on all of the above offers:**

As we have the new Integration Law a lot of development work has been done in this field, e.g. during the past few years we have had 51 European Refugee Fund projects, which almost all handle this topic.

**FINLAND RED CROSS**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Recent reports

- ✓
- ✓ Site visits
- ✓ Training guidelines & resources
- ✓ Other

**Information and details on all of the above offers:**

We have local level projects to support the integration of resettled refugees, and the empowering of individual refugees as well cooperation with immigrant NGOs and refugee NGOs with above mentioned issues.

Our volunteers organise many social activities which help refugees to gain networks and contacts.

If official language courses are fully booked or one has to wait, there are volunteers organising language courses where one can learn basic skills in the Finnish language.

We have a handbook for volunteers to get ideas on how to start activities.

We also fight against intolerance by making statements and doing awareness-raising campaigns on behalf of diversity against intolerance.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

Time, resources, volunteers

## IRELAND

### We can offer the following:

#### Information and details on all of the above offers:

The Bosnian Community Development Project was set up to help persons admitted under the Bosnian programme in the early 90's to set up and run their own Community Development Project.

Carrick-on-Shannon Community group: A new voluntary support group set up to support newly arrived resettled refugees. The group is supported by the local 'partnership' which is a state funded local social inclusion agency.

### We are interested in building capacity in:

#### Resources needed, (such as those listed above):

## NETHERLANDS

### *Dutch Refugee Council* [www.vluchtelingenwerk.nl](http://www.vluchtelingenwerk.nl)

The Dutch Refugee Council is an independent organisation that represents the interests of refugees and asylum seekers in the Netherlands, from the moment they arrive until their integration in Dutch society.

Volunteers and paid staff of the Dutch Refugee Council promote the interests of refugees and asylum seekers. They provide guidance during the asylum procedure and in the municipality. They also provide information about the position of refugees and try to remove prejudices.

The Refugee Council does not only advocate a fair asylum procedure; it also works hard to ensure that refugees will be fully integrated in Dutch society. This means that they have the right to full legal status, adequate housing, education, training, health care and work. That is the point from which we depart in our contacts with the authorities and when we distribute information or hold campaigns. This also comes alive in our dealings with individual refugees.

### *Foundation VON (Refugees Organisations in the Netherlands)* [www.vluchtelingenorganisaties.nl](http://www.vluchtelingenorganisaties.nl)

VON is an umbrella organisation for organisations of refugees which focus on promoting the social participation of refugees in the Netherlands.

Main activities VON:

- to serve interests and to be a representing body for refugees in the Netherlands
- being a deliberation partner of the Dutch government on integration issues
- supporting national refugee organisations in their development by organizing courses, providing information and a support helpdesk.

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- being a deliberation partner of the Dutch government on integration issues
- supporting national refugee organisations in their development by organizing courses, providing information and a support helpdesk.

### *SMS (Stichting Mondiale Samenleving)* [www.sms.vluchtelingen.nl](http://www.sms.vluchtelingen.nl)

SMS is an organization of and for refugees in the Netherlands. SMS was started by 3 refugee organisations: CRAN(Kosovar-Albanian), DIR (Ethiopian) and FAVON (Afghan) . Nowadays 70 organisations are member of SMS.

Activities SMS:

- stimulate and optimize integration of refugees in all sections of Dutch society by organising activities, training courses, conferences (on topics such as: development issues, culture, environment), and cadre training.

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- empowerment, support, development, refugee organisations
- helpdesk
  - providing access to social and governmental institutions

***Municipality / Bureau Nieuwkomers***

Most municipalities have a Bureau Nieuwkomers (newcomers) to coordinate the integrational activities in the municipality.

Activities:

- assisting, supporting migrants to built a life in the Netherlands.
- coordinate and implement the Act on Integration

**NORWAY**

**We can offer the following:**

- ✓ Guidelines for policy and programme development
- ✓ Opportunities for exchanges

- ✓ Training guidelines and resources
- ✓ Site visits

**Information and details on all of the above offers:**

**Guidelines for policy & program development**

Several immigrant organizations and religious communities receive governmental funding and do a comprehensive job in building social support for refugees and fighting racism and discrimination.

**The Contact Committee for Immigrants and the Authorities (KIM)** is a government appointed advisory body consisting of representatives from immigrant organizations, political parties and relevant governmental agencies and ministries. See [www.kim.no](http://www.kim.no)

**Training guidelines & resources**

In co-operation with the Red Cross or another NGO, many municipalities offer newly arrived refugees a personal **refugee guide**. These volunteer guides introduce the refugees to the local community and are matched with the refugees according to qualifications and wishes.

Some municipalities facilitate access to activities by removing practical barriers such as childcare and transport.

**We are interested in building capacity in:**

Build connections and supportive relationships between refugees and wider local communities.

**Resources needed, (such as those listed above):**

Training guidelines  
Opportunities for exchanges

**SWEDEN**

**We can offer the following:**

- ✓ Guidelines for policy and programme development.

**Information and details on all of the above offers:**

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

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<b>UNITED KINGDOM</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> </ul>	<ul style="list-style-type: none"> <li>✓ Current research</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.</p>	
<p><b>We are interested in building capacity in:</b></p> <p>We are keen to understand what systems are in place in other countries to enable us to review our programme and evaluate our long-term settlement component.</p>	
<p><b>Resources needed, (such as those listed above):</b></p> <p>To understand how other countries have approached this issue.</p>	

<b>REFUGEE COUNCIL USA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>To ensure refugees have access to adequate social support, each refugee case (or family) is assigned a case manager prior to arrival in the United States. <b>Case Management</b> services include assisting refugee families with day-to-day needs throughout the service period, including counseling, financial management, enrollment in training and other educational programs, scheduling medical and other appointments, making appropriate referrals for other services and aiding the case in connecting with their new community.</p> <p>Within 10 days after the arrival the case manager and the refugee(s) will develop a 'resettlement plan' whereby together they will outline the skills, experiences, and barriers to self-sufficiency for each refugee in the case. The case manager will work to develop a case management plan for each member of the case outlining needed services and will make necessary referrals (for job placement assistance, ESL, healthcare, childcare, transportation services, school enrollment, etc.). The case manager and the refugee clients will all sign off on the document and use it to guide the provision of service to the refugee. At any time during the resettlement process, the 'resettlement plan' can be reviewed and revised as needed.</p> <p>Agency staff work to provide refugees with <b>Acculturation Services</b>. These services include orienting families to life in the United States and helping them to form connections with their new community. Many community volunteers and/or church groups assist refugees with using the public transportation system, visiting the local library, attending community events, etc. all of which help to foster self-sufficiency and positive acculturation.</p>	
<p><b>We are interested in building capacity in:</b></p> <p>Learning how other countries (NGOs and government) do case management and learning what role resettled refugees take with new refugee arrivals in their communities.</p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

### 13. PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES

**GOOD PRACTICE FEATURES :**

A SOUND INTEGRATION PROGRAMME WOULD:

- have an overall framework for implementing and monitoring integration and promoting diversity across society;
- have legislative frameworks in place to promote equal opportunity, prevent discrimination and promote racial and religious tolerance;
- have measures in place to ensure that human rights are observed;
- involve resettled refugees in the planning and monitoring of integration and cultural diversity programmes and strategies;
- have strategies in place to engage employers, labour unions, and local communities (in particular, faith-based communities and human rights organisations) in building hospitable communities;
- have measures in place to raise community awareness and understanding of, and support for, refugee resettlement;
- have measures in place to strengthen ethno-cultural communities and to build their capacity to provide opportunities for new arrivals to participate in cultural and religious activities and to serve as a bridge between refugee communities and the receiving society;
- offer resettled refugees permanent residence and its associated rights and responsibilities (including the right to travel) and enable them to seek citizenship at the earliest possible stage.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p. 229)*

**Checklist:**

When establishing a new resettlement programme, give priority to:

- ✓ soliciting the support of community leaders in local integration sites;
- ✓ developing a media strategy;
- ✓ preparing a media information kit;
- ✓ identifying integration experts in relevant ministries;
- ✓ making provision to grant resettled refugees permanent residency;
- ✓ citizenship provisions.

In the longer term, aim for:

- ✓ strategies to engage and build the capacity of key local constituencies to support integration (e.g. employers, labour unions, faith-based communities, local authorities);
- ✓ strategies to strengthen ethno-cultural communities and cultural and religious institutions;
- ✓ planning and legislative frameworks to promote integration and cultural diversity;
- ✓ strategies to counter racism and xenophobia;
- ✓ strategies to promote community awareness and understanding of refugee resettlement in the media;
- ✓ strategies to protect and monitor human rights.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p. 214)*

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Resource materials</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> <li>✓ Recent reports</li> <li>✓ Other</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Departmental priorities include the ‘implementation of Integrated Humanitarian Settlement Strategy arrangements to support humanitarian entrants to Australia’, and ‘programs to equip migrants and refugees to participate equitably in Australian society’.</p> <p>In operating its annual resettlement program, DIMIA works closely with the UNHCR, particularly in the resettlement of refugees. The majority of refugees resettled are referred by UNHCR and are designated refugees under the 1951 United Nations Convention and the 1967 Protocol Relating to the Status of Refugees.</p>	

Australian multiculturalism recognises, accepts, respects and celebrates our cultural diversity. This is reflected in the four principles that underpin our multicultural society – responsibilities of all; - respect for each person; - fairness for each person; and – benefits for all.

There are a range of services provided by the three levels of government – Federal, State or Territory, and Local - to assist migrants and refugees settle in Australia.

DIMIA coordinates and implements multicultural policy as well as administering programs to help migrants and refugees settle in Australia. The Department encourages communities to play a positive role.

DIMIA is also responsible for granting citizenship to eligible applicants. Information on the meaning and conduct of the ceremonies is explained in the publications ‘ Australian Citizenship Ceremonies Code’.

**Resource materials**

- ‘Charter of Public Service in a Cultural Diverse Society’, DIMIA, 1998.
- ‘Australian Citizenship Ceremonies Code’, DIMIA, August 2003
- Useful websites
- [www.immi.gov.au](http://www.immi.gov.au)
- [www.diversityaustralia.gov.au](http://www.diversityaustralia.gov.au)
- [www.citizenship.gov.au](http://www.citizenship.gov.au)

**Recent reports**

- ‘ Report of the Review of Settlement Services for Migrants and Humanitarian Entrants’, DIMIA, May 2003
- ‘Australia’s Support for Humanitarian Entrants’, DIMIA, Nov 2003
- ‘A ‘Client Survey’ on the Effectiveness of DIMIA-funded Client Settlement Services’, DIMIA, January 2003

**Other**

- ‘Diversity Management: The Big Picture. Program for the Practice of Diversity Management’, DIMIA, 2001

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**BENIN**

**Nous pouvons offrir ce qui suit :**

**Renseignements et détails relatifs à toutes les offres susmentionnées :**

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- Impliquer les réfugiés réinstallés dans la planification et le suivi des programmes et aux stratégies d’intégration et de diversité culturelle;
- Appliquer des stratégies visant la participation des employeurs, des syndicats et des communautés locales (en particulier les groupes religieux et les organisations de défense des droits de l’homme) à la construction de communautés accueillantes;
- Prendre des mesures pour augmenter le niveau de sensibilisation, de compréhension et de soutien de la communauté envers la réinstallation des réfugiés;
- Prendre des mesures pour renforcer les communautés ethnoculturelles et leur capacité à donner aux nouveaux arrivants des possibilités de participer aux activités culturelle et religieuses et à faire le pont entre les communautés de réfugiés et la société d’accueil;
- Offrir aux réfugiés réinstallés la résidence permanente, avec les droits et les responsabilités qui y sont associés (y compris le droit de voyager) et leur permettre de solliciter dès que possible la citoyenneté.
- Solliciter l’appui des figures marquantes de la communauté sur les sites d’integration au niveau local;
- Prendre des mesures concernant la naturalisation dre des mesures concernant la naturalisation.
- Des stratégies visant à obtenir la participation des principales instances locales et à renforcer leur capacité à appuyer l’integration (par exemple les employeurs, les syndicats, les communautés religieuses et les pouvoirs publics locaux);
- Une planification et un cadre legislative pour la promotion de l’intégration et de la diversité culturelle;
- Des stratégies médiatiques pour promouvoir la conscience et la comprehension de la communauté à propos de

<p>la réinstallation des réfugiés;</p> <p><b>We are interested in building our capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ <i>involve resettled refugees in the planning and monitoring of integration and cultural diversity programs and strategies;</i></li> <li>▪ <i>have strategies in place to engage employers, labour unions, and local communities (in particular, faith-based communities and human rights organisations) in building hospitable communities;</i></li> <li>▪ <i>have measures in place to raise community awareness and understanding of, and support for, refugee resettlement;</i></li> <li>▪ <i>have measures in place to strengthen ethno-cultural communities and to build their capacity to provide opportunities for new arrivals to participate in cultural and religious activities and to serve as a bridge between refugee communities and the receiving society;</i></li> <li>▪ <i>offer resettled refugees permanent residence and its associated rights and responsibilities (including the right to travel) and enable them to seek citizenship at the earliest possible stage.</i></li> <li>▪ <i>soliciting the support of community leaders in local integration sites</i></li> <li>▪ <i>making provision to grant resettled refugees permanent residency; citizenship provisions.</i></li> <li>▪ <i>strategies to engage and build the capacity of key local constituencies to support integration (e.g. employers, labour unions, faith-based communities, local authorities);</i></li> <li>▪ <i>planning and legislative frameworks to promote integration and cultural diversity;</i></li> <li>▪ <i>strategies to promote community awareness and understanding of refugee resettlement in the media;</i></li> </ul>
<p><b>Ressources requises, (telles que celles susmentionnées) :Resources required</b></p> <p><i>Documentary aids from other resettlement countries, material (vehicle) and financial resources for use in awareness-raising campaigns by the political and administrative authorities.</i></p>

<b>BRAZIL</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Resource materials</li> <li>✓ Opportunities for exchanges</li> </ul>	
<b>Information and details on all of the above offers:</b>	
<b>We are interested in building our capacity in:</b>	
Identify strategies to promote partnerships within the civil society to facilitate the integration process of resettled refugees.	
<b>Resources needed, (such as those listed above):</b>	

<b>CANADA</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Resource materials</li> <li>✓ Site visits</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Other</li> </ul>
<b>Information and details on all of the above offers:</b>	
<p><b>BC Gov't:</b>            BC Newcomers' Guide to Resources and Services – a very popular guide published by the Branch and is available online in English, French, Korean, Punjabi and Chinese versions. <a href="http://www.mcaws.gov.bc.ca/amip/sam/nguide03.htm">www.mcaws.gov.bc.ca/amip/sam/nguide03.htm</a></p> <p>Site visits to organizations that provide Community Bridging Services (Host &amp; Youth Buddy Programs) which match adult and youth volunteers from the host communities with refugee families and youth so that the newcomers can better understand Canadian life and develop a sense of connectedness to their community through the development of interpersonal relationships.</p> <p>Community Bridging Programs Research Project (March 2003) – a research project that studied similar programs in other jurisdictions to assist the Branch in a reconsideration of the program design that will reflect the needs of both newcomers and communities in the province.</p>	

Through funding of the BC Anti-racism and Multiculturalism Program, the province supports projects that aim to prevent and eliminate racism by enhancing community understanding of multiculturalism and cultural diversity, as well as initiatives that engage communities in a three-step Critical Incident Response Model towards the eventual creation of a municipal protocol in addressing racism and hate activity. [www.mcaaws.gov.bc.ca/amip/sam/cirm\\_overview.htm](http://www.mcaaws.gov.bc.ca/amip/sam/cirm_overview.htm).

***CIC – Ontario:***

Initiatives to Raise Community awareness and understanding of refugee resettlement:

The following research report may relate to this. Paved with Good Intentions: Paths of Secondary Migration of Government-Assisted Refugees in Ontario - Centre for Addiction and Mental Health, University of Toronto  
[http://www.settlement.org/sys/atwork\\_library\\_detail.asp?doc\\_id=1002805](http://www.settlement.org/sys/atwork_library_detail.asp?doc_id=1002805)

Initiatives to strengthen ethno-cultural communities and build their capacity to provide opportunities for new arrivals: HOST Welcome Circles under the HOST program could be an example here . The report in #2 above about secondary migration could also be listed here.

***CIC - Prairies:***

Initiatives to Raise Community awareness and understanding of refugee resettlement:

Private Sponsorship organizations and local service provider agencies are involved in cross cultural training with employers and government groups. The HOST program is a great way to raise community awareness. Saskatchewan now has a Provincial Planning Council with sub-committees in four communities that deal directly with resettled refugees receiving federal income assistance (gars). These councils/committees include all areas of the community that are involved in resettlement issues.

Initiatives to strengthen ethno-cultural communities and build their capacity to provide opportunities for new arrivals: While we have received proposals for funding from ethno-cultural groups for capacity building, due to budget limitations we have been unable to fund most of these initiatives. We do, however, encourage service provider organizations to partner with the various ethno-cultural groups to provide volunteers and interpreters.

***CIC - Atlantic:***

Initiatives to Raise Community awareness and understanding of refugee resettlement:

All service providers in the Atlantic organize , sponsor or participate in community awareness programs . These might focus on particular cultural topics as well as areas of need , such as employment and foreign credential recognition. Each year ARAISA , through its main conference focusses attention on needs , services and potential of immigrants. All service providers and CICs have linkages to community and governmental organizations focussed on community capacity building. Ex. Partnership conferences , provincial immigration co-ordination committees. Our Host program and Private Sponsorship of Refugees program are predicated on making communities aware of refugee needs and soliciting their active support.

Initiatives to strengthen ethno-cultural communities and build their capacity to provide opportunities for new arrivals: Where possible attempts are made to select refugees with similar cultural background to build community support mechanisms for new arrivals. Our Sponsorship community also has the flexibility to sponsor refugees of similar nationality. Most of our communities have formal ethnic organizations that lend support to immigration efforts.

***CIC – NHQ - Integration Settlement:***

Regional Immigration and Dispersal: Lessons from small and medium-sized Urban Centres in British Columbia. Published in the working paper series from Research on Immigration and Integration in the Metropolis, this paper presents findings from research on immigrant settlement in Kelowna, a second tier urban agglomeration, and Squamish, a small urban resource-based community, both in British Columbia. Margaret Walton-Roberts  
<http://www.integration-net.cic.gc.ca/english/index.cfm>

**3<sup>rd</sup> UK National Integration Conference:**

June 29-30, 2004, London, United Kingdom

This conference is titled “What Works Locally: Balancing National and Local Policies.” For more information on the conference, please visit the Web site of the Home Office for England and Wales.

<http://www.homeoffice.gov.uk/rds/integrationconf04.html>

Study on Settlement Services for Newcomers in Isolated Rural Areas and Small Towns in Ontario, Harry Cummings and Associates, 96 Kathleen Street, Guelph, ON N1H 4Y3.

Report seeks to gain a better understanding of the types of settlement services and information being accessed by newcomers in rural and remote areas of Ontario

Documents touchant les travaux du comité directeur et les communautés francophones en situation minoritaire.

<http://fcfa.ca/pr.php?souscate=Immigration&id=340>

<http://www.cic.gc.ca/francais/pub/cadre-minoritaire.html>

The Small Centre Strategy- The Regional Dispersion and Retention of Immigrants, Discussion paper developed of the National Settlement Conference 11, Calgary, Alberta, October 2-5, 2003

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

## CHILE

**Podemos ofrecer lo siguiente:**

- ✓ Reportes recientes

**We can offer the following:**

- ✓ Current reports

**Información y detalles de las ofertas anteriores:**

En este aspecto se aprovecha la capacidad instalada de los otros programas que desarrolla la Vicaría de Pastoral Social, para ofrecer oportunidades de trabajo a los reasentados

**Information and details on the offers:**

*Take advantage of the current programs that the Vicaria P.S. has in order to offer employment opportunities to the newcomers*

**Estamos interesados en desarrollar nuestra capacidad en:**

**Necesitamos recursos en (tales como los enumerados anteriormente):**

## DENMARK

**We can offer the following:**

- ✓ Resource materials

**Information and details on all of the above offers:**

The Danish Government has launched a national action plan to promote diversity, tolerance and equal treatment and to combat discrimination. Apart from being a goal in itself, combating unequal treatment assists in ensuring that newly arrived foreigners can participate in the life of society in terms of politics, economy, employment, social activities, religion and culture on an equal footing with other citizens. The action plan gives an overview of the current situation in Denmark and existing legislation and non-legislative initiatives in the field of equal treatment and makes recommendations on future steps to be taken.

As for legislative framework we can offer information on the Danish Act on Equal Treatment irrespective of Ethnic Origin. The purpose of the act is to further protect the individual against discrimination and to promote equal treatment for everyone irrespective of race or ethnic origin. The act ensures a high level of protection against discrimination. It furthermore enhances the possibility for everyone regardless of race or ethnic origin to be a part of society. The prohibition against discrimination applies to all public and private enterprises, this including all areas of education,

amongst them general education such as primary and lower secondary school, education at private independent schools and secondary schools, institutions of higher education, and adult training courses. The act is a supplement to the protection against discrimination on the grounds of race or ethnic origin, already present in Danish law as represented in the Act on Prohibition against Discrimination on Racial Grounds and The Act on Prohibition against Discrimination in Employment.

We can also provide information on the administration of allocated government funds to give financial aid to non-governmental initiatives to strengthen integration, to support groups with certain social needs and to focus on activities in local communities to endorse contact between different ethnic groups.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

### DANISH REFUGEE COUNCIL

**We can offer the following:**

✓ Resource materials

✓ Current research

✓ Useful websites

**Information and details on all of the above offers:**

DRC is monitoring all new laws coming from The Ministry of Integration and play the role of advocacy of the refugees.

Also we follow the integration process in the municipalities and give advice including booklets, websites and best practices etc.)

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

### FINLAND

**We can offer the following:**

✓ Opportunities for exchanges

✓ Useful websites

**Information and details on all of the above offers:**

- the new Equality Law (21/2004)
- Act on Integration of Immigrants and Reception of Asylum Seekers (493/1999)
- Gender Equality Law (609/1986)
- Ombudsman for Minorities
- Hundreds of EU and other projects to support the integration and employment of refugees

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

### FINLAND RED CROSS

**We can offer the following:**

✓ Other good practices of the NGO sector

**Information and details on all of the above offers:**

The models of good practice

**We are interested in building our capacity in:**

We are interested in modelling practices where resettled refugees are involved in planning: We had one project where Somali community was involved in planning raise-awareness material against FGM.(female genital mutilation) using participatory methodology, a good model of working.

**Resources needed, (such as those listed above):**

Time, money and staff

**IRELAND**

**We can offer the following:**

- ✓ Resource materials
- ✓ Site visits
- ✓ Current research
- ✓ Useful websites
- ✓ Recent reports
- ✓ Other

**Information and details on all of the above offers:**

Ireland has a very vibrant voluntary sector and many religious organizations are involved in welcoming newcomers into their areas.

Some have set up very successful NGO's who welcome and support the new arrivals.

Site visits/exchanges/research materials produced by these organizations can be provided

Excellent production REFWORLD – Ireland Directory of organizations working with refugees is a good example.

[www.spirasi.ie](http://www.spirasi.ie)

The RIA also has a small grant scheme to support local initiatives to welcome newcomers -

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**IRELAND LONGFORD WOMEN'S LINK**

**We can offer the following:**

- ✓ Resource materials
- ✓ Opportunities for exchanges
- ✓ Site visits

**Information and details on all of the above offers:**

- Longford Women's Link has provided "Living in a Diverse Society", an inter-cultural awareness training programme to a mixed group of Irish and non-national women. The course covered gender and anti-racism training, Equality legislation, facilitation skills and group dynamics.
- At the end of the training module the group decided that they would form themselves into an intercultural group that will identify issues relevant to migrant women living in Longford. Among their aims: Increase respect for and understanding of diverse cultures within the community and work towards decreasing racist practices in the local community.
- Putting together a programme/information pack to raise awareness of racism in the wider community via visiting schools, clubs etc.
- Write articles about cultures, racism, interculturalism etc. in local papers, newsletters

**We are interested in building our capacity in:**

- strategies to engage and build the capacity of key local constituencies to support integration (e.g. employers, labour unions, faith-based communities, local authorities);
- strategies to strengthen ethno-cultural communities and cultural and religious institutions;
- planning and legislative frameworks to promote integration and cultural diversity;
- strategies to counter racism and xenophobia;
- strategies to promote community awareness and understanding of refugee resettlement in the media;

**Resources needed, (such as those listed above):**

- Research
- Recent reports
- Exchanges

- Site visits

## NETHERLANDS

### **Dutch Refugee Council** [www.vluchtelingenwerk.nl](http://www.vluchtelingenwerk.nl)

The Dutch Refugee Council is an independent organisation that represents the interests of refugees and asylum seekers in the Netherlands, from the moment they arrive until their integration in Dutch society.

Volunteers and paid staff of the Dutch Refugee Council promote the interests of refugees and asylum seekers. They provide guidance during the asylum procedure and in the municipality. They also provide information about the position of refugees and try to remove prejudices.

The Refugee Council does not only advocate a fair asylum procedure; it also works hard to ensure that refugees will be fully integrated in Dutch society. This means that they have the right to full legal status, adequate housing, education, training, health care and work. That is the point from which we depart in our contacts with the authorities and when we distribute information or hold campaigns. This also comes alive in our dealings with individual refugees.

### **FORUM** [www.forum.nl](http://www.forum.nl)

Living together in one society requires mutual understanding. As an Institute for Multicultural Development, FORUM strives to promote understanding between people of different origins. Our ultimate goal is a society in which all members can take part, regardless of their religion, gender, skin colour, political ideas or sexual preference.

Participation in employment and education is the paramount concern. But people also need to feel at home in their neighbourhoods and be actively engaged in local developments. Nor does multicultural citizenship stop at the boundaries of local communities:

people need equal opportunities to contribute to society as a whole.

#### *Developing methods and strategies*

In the society envisaged by FORUM, ethnic minority people will have room to function more independently.

Organisations and jobs will be more accessible to all. Local residents will engage more actively in neighbourhood issues. Minority organisations will be more closely integrated into civic life.

Cultural diversity will be widely understood and accepted. FORUM develops methods and strategies to achieve these aims.

#### *Advising*

It is the duty of government to ensure conditions for a well-functioning society. FORUM actively monitors this process by commenting on government policy intentions and legislative proposals when they relate to the multicultural society. It acts both in response to official requests and on its own initiative.

#### *Educating*

As a centre of knowledge and expertise in the field of multicultural development, FORUM provides a vital support function. Through its training courses, periodicals, monographs, conferences, educational television programmes and websites, it disseminates the knowledge and experience it has acquired over the years.

#### *Informing*

Information on trends and developments in the multicultural society is regularly shared with a broader public through FORUM appearances in the media (often prompted by current events), as well as in our weekly magazine

#### *Contrast.*

#### *Organising public debates*

FORUM organises public debates on current affairs and other topics of social interest. These aim to develop longerterm perspectives and perceptions relating to the multicultural society. Such debates often coincide with new publications in the FORUM essay series.

#### *Developing expertise*

FORUM employs knowledge workers who have specialist expertise and extensive contact networks. They carry out the projects organised by FORUM. They also keep abreast of developments in policy and other areas, and they try to anticipate new developments.

#### *Monitoring*

A special unit at FORUM monitors and analyses trends in the multicultural society and keeps the staff informed. This enables FORUM to stay in close touch with its field of activity and to maintain a realistic vision of the multicultural society, both today and for the future. Groups, specialist institutes in multicultural development, as well as institutions in education, care and welfare.

**Stichting Nederlands Centrum Buitenlanders (NCB)** [www.ncbnet.nl](http://www.ncbnet.nl)

The Dutch centre for foreigners foundation is an independant nationwide project organization.. It aims at improving the position of migrants in the Dutch society. The NCB has 25 years of experience in developing and implementing projects for and by migrants in the area of labourmarket/employment, entrepreneurship, education and healthcare.

**Municipality / Bureau Nieuwkomers**

Most municipalities have a Bureau Nieuwkomers (newcomers) to coordinate the integrational activities in the municipality.

Activities:

- assisting, supporting migrants to built a life in the Netherlands.
- coordinate and implement the Act on Integration

**NORWAY**

**We can offer the following:**

- ✓ Resource materials
- ✓ Opportunities for exchanges

- ✓ Current research
- ✓ Useful websites
- ✓ Recent reports
- ✓ Other

**Information and details on all of the above offers:**

**Resource materials**

- White paper no. 17 (1996-97) on Immigration Policy and Multicultural Norway (in Norwegian only)
- [National Plan of Action to Combat Racism and Discrimination \(2002-2006\)](#)
- White paper no. 21 (1999-2000) on Human Rights (in Norwegian only)
- Upcoming White paper on Immigration Policy and Multicultural Norway (2004)
- Upcoming law against ethnic discrimination

**Opportunities for exchanges**

Metropolis Conference 2004

**Useful websites**

- The Norwegian Centre for Combating Ethnic Discrimination: [www.smed.no](http://www.smed.no)
- The Contact Committee for Immigrants and the Authorities: [www.kim.no](http://www.kim.no)
- The Antiracist Centre in Norway: [www.antirasistisk-senter.no](http://www.antirasistisk-senter.no)

**Recent reports**

- "Racism and discrimination i Norway 2001-2002" - A summary of the report from The Norwegian Direktoratet of Immigration.. Soon available at [www.udi.no](http://www.udi.no)
- "The nature and scope of racism and discrimination i Norway 1999-2000", UDI. Soon available at [www.udi.no](http://www.udi.no)
- "Moving towards a better protection", The Norwegian Centre for Combating Ethnic Discrimination. 2002. [www.smed.no](http://www.smed.no)
- "Sunshine and Shadow" – Sixteenth Periodic Report submitted by Norway under Article 9 of the International Convention on the Elimination of All Forms of Racial Discrimination, The Norwegian Centre for Combating Ethnic Discrimination. 2002. [www.smed.no](http://www.smed.no)

**Other**

In 2003-2004 UDI initiated a so-called "Liberia-project" aimed at providing public information and concern about the Liberian refugees and refugees in general and engage civil society, in particular Church communities and sports organisations. UDI arranged seminars throughout Norway, developed school material and succeeded in gaining positive media coverage.

**We are interested in building our capacity in:**

- Involve resettled refugees – and other refugees and immigrants – in the planning and monitoring of integration and cultural diversity programs and strategies
- Develop guidelines and training to ensure access and equity in public services

<ul style="list-style-type: none"> <li>▪ Develop monitoring tools for documentation of ethnic discrimination</li> </ul>
<b>Resources needed, (such as those listed above):</b> <ul style="list-style-type: none"> <li>▪ Opportunities for exchanges</li> <li>▪ Current research</li> <li>▪ Recent reports</li> </ul>

<b>SWEDEN</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Resource materials</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b> <i>A good start</i> Newly arrived resettled refugees deserve a good start upon their arrival in Sweden, including a fair chance to support themselves and participate in society. The Swedish Integration Board is in charge of reaching agreements with local governments in regard to providing introduction/residence for the newly arrived. The Integration Board decides on and provides information concerning state grants for local governments. The Integration Board is also in charge of developing and following up the methods for receiving newly arrived immigrants, as well as giving publicity to these results. The municipalities have been required to draw up plans for the introduction and integration of refugees into Swedish society on an individual basis.	
<b>We are interested in building our capacity in:</b> Exchange of experiences from other resettlement countries	
<b>Resources needed, (such as those listed above):</b>	

<b>UNITED KINGDOM</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Current research</li> </ul>	
<b>Information and details on all of the above offers:</b>  As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building our capacity in:</b>  We are in the process of documenting and further developing our integration programme - including working with non-government departments. However, we would be interested to learn from the experiences of other countries.	
<b>Resources needed, (such as those listed above):</b>  We would be interested in the experience of other countries and the results of current research in this area.	

<b>REFUGEE COUNCIL USA</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Resource materials</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> <li>✓ Other information</li> </ul>
<b>Information and details on all of the above offers:</b> Discrimination in employment, public services, housing, public education etc. on account of race, religion, or nationality is forbidden in both state and federal laws in the US. Making sure that these laws are observed both in letter and spirit is one of the tasks of the local refugee resettlement programs. In the US, refugee resettlement activities are coordinated by the NGO community and is funded by a combination of private and government funds. Good orientation upon arrival to public services as well as cultural orientation to the community is very important in	

maintaining a positive environment between the newly arrived refugees and the community where they resettle. Many methods used by local resettlement offices focus on mainstreaming refugees into the community at large. Some examples follow:

**Public Relations:** Local agencies and Voluntary Agencies (VOLAG) work to foster positive relations with the general community including political leaders, members of the media, business leaders, church groups, service providers including schools, civic organizations, general community etc. Agencies may set up a program whereby refugees tell their stories in local schools. This promotes education about the countries that refugees come from, but also puts a personal face on this very public story. Other agencies host festivals and fairs where refugee groups come together to share their culture and experience with their new community. Open community meetings have proven successful as well as media coverage of newly arriving refugee groups or success stories.

**Sponsorship programs via local faith based organizations:** Local congregations sponsor refugee families usually through the faith based resettlement agencies. The congregations accept the refugee families into their community. Because congregations cover a broad spectrum of society, many resources for becoming a part of the community are offered. Often a sponsoring congregation will be able to assist with early employment and collecting needed household furniture. Also, volunteers will often work with the family to practice using the English language, etc. Sometimes this sponsorship is done in cooperation with a local resettlement office with each party taking on specific resettlement tasks.

Faith-based resettlement models seek community involvement through collaboration with faith groups. Agencies employing the faith-based model approach such groups to recruit support for newly arriving refugees. This often involves a wide array of activities that create a welcoming environment for refugees, such as setting up apartments; donating furniture, clothing, and household goods; assisting in a job search; providing transportation to various appointments; offering childcare; enrolling children in school; mentoring; tutoring; supplementing cultural orientation; and so forth. Relationships established with faith groups assist refugees in building bridges to the wider host community.

Faith-based organizations often engage local communities in educational activities and other forms of outreach to raise awareness regarding the global plight of refugees and the local opportunities to become involved in resettlement. Training is provided to faith groups working with refugees, along with ongoing oversight and support from resettlement agencies.

Although faith-based organizations generally work with a limited range of faith groups, they promote tolerance and diversity in their communities. Faith-based organizations resettle the entire spectrum of refugee populations, regardless of ethnicity, religion, or race. Respect for individuals and diversity is emphasized.

Further information on faith-based resettlement agencies resettling in the U.S. can be found on their individual websites, as follows:

- Church World Service – <http://www.churchworldservice.org>
- Domestic and Foreign Missionary Society/Episcopal Migration Ministries – <http://www.episcopalchurch.org/emm.htm?menupage=17165>
- Hebrew Immigrant Aid Society – <http://www.hias.org>
- Lutheran Immigration and Refugee Service – <http://www.lirs.org>
- United States Conference of Catholic Bishops/Migration and Refugee Services – <http://www.usccb.org/mrs/index.htm>

**Mentoring programs:** Each refugee is matched with a trained volunteer from the community. The mentor assists the refugee in learning about the community at large, and helps to introduce the refugees to people outside of the resettlement office. Together they might do things like go to a shopping mall, attend a local high school sports event, go to the public library, etc.

**Ethnic Community Self-Help:** Mutual Assistance Associations (MAA) are often established by refugee groups to provide services to their refugee community to help make the transition into American culture, economy, and environment. As the needs of the ethnic community change so does the focus of the MAA. MAAs in partnership with resettlement agencies play an integral role in promoting and maintaining hospitable communities. The MAAs are now called Ethnic Community Based Organizations (ECBO).

**Adjustment of Status:** Refugees are eligible for permanent resident status one year after arrival in the U.S. The local resettlement agency often will assist the refugee in filing the necessary paperwork. Five years after arrival refugees are eligible for U.S. citizenship.

For more information on naturalization - <http://uscis.gov/graphics/services/natz/>

The guide on naturalization issued by the U.S. Citizenship and Immigration Services - <http://uscis.gov/graphics/services/natz/guide.htm>

For more information on these or other welcoming projects done by NGO's in the US see:

[www.refugeecouncilusa.org/members.html](http://www.refugeecouncilusa.org/members.html)

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**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

Ideas on how other resettlement countries prepare communities, work with local officials and local media.

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## MOVE-ON / TRANSITIONING TO SELF-SUFFICIENCY

### 14. BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY

#### GOOD PRACTICE FEATURES:

##### OVERALL A SOUND INTEGRATION PROGRAMME WOULD:

- offer a programme for providing individualised assessment and job placement assistance or refugees which is sensitive to the refugee and resettlement experience;
- have strategies to prevent discrimination against and promote equal employment opportunity among refugees, targeted to both employers and refugees themselves;
- offer support for refugees wishing to establish small businesses;
- aim to support refugees to compete on an equal basis with nationals in the labour market and to advance in the labour market commensurate with their skills, experience and aptitude;
- incorporate strategies to promote and support employment opportunities for refugee women, refugee young people and refugee elders.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p. 190)*

##### SPECIFIC PROGRAMMES ESTABLISHED TO SUPPORT REFUGEE EMPLOYMENT WOULD:

- foster a partnership approach with resettled refugees to ensure that they play an active role in and have a sense of ownership of the job search process;
- support resettled refugees to represent themselves to employers by assisting them to accurately assess their abilities and job possibilities;
- provide language assistance;
- provide support which is sensitive to the needs of refugee women, elders and young people;
- engage employers and labour unions;
- engage refugee communities in planning and implementation;
- promote refugees as assets to employers in receiving countries;
- provide or facilitate access to support with practical barriers (child care, transport, tools of trade);
- promote access to meaningful and sustainable employment.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p. 190)*

#### AUSTRALIA

##### We can offer the following:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul> | <ul style="list-style-type: none"> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul> |
|---|--|

##### Information and details on all of the above offers:

The Department administers the Integrated Humanitarian Settlement Strategy that is an integrated approach to settlement of people entering Australia under the Humanitarian Program. IHSS includes direct assistance in regard to housing, clothing, health and English language training.

Under IHSS the Initial Information and Orientation Assistance (IIOA) service includes taking refugee entrants to register for Centrelink benefits and Job Network services.

The Department of Employment and Workplace Relations (DEWR) maintains several websites related to employment that can assist job seekers find work. It also provides access to guides to employment information, government assistance, jobs, careers, training and working conditions.

##### Recent reports

- 'Report of the Review of Settlement Services for Migrants and Humanitarian Entrants', DIMIA, May 2003

##### Training guidelines & resources

- 'Beginning a life in Australia' booklets, DIMIA.

*Useful websites*

- [www.immi.gov.au](http://www.immi.gov.au)
- [www.workplace.gov.au](http://www.workplace.gov.au)

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**BENIN**

**Nous pouvons offrir ce qui suit :**

**Renseignements et détails relatifs à toutes les offres susmentionnées :**

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- Aider les réfugiés souhaitant créer une petite entreprise;
- Viser à aider les réfugiés à être sur le marché de l'emploi sur un pied d'égalité avec les ressortissants, et à y progresser en fonction de leurs compétences, de leur expérience et de leurs aptitudes;
- Susciter un partenariat avec les réfugiés réinstallés de sorte qu'ils jouent un rôle actif dans leur recherche d'emploi et qu'ils la maîtrisent;
- Aider les réfugiés réinstallés à se représenter e Faire participer les communautés de réfugiés dans la planification et la mise en oeuvre;
- eux-mêmes aux employeurs, en les aidant à évaluer correctement leurs compétences et leurs possibilités d'emploi
- Faire participer les employeurs et les syndicats
- Promouvoir l'accès à un emploi significatif et durable

***We are interested in building our capacity in:***

- *offer support for refugees wishing to establish small businesses;*
- *aim to support refugees to compete on an equal basis with nationals in the labour market and to advance in the labour market commensurate with their skills, experience and aptitude;*
- *foster a partnership approach with resettled refugees to ensure that they play an active role in and have a sense of ownership of the job search process;*
- *support resettled refugees to represent themselves to employers by assisting them to accurately assess their abilities and job possibilities;*
- *engage employers and labour unions; promote access to meaningful and sustainable employment.*

**Ressources requises, (telles que celles susmentionnées) :**

*Financial resources and rolling stock.*

**BRAZIL**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Opportunities for exchanges

- ✓ Training guidelines & resources
- ✓ Upcoming conferences and meetings
- ✓ Useful websites

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

Developing the procedures to facilitate the engagement of refugees in making choices about his/her way of sufficiency.

A guide in program of administration towards building self-sufficiency.

**Resources needed, (such as those listed above):**

## CANADA

### We can offer the following:

- ✓ Useful websites
- ✓ Other

### Information and details on all of the above offers:

#### *BC Gov't:*

The Bamboo Network (Host Mentoring Program) – a Community Bridging Service offered by the Multicultural Helping House Society to assist refugees to gain a better understanding of job opportunities, educational/accreditation requirements, and work practice in the profession or trade of their preparation by providing mentors for refugees.

International Qualifications Program (IQP) [www.mcaws.gov.bc.ca/amip/iqp/index.htm](http://www.mcaws.gov.bc.ca/amip/iqp/index.htm) managed by the Immigration Division of the Ministry was designed as part of a BC human resource strategy to ensure the province has a skilled workforce to support British Columbia growth. Key initiatives include:

- *Your Roadmap to Recognition* - [www.mcaws.gov.bc.ca/amip/iqp/factsheets.htm](http://www.mcaws.gov.bc.ca/amip/iqp/factsheets.htm) – a series of fact sheets helping internationally trained professionals and trades people integrate into the BC labour market.
- *Occupation Fact Sheets* - [www.mcaws.gov.bc.ca/amip/iqp/regulated.htm](http://www.mcaws.gov.bc.ca/amip/iqp/regulated.htm) provide detailed information about specific regulated occupations in BC for individuals who have been educated and registered as professionals in other countries.

Related research relative to the labour market attachment of skilled immigrants and refugees.

[www.mcaws.gov.bc.ca/amip/iqp/research\\_reports.htm](http://www.mcaws.gov.bc.ca/amip/iqp/research_reports.htm)

The Branch piloted enhanced English Language Services for Adults (ELSA) (level 4 and 5) classes in 8 communities in the spring of 2004. These classes will provide an enhanced labour market focus to support the social and economic adaptation of immigrants and refugees.

#### *CIC-NHQ-Integration Settlement:*

##### *Information and details on all of the above offers:*

Access to professions and trades in Ontario: Developed by Community Information Toronto and funded by the Ontario government, the portal includes a guide to working in the professions and trades in Ontario, a province-wide directory of community and government services, profiles of specific jobs, and articles. For more information, please visit: <http://www.211ontario.ca/apt/index.htm>

##### Immigration and Foreign Credentials: A Land of Opportunity for the Brilliant

Prepared for Canadian Heritage (Multiculturalism Program), this report analyzes the foreign credentials issue as perceived in non-official language media. It is based on a survey of close to 200 news summaries from sources in 23 communities across Canada. <http://www.integration-net.cic.gc.ca/english/index.cfm>

**Earnings of Immigrant Men in Canada: The Roles of Labour Market Entry Effects and Returns to Foreign Experience, December 2002, David A. Green, University of British Columbia and Christopher Worswick, Carleton University** <http://www.cic.gc.ca/english/research/papers/earnings/earnings-toc.html>

Immigrant Occupations: Recent Trends and Issues, September 2003:

A significant proportion of immigrants to Canada appears to be unable to convert their foreign qualifications into jobs commensurate with their training. Since the number of highly qualified immigrants entering the country every year is growing rapidly, the issue merits additional comprehensive investigation. A substantial discrepancy between the skills of newcomers and their occupational attainment could have multiple negative consequences for immigrants themselves and for Canada more generally. Addressing this multidimensional problem requires detailed information on the scope of the problem and on the population at risk. Precise, usable occupational and labour market data on recent immigrants is crucial to future policy development, but has not until recently been widely available. This analysis presents this background information and documents the evolution of key intended occupational and skill characteristics of skilled worker immigrants landed during the past two decades.

<http://www.cic.gc.ca/english/research/papers/occupations/occupations-toc.html>

**Immigrants and Work: Findings from the 1990 and 2000 World Values Surveys (Canada), July 28, 2003, Neil Nevitte and Mebs Kanji, Dept of Political Science, University of Toronto, 100 St George Street, Toronto,**

**Ontario, M5S 3G3**

This report draws on data from the World Values Surveys (WVS) to examine the similarities and differences between native-born Canadians' and immigrants' orientations towards work. Included within this analysis are: comparisons of how much importance native-born Canadians and immigrants attribute to work; Canadians' and immigrants' work motivations; and Canadians' and immigrants' views toward worker participation; and economic fairness.

<http://www.cic.gc.ca/english/research/papers/work/work-toc.html>

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**CHILE**

**Podemos ofrecer lo siguiente:**

- ✓ Investigación actual
- ✓ Reportes recientes

**We can offer:**

- ✓ Current research
- ✓ Current reports

**Información y detalles de las ofertas anteriores:**

Forma de coordinación ONG implementadora de los programas con el empresariado

**Details and information on the offers:**

*Ways of coordination of the implementing NGO of programs with the business sector.*

**Estamos interesados en desarrollar nuestra capacidad en:**

Desarrollar programas de empleo y colocación laboral

**We are interested in developing our capacity to:**

*Implement of employment programs and labour collaboration*

**Necesitamos recursos en (tales como los enumerados anteriormente):**

Conocer otras experiencias

*We need to know other experiences*

**DENMARK**

**We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

We can provide information on the administration of allocated government funds to give financial aid to non-governmental initiatives to help ethnic minorities onto the labour market, to coordinate employment strategies towards refugee families, to support coaching initiatives and systematic assessment of refugees' abilities and qualifications as well as a website containing information directed towards employers on the recruitment of ethnic minorities. Some of the above mentioned initiatives are specifically aimed at ethnic minority women and some are aimed specifically at private employers.

We can also offer legislative framework aiming to assist fast self-support for newly arrived foreigners through the establishment of an individual three-year action plan commencing no later than one month after the foreigner's arrival to the local community and through rewarding both the foreigner and the responsible authorities economically when the foreigner reaches employment.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**DANISH REFUGEE COUNCIL**

**We can offer the following:**

✓ Guidelines for policy & program development
<b>Information and details on all of the above offers:</b> The municipality is responsible for all parts of the integration program: <ul style="list-style-type: none"> <li>▪ language training</li> <li>▪ training in companies</li> <li>▪ support to find jobs</li> </ul>
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>FINLAND</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Training guidelines &amp; resources</li> </ul>
<b>Information and details on all of the above offers:</b>  The curriculum of immigrants' integration training is currently being revised and new guidelines will be published in the near future.  As mentioned in part 5 we have numerous projects dealing with employment issues. Many of them have produced new innovative tools e.g. individualised vocational assessment and training programmes for highly educated refugees.	
<b>We are interested in building our capacity in:</b> Immigrants' businesses	
<b>Resources needed, (such as those listed above):</b>	

<b>IRELAND</b>
<b>We can offer the following:</b> Recent reports
<b>Details on above offers</b> Report on Access to the labour Market produced by IBEC/Interact (Irish Business Employers Confederation)
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>IRELAND – LONGFORD WOMEN’S LINK</b>
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Training guidelines &amp; resources</li> </ul>
<b>Information and details on all of the above offers:</b> Longford Women’s Link has provided pre-employment and pre-enterprise training to refugee women which has enabled a significant number to move into employment, enterprise and further education/training.
<b>We are interested in building our capacity in:</b> <ul style="list-style-type: none"> <li>▪ To provide support to the women partners of migrant workers;</li> <li>▪ To provide or facilitate access to support with practical barriers (child care, transport, tools of trade);</li> <li>▪ To promote access to meaningful and sustainable employment.</li> </ul>
<b>Resources needed, (such as those listed above):</b> <ul style="list-style-type: none"> <li>▪ Exchanges</li> <li>▪ Site visits</li> </ul>

## NETHERLANDS

**UAF The Foundation for Refugee Students** [www.uaf.nl](http://www.uaf.nl)

The Foundation for Refugee Students UAF supports refugees and asylum seekers during their studies in the Netherlands  
*UAF Job Support*

The department UAF Job Support supports graduated clients in finding a job which suits the client's wishes and competences. Job Support can be reached by phone from Monday to Friday from 10.00 to 17.00 hrs at telephone number (030) 252 08 89.

**EMPLOOI** [www.emplooi.net](http://www.emplooi.net)

Emplooi assists refugees, who are allowed to work in the Netherlands, irrespective of origin, training and education, in finding a job. So they can build a future in the Netherlands. Emplooi is a mediation agency and works with advisors. Emplooi takes part in projects with other organisations and companies

**Stichting Nederlands Centrum Buitenlanders (NCB)** [www.ncbnet.nl](http://www.ncbnet.nl)

The Dutch centre for foreigners foundation is an independent nationwide project organization. It aims at improving the position of migrants in the Dutch society. The NCB has 25 years of experience in developing and implementing projects for and by migrants in the area of labourmarket/employment, entrepreneurship, education and healthcare.

**Regionale Opleidings Centra (ROC's) Regional Education Centres** [www.roc.nl](http://www.roc.nl)

Activities ROC:

- Providing information , clearing house vocational training in the Netherlands.
- offering vocational training courses, language courses

**CWI (Centrum voor Werk en Inkomen)** [www.cwinet.nl](http://www.cwinet.nl)

The Centre for Work and Income (CWI) is the first stop for job-seekers and employers. Employers can contact CWI for placement services and information on the labour market. CWI can help job-seekers find work or to apply for unemployment or supplementary benefits. The centre also issues dismissal and employment permits and provides information relating to labour law.

'Work before income' summarizes the remit given by the Ministry of Social Affairs and Employment on which CWI bases the design of its services. CWI does everything to help people find jobs. It invites employers to offer vacancies and activates job-seekers to find work in every possible way. 'Pro-activity' and 'personal responsibility' are concepts that play an important role here.

CWI acts as a 'gatekeeper'. This means two things: firstly, CWI provides people with maximum support in finding a job, before benefits are considered; secondly, CWI keeps track of whether people are (still) entitled to benefits. CWI checks whether people comply with all the commitments that relate to benefit entitlements, such as keeping appointments and making regular job applications. CWI notifies the chain partners of its findings.

CWI works to match supply and demand on the labour market. It links employers with job-seekers and offers job-seekers ways to find their way into employment. CWI also focuses on special groups of job-seekers, such as the elderly, people who return to the labourmarket, young people, ethnic minorities and the disabled. This requires up-to-date knowledge and information on the labour market. Accordingly, CWI researchers gather data on work and income on a daily basis. Our own consultants, as well as policymakers, employers and job-seekers, use that information to translate labour market opportunities in terms of their own situation. Accordingly, CWI's labour market data provide an important measure of the present situation in the labour market.

CWI pays special attention at making the labour market more accessible for ethnic minorities in order to stimulate integration in the Dutch society. To do so the CWI uses following instruments:

- support and advising employers
- increasing insight labour market for ethnic minorities
- organising activities in the field of naturalisation (**inburgering**) , language, international evaluation and recognition of diplomas and degrees.

**SEON Foundation** [www.seon.nl](http://www.seon.nl)

SEON was founded in 1994 by a number of organisations which deal with business support and entrepreneurship development. The methodologies that were originally developed for business creation programmes in developing countries (a.o. Kenya, India, Phippines, Nepal, Zambia), were adjusted to the socio economic situation in the Netherlands. In this way special expertise was built on entrepreneurship development among ethnic minorities and refugees in the Netherlands.

**IntEnt Foundation** [www.intentbds.nl](http://www.intentbds.nl)

Internationalization of entrepreneurship. Offering support in building enterprises in the country of origin

EQUAL projects are projects co-financed by the EU; they have to be organized with other European organizations. They have themes like: "reintegration in the labourmarket" and "action against discrimination at the workplace" Some examples of EQUAL projects follow:

**NOSW** / [www.nosw.nl](http://www.nosw.nl)

Project: IMPACT, social inclusion through sheltered workshops,

Target group: Disabled people / long term unemployed / refugees

Project period: May 15 2002 – November 2004 NOSW / [www.nosw.nl](http://www.nosw.nl)

Transnational partners:

- Italy: Diversita' e sviluppo,
- Ireland: Rsccommon EQUAL partnership,
- Sweden: Diversity in Vasternorrland

**The City of Amersfoort** / [www.amersfoort.nl](http://www.amersfoort.nl)

Project: Nieuwkomers aan de slag / Newcomers to work

Project period: December 12 2001 – May 31 2004

Target Group: Somali, Afghan, Iraqi and Iranian migrants and refugees

Transnational partners:

- Germany: Migration und Arbeit Rhein-Main
- Austria: Qualification stärkt

**The city of Eindhoven** / [www.eindhoven.nl](http://www.eindhoven.nl)

Winnen voor Winners

Project period: May 15 2002 – November 15 2004

Project goal: Work for the participants in the project

**Target group** Newcomers

Transnational partners:

- Denmark : Outsiders-insiders-employment-partnership-Aarhus
- Belgium: City workspace
- Finland: MAJAKKA
- Italy: INCLUSIONE

**The Province of Groningen** / [www.prvgron.nl](http://www.prvgron.nl)

Medina

Project period: May 15 2002 – November 15 2004

Project goal: Supporting migrant women towards starting their own bussiness

Target group: Migrant women

Transnational partners

- Italy : Imprenditorialita' estrema per una vita indipendente
- Germany : Women into bussiness
- Sweden: Diversity in Entrepreneurship

**Stoas onderzoek BV** / [www.stoas.nl](http://www.stoas.nl)

Empowerment centre EVC

Project period: May 15 2002 – November 15 2004

Project goal ; Scaling foreign diploma's and work experience and placing them in the context of the Dutch educational system and/or labourmarket

Transnational partners

- France : Re-co-naitre l'education permanente

Target group ; Migrants and refugees

*City of Amsterdam* / [www.zuidoost.amsterdam.nl](http://www.zuidoost.amsterdam.nl)

Women@Work

Project period: May 16 2002 – November 15 2004

Project goal: Stimulation of women in the labourmarket / individual empowerment for women

Target group Women from ethnic minority groups

Transnational partners

- Spain : Mujeres por la Conciliación
- France : L'entrepreneuriat au feminin
- France : Escala

**NORWAY**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Recent reports

- ✓ Opportunities for exchanges
- ✓ Training guidelines & resources

**Information and details on all of the above offers:**

Guidelines for policy & program development:  
Information on Norwegian Refugee and Immigration Policy  
No. 1-2003 - New Introductory Act.

See also part 5 for information on strategies to prevent discrimination.

**Recent report /current research**

- “From social benefits to paid qualification” Findings from 26 trial-projects with compulsory introductory programs for newly arrived refugees, FAFO Institute for Applied Social Science, 2003, to be published at FAFOs website: [www.fafo.no](http://www.fafo.no)
- Upcoming report from UDI analysing how the local communities work with the introductory program.

**Training guidelines & resources**

- “For you who are starting an introductory program”, 2003. Brochure aimed at newly arrived refugees attending the introductory program. As of yet in English, Somali and Arabic. This information will be available on UDI’s website, [www.udi.no](http://www.udi.no)
- Report to local politicians with information about the introductory program, UDI (in Norwegian only)

**Opportunities for exchanges**

Nordic co-operation. Meeting in Finland in September 2004.

**We are interested in building our capacity in:**

Establish connections with local companies and governmental agencies in order to facilitate employment opportunities for refugees.

Provide support sensitive to the needs of refugee women.

**Resources needed, (such as those listed above):**

Strengthen co-operation with the business and governmental sector.

Establish qualification requirements for refugee service staff.

Research, reports on projects and best practices, conferences, work shops

<b>SWEDEN</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Useful websites</li> </ul>	
<b>Information and details on all of the above offers:</b>	
<p>Full-time orientation program for everyone</p> <p>The Swedish Integration Board recommends that the goals of the orientation program apply to all new arrivals (both refugees and other new arrivals) in need of an orientation program. The Swedish Integration Board also recommends that the orientation program be full-time and that the municipalities offer compensation in compliance with the law (SFS 1992:1068), as an alternative to public assistance. The aim is to provide a form of compensation that resembles a salary as much as possible. Compensation for the orientation program should also give the individual the opportunity to influence his or her economic situation, e.g. by reducing housing costs or by earning a wage.</p> <p><a href="http://www.integrationsverket.se/upload/introduktion/introduktion_mal/03-04-08_Introduktion-en.pdf">http://www.integrationsverket.se/upload/introduktion/introduktion_mal/03-04-08_Introduktion-en.pdf</a></p>	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

<b>UNITED KINGDOM</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; programme development</li> </ul>	
<b>Information and details on all of the above offers:</b>	
<p>As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.</p>	
<b>We are interested in building our capacity in:</b>	
<p>We are looking to engage refugees at the earliest opportunity to maximize their chances of eventual self-sufficiency. As part of this strategy we are still in the process of developing further and would welcome input.</p>	
<b>Resources needed, (such as those listed above):</b>	
<p>Information on strategies, guidelines for policy and programme development from other countries that have already successfully established a working model.</p>	

<b>REFUGEE COUNCIL USA</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b>	
<p>The Federal Department of Health and Human Services funds a national Matching Grant Program. The purpose of the Matching Grant Program is to help eligible clients attain self-sufficiency within 120 to 180 days after date of eligibility for Matching Grant services, without accessing public cash assistance. Participating agencies agree to match the Office of Refugee Resettlement (ORR) grant with cash and in-kind contributions of goods and services from the community.</p> <p>Services must be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background.</p> <p>The Matching Grant program core maintenance services, which include the provision of food, housing, cash allowance and transportation assistance, must be provided by the grantee to eligible clients or family units (cases) through funds authorized by the Matching Grant for a minimum of 90 days from the date of enrollment, not to end prior to the individual's 120th day from date of eligibility, unless the client voluntarily leaves the program or becomes economically self-sufficient.</p> <p>Objective: To place employable clients as quickly as possible into appropriate jobs which will enable the client household unit to become self-sufficient within 120-180 days. Employment services are to be provided to employable adult clients starting upon enrollment in the Matching Grant program and continuing as needed through the 180th day. Federal policy requires that, if</p>	

necessary, clients accept "entry level" employment.

Grantees shall communicate to employable clients who lack English language competency that they must exert a good faith effort to obtain employment while acquiring the competency in English to facilitate self-sufficiency and retain employment.

Grantees shall attempt to find employment for all employable members of the family unit when requested and/or is necessary to have more than one wage earner employed in order for the family to be economically self-sufficient.

Services provided under the Matching Grant Program are:

Job development: an ongoing process of networking with employers to develop prospective job openings for clients.

Job counseling: ongoing interaction between the client and the person responsible for job development regarding questions and concerns that clients have about the world of work, job search, the need for early employment, job retention, and the consequences of refusing an appropriate offer of employment.

Direct job placement assistance: assisting the client to identify and contact prospective places of employment, scheduling appointments for job interviews, preparing clients for interviews, and following up on results of interviews. Each locale must have a staff person who is responsible for providing or overseeing provision of these services to assist clients to become employed. This person may receive assistance from sponsors and volunteers in locating employment.

Resettlement programs focus on employment as an essential component to successful refugee resettlement. The activities conducted in this area include:

- Employer outreach and recruitment
- Vocational training
- Computer literacy programs
- Orientation programs to introduce refugees to American work, culture, and customs
- Secondary wage earner programs
- Job readiness workshops focusing on conducting job searches, completing applications, interviewing, communication and job retention skills, resume preparation, budgeting and finance, the importance of financial independence
- One-on-one job counseling and assistance with applications, interviews, and transportation
- Job placement
- Post-placement follow-up and support
- Re-certification
- Volunteer mentoring

Best Practices:

- *Catholic Collaborative Refugee Network:* USCCB/MRS joined with the Catholic Health Association and Catholic Charities USA to establish this collaborative to help refugees receive access to health care and to health-related employment opportunities. Seven diocesan refugee resettlement programs participated in this initiative in 2002, twelve in 2003, and plans are to establish more local sites in coming years.
- *Job Readiness:* In Dallas, Texas, the resettlement program staged a Mock Job Fair Training to prepare refugees to attend such fairs in the future and to market themselves appropriately. The mock job fair provided tips and training on: dressing for success, on-the-spot interviewing, filling out job applications, finding job leads, and writing resumes.
- *Vocational Training:* Through an innovative partnership with Sears department store, the San Jose resettlement staff screened and prepared a dozen refugee clients for a six-week training program in kitchen refinishing, paid at \$15/hour. The refugees are now Sears employees.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

Information how other resettlement countries determine and measure self-sufficiency  
Research and evaluation

## 15. ACCESS TO SECURE AND AFFORDABLE HOUSING

### GOOD PRACTICE FEATURES:

OVERALL A SOUND INTEGRATION PROGRAMME WOULD ENSURE THAT:

- there are appropriate protocols and resources in place to provide or facilitate access to long term, affordable, secure and good quality housing as soon as possible after arrival;
- relevant players are engaged in the planning process, in particular, refugee communities, non-government organisations, government housing authorities and the private sector;
- the needs of resettled refugees with particular housing needs are addressed (e.g. large and extended families, single people, resettled refugees with disabilities).

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p. 170)*

### **Checklist**

When establishing a new resettlement programme, give priority to:

- ✓ developing partnerships with governmental and private sector housing providers;
- ✓ providing support for resettled refugees to access long term housing in the context of assessment and early settlement support;
- ✓ planning permanent housing options in advance of refugee arrivals.

In the longer term, aim for:

- ✓ the inclusion of information about accessing long term housing in orientation programmes;
- ✓ the involvement of volunteer and professional social support providers in assisting resettled refugees to secure housing;
- ✓ initiatives to build the capacity of ethno-cultural services, resettlement and non-government agencies and housing advocacy services to support resettled refugees to access housing;
- ✓ professional development to officers responsible for allocating public sector housing, including training in cultural diversity and access and equity issues;
- ✓ housing developments that meet the needs of resettled refugees with special housing needs, including those with disabilities;
- ✓ legislation and programmes to counter discrimination against resettled refugees in the housing market;
- ✓ rental subsidies and grants to meet the up-front and ongoing costs of rental accommodation.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p. 162)*

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Useful websites</li> </ul>	<ul style="list-style-type: none"> <li>✓ <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>✓ <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a></li> <li>✓ Other</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Under IHSS the Accommodation Support (AS) service ensures that refugee entrants have accommodation on arrival and have assistance to secure long-term accommodation as soon as possible.</p> <p>Through the Australian Government agency Centrelink, assistance with bonds and rental payments may be available to people having difficulty in maintaining accommodation in the private rental market. Information about this program is available from Centrelink.</p> <p><b>Recent reports</b></p> <ul style="list-style-type: none"> <li>▪ ‘ Report of the Review of Settlement Services for Migrants and Humanitarian Entrants’, DIMIA, May 2003</li> </ul> <p><b>Useful websites</b></p> <ul style="list-style-type: none"> <li>▪ <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>▪ <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a></li> </ul>	
<p><b>We are interested in building our capacity in:</b></p> <p><b>Resources needed (such as those listed above):</b></p>	

<b>BENIN</b>
<b>Nous pouvons offrir ce qui suit :</b>
<b>Renseignements et détails relatifs à toutes les offres susmentionnées :</b>
<b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b>
<ul style="list-style-type: none"> <li>▪ Qu'il existe des protocoles et des ressources appropriés pour fournir ou faciliter l'accès à des logements à long terme abordables, sûrs et de bonne qualité dès que possible après l'arrivée</li> <li>▪ Que les acteurs pertinents participent au processus de planification, en particulier les communautés de réfugiés, les organisations non gouvernementales, l'administration responsable du logement et le secteur privé;</li> <li>▪ Aider les réfugiés réinstallés à trouver un logement stable, dans le cadre de l'évaluation et de l'aide initiale à l'installation;</li> <li>▪ Planifier la mise à disposition de logements permanents avant l'arrivée des réfugiés</li> <li>▪ Des initiatives visant à renforcer la capacité des services ethnoculturels, des agences de réinstallation, des agences non gouvernementales et des services de défense des locataires, à appuyer l'accès au logement pour les réfugiés réinstallés</li> </ul> <p><b>We are interested in building our capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ <i>there are appropriate protocols and resources in place to provide or facilitate access to long term, affordable, secure and good quality housing as soon as possible after arrival;</i></li> <li>▪ <i>relevant players are engaged in the planning process, in particular, refugee communities, non-government organisations, government housing authorities and the private sector;</i></li> <li>▪ <i>providing support for resettled refugees to access long term housing in the context of assessment and early settlement support;</i></li> <li>▪ <i>planning permanent housing options in advance of refugee arrivals.</i></li> <li>▪ <i>initiatives to build the capacity of ethno-cultural services, resettlement and non-government agencies and housing advocacy services to support resettled refugees to access housing;</i></li> </ul>
<b>Resources needed (such as those listed above):</b>
Resources financiers. <i>Financial resources</i>

<b>BRAZIL</b>
<b>We can offer the following:</b>
<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building our capacity in:</b>
Opening possibilities of acquiring housing.
<b>Resources needed (such as those listed above):</b>

<b>CANADA</b>
<b>We can offer the following:</b>
<ul style="list-style-type: none"> <li>✓ Useful websites</li> <li>✓ Other</li> </ul>
<b>Information and details on all of the above offers:</b>
<b>BC Gov't:</b>
BC Housing is a provincial crown agency that develops, manages and administers a wide range of subsidized housing

options across the province. It manages about 8,000 public housing units across British Columbia. To apply for subsidized housing in British Columbia you must be a resident of this province. Non-profit societies and co-ops manage another 26,600 units of housing throughout the province. [www.bchousing.org](http://www.bchousing.org). The Link Housing Listings is a resource directory that provides maps and listings of affordable housing for families, seniors and people with disabilities across British Columbia. [www.bchousing.org/Applicants/The\\_Link\\_Housing\\_Listings.asp](http://www.bchousing.org/Applicants/The_Link_Housing_Listings.asp).

**CIC - Ontario:**

Initiatives to improve affordable housing:  
none

**CIC - Prairies:**

Initiatives to improve affordable housing:  
We have had little success in the area of affordable housing. Where possible we encourage our clients to apply for low cost housing. However, there is often a waiting list for this type of accommodation. Finding affordable housing for large families continues to be a challenge in all 3 Prairie provinces.

**CIC - Atlantic:**

Initiatives to improve affordable housing:  
In some communities there has been liaison with municipal and provincial governments to provide access to public housing for refugees. In some cases , service providers are in the process of acquiring properties that can be used for both temporary and on-going accomodation for refugees during their first year.

Temporary accomodation is key and CICs and service providers have identified and cultivated supportive relationships with local hotels and property owners.

**CIC-NHQ-Integration Settlement:**

Housing in Canada: <http://www.settlement.org/site/HO/home.asp>

Newcomers Guide to Canadian Housing, Canada Mortgage and Housing Corporation

The Newcomer’s Guide to Canadian Housing answers your questions about renting or buying a house. It gives you the right questions to ask landlords, building superintendents, real estate sales representatives, property managers and lenders. The guide describes different types of housing and ownership, how to look for a place to rent, landlord-tenant relationships and how to buy and finance a house.

[http://www.settlement.org/sys/library\\_detail.asp?PageID=HO&passed\\_lang=EN&doc\\_id=1000691](http://www.settlement.org/sys/library_detail.asp?PageID=HO&passed_lang=EN&doc_id=1000691)

Rental Housing in Ontario, Centre for Equality Rights in Accommodation (CERA)

The aim of this booklet is to inform new immigrants about rental housing in Ontario and to help them access their first house or apartment.

[http://www.settlement.org/sys/library\\_detail.asp?PageID=HO&passed\\_lang=EN&doc\\_id=1002605](http://www.settlement.org/sys/library_detail.asp?PageID=HO&passed_lang=EN&doc_id=1002605)

What tenants need to know about the law The Tenant Protection Act sets out the basic rules for rent increases, evictions, repairs, and many other issues that concern tenants. This booklet tells you about this law and where to go for help. [http://www.settlement.org/sys/guides\\_detail.asp?faq\\_id=4000484](http://www.settlement.org/sys/guides_detail.asp?faq_id=4000484)

**We are interested in building our capacity in:**

**Resources needed (such as those listed above):**

**DENMARK**

**We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

We can provide information on Danish legislative framework concerning allocation of newly arrived refugees to local communities. The responsibility of finding suitable and permanent housing rests with the local municipality to which the refugee is allocated.

**We are interested in building our capacity in:**

**Resources needed (such as those listed above):**

**DANISH REFUGEE COUNCIL**

**We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

The municipality is responsibly of providing appropriate housing upon arrival of refugees.

**We are interested in building our capacity in:**

**Resources needed (such as those listed above):**

**FINLAND**

**We can offer the following**

**Information and details on all of the above offers:**

The refugees will resettle directly into dwellings assigned them, normally rented appartments, in apartment buildings. Receiving municipalities provide the refugees with accomodation based on the agreement of the reception of refugees between the state and the municipality.

**We are interested in building our capacity in:**

How to prevent cultural clashes due to different housing cultures

**Resources needed (such as those listed above):**

**IRELAND**

**We can offer the following:**

- ✓ Recent reports

**Information and details on all of the above offers:**

Housing and refugees – the real picture” a report about the difficulties experienced by vulnerable refugees accessing housing

[www.vincentians.ie](http://www.vincentians.ie)

**We are interested in building our capacity in:**

**Resources needed (such as those listed above):**

**IRELAND NGO / LONGFORD WOMEN’S LINK**

**We can offer the following:**

- ✓ Training guidelines & resources

**Information and details on all of the above offers:**

Longford Women’s Link is currently providing a peer education programme to refugee women. This programme aims to build the capacity of the trainees to deliver timely, accurate and relevant information to the refugee community in four key areas, accommodation, health, education and employment

**We are interested in building our capacity in:**

- professional development to officers responsible for allocating public sector housing,
- including training in cultural diversity and access and equity issues;
- housing developments that meet the needs of resettled refugees with special housing needs, including those with disabilities;
- legislation and programs to counter discrimination against resettled refugees in the housing market;

<ul style="list-style-type: none"> <li>▪ rental subsidies and grants to meet the up-front and ongoing costs of rental accommodation.</li> </ul>
<p><b>Resources needed (such as those listed above):</b></p> <ul style="list-style-type: none"> <li>▪ Research</li> <li>▪ Relevant reports</li> <li>▪ Exchanges</li> <li>▪ Site visits</li> </ul>

<b>NORWAY</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> </ul>	
<p><b>Information and details on all of the above offers:</b></p> <p><i>Guidelines for policy &amp; program development</i></p> <p>The municipalities are free to decide how many refugees they will be receiving each year.</p> <ul style="list-style-type: none"> <li>▪ The receiving municipalities provide accommodation for refugees until they are self-sufficient.</li> <li>▪ UDI co-operates with the government housing authority (<i>Husbanken</i>) to provide housing arrangements applicable for refugees.</li> </ul> <p><i>Training guidelines &amp; resources</i></p> <p>Several brochures on the housing authority's arrangements for settlement of refugees, in Norwegian only.</p>	
<p><b>We are interested in building our capacity in:</b></p> <p>Provide housing for single refugees who have to wait in the reception centers for several months after they received residence permit.</p>	
<p><b>Resources needed (such as those listed above):</b></p> <p>Opportunities for exchanges, reports, good practices</p>	

<b>SWEDEN</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Resettled refugees are settled directly in a municipality, only rarely having to pass through a clearance or residential centre. Unless otherwise requested, the Integration Board always attempts to locate a place in a municipality close to other relatives already settled in Sweden. Refugees are otherwise free to settle anywhere in Sweden, although if they need help in finding permanent accommodation they must accept a home in the municipality allocated to them. Most of the resettled refugees are allocated a flat or other form of accommodation in a municipality before their arrival to Sweden.</p> <p><a href="http://www.integrationsverket.se/templates/ivPublication_2740.aspx">http://www.integrationsverket.se/templates/ivPublication_2740.aspx</a></p>	
<p><b>We are interested in building our capacity in:</b></p>	
<p><b>Resources needed (such as those listed above):</b></p>	

<b>UNITED KINGDOM</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.</p>	

**We are interested in building our capacity in:**

We are establishing and strengthening partnership working with other government departments, voluntary organisations and service providers to secure affordable housing. However, we would be interested to learn more about cultural diversity and equity issues.

**Resources needed (such as those listed above):**

To enable a robust and effective policy/processes we would be interested in learning more about services offered in other countries, particularly protocols, policy and programme development.

**REFUGEE COUNCIL USA**

**We can offer the following:**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul> | <ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul> |
|--|--|

**Information and details on all of the above offers:**

Affiliate staff are responsible for ensuring that refugee families have access to safe, sanitary and decent housing upon arrival. Initial housing may consist of either temporary housing, housing with volunteers, housing with refugees' family members or direct placement into permanent housing. Refugees have access to different housing options depending on the area and state. Housing prices also vary greatly throughout the United States. Staff help refugees to secure appropriate housing, taking the size of the family and medical conditions into consideration. Staff will often use grants from the U.S. government and private resources to pay for a portion of the initial rent cost.

Depending on the refugee's income, they may also be eligible and receive publicly subsidized housing including:

- Public Housing; <http://www.hud.gov/renting/phprog.cfm>;
- Section 8 housing: <http://www.hud.gov/offices/pih/programs/hcv/index.cfm>
- The Low Income Housing Tax Credit program administered by State Housing Finance Authorities: <http://www.ncsha.org/section.cfm/4/39/187>

Best practices would include locations where NGO staff has established good relationships with local landlords and can get apartments with reduced or no security deposits; discounted rent.; units provided rent-free for a period of time; waived credit checks; and preferential treatment for completion of renter training. Best housing locations would include areas that have affordable and available housing.

**We are interested in building our capacity in:**

- Securing affordable and available housing in Metropolitan areas.
- Accessing subsidized housing
- Improving the quality of housing in high cost areas
- Better linking employment potential and housing costs in placement decisions
- Increasing opportunities for refugee homeownership
- Strengthening partnerships with local housing authorities, resources centers, and the federal housing agency (HUD)

**Resources needed (such as those listed above):**

- Advocacy
- Increased subsidies for housing within and outside refugee resettlement funding sources

## 16. PLANNING FOR OPTIMAL MENTAL HEALTH

### Checklist :

Taking account of survivors of trauma in integration programme components think about:

Placement:

- ✓ availability of social support, health services, specialist trauma and torture services and appropriate support for pre-existing mental health illness.

Settlement and social support:

- ✓ more intensive early settlement support;
- ✓ support for survivors to access family reunification provisions.

Income support:

- ✓ whether existing income support provisions for those outside of the paid labour force for reasons of disability, accommodate those affected by severe trauma or other mental illness.

Language training ;

- ✓ outreach and flexible delivery options;
- ✓ more intensive tuition for survivors of torture and trauma;
- ✓ offering a generous 'window period' for participation, as survivors of trauma and torture and those with mental illness may not be able to benefit from language training soon after arrival.

Housing:

- ✓ reviewing protocols guiding the allocation of housing on a priority or urgent basis to ensure that refugee-related trauma and mental health are considered in assessment criteria.

Employment:

- ✓ intensive job search support for resettled refugees affected by trauma and torture and resettled refugees with mental illness.

Health care

- ✓ specialist services for trauma and torture survivors;
- ✓ culturally relevant approaches to addressing trauma and torture and other mental health concerns;
- ✓ professional development and awareness raising among mental health services concerning the needs of trauma and torture survivors with acute mental illness as well as those with other mental health conditions.

*Welcoming and hospitable communities:*

- ✓ promoting understanding in the wider community of the effects of refugee-related trauma and the role of a welcoming environment in recovery;
- ✓ the need to take into account the impact of trauma on refugee communities in refugee community capacity building.

General:

- ✓ professional development, training and awareness raising activities for key personnel and professionals;
- ✓ debriefing for relevant personnel;
- ✓ service provider networks to promote information exchange and coordinated support.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p. 232)*

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> <li>✓ 'Report of the Review of Settlement Services for Migrants and Humanitarian Entrants', DIMIA, May 2003</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> <li>✓ <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>✓ <a href="http://www.hic.gov.au">www.hic.gov.au</a></li> <li>✓ <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a></li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Under IHSS, the Early Health Assessment and Intervention Assistance (EHAI) service offers refugee entrants information on health services available to them, a physical health screening and psychological / psychosocial assessment and referral to other health services including torture and trauma counselling where required.</p>	

Also under IHSS, the IIOA service includes taking entrants to register for health support such as Medicare. Medicare pays for most of the costs of visits to the doctor, X-rays, blood-tests, public hospital care and certain other services.

If the entrant receives a Centrelink payment or earns a low income, he or she may be eligible for a government Health Care Card. This card entitles the holder to a range of concessions including the cost of medicines and the health services.

English language tuition is provided by the Australian Government to help newly-arrived migrants and refugees from non-English backgrounds settle successfully in Australia. This tuition is administered by DIMIA through the Adult Migrant English Program (AMEP). AMEP clients may choose from a range of learning options including distance learning and the Home Tutor Scheme.

The Community Support for Refugees (CSR), which also comes under the IHSS, is registered volunteer community groups that provide friendship and social support to humanitarian entrants. CSR groups also have the option of raising community awareness of the refugee experience and the CSR support role.

**Recent reports**

- Report of the Review of Settlement Services for Migrants and Humanitarian Entrants', DIMIA, May 2003

**Useful websites**

- [www.immi.gov.au](http://www.immi.gov.au)
- [www.hic.gov.au](http://www.hic.gov.au)
- [www.centrelink.gov.au](http://www.centrelink.gov.au)

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**BENIN**

**Nous pouvons offrir ce qui suit :**

**Renseignements et détails relatifs à toutes les offres susmentionnées :**

*Bénin has neither the human resources nor the material capacity to contribute in this area*

**Nous souhaiterions renforcer nos capacités dans le(s) domaine(s) suivants :**

**Ressources requises, (telles que celles susmentionnées) :**

**CANADA**

**We can offer the following:**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> </ul> | <ul style="list-style-type: none"> <li>✓ Useful websites</li> <li>✓ Other</li> </ul> |
|---|--|

**Information and details on all of the above offers:**

**BC Gov't:**

Priority placement of eligible resettled refugees into English Language Service for Adults classes in suitable locations as soon as the refugees are ready.

Vancouver Association for the Survivors of Torture funded under Information and Support Services of the BC Settlement and Adaptation Program provides enhanced information and adjustment support with a specialized focus for refugees who have suffered torture.

The Affiliation of Multicultural Societies and Service Agencies, AMSSA's Immigrant Integration Coordinating Committee (IICC) provides an opportunity for agencies and associations working with newcomers to address challenges, find reasonable solutions, and share resources. They are committed to improving immigrant and refugee integration services, developing client-centred policy, facilitating effective consultation, advocating for necessary

change, conducting meaningful research related to the needs of the sector, and developing professional standards in service delivery. [www.amssa.org](http://www.amssa.org)

BC Settlement and Integration Workers' Association (BCSIWA) is an association of professionals working in the field of settlement, integration and multicultural education services. They are committed to the professional development of their members and encourage the full participation of all those who join the association. [www.bcsiwa.com](http://www.bcsiwa.com)

ELSA Net is a society of English Language Services for Adults service providers. The purpose of ELSA Net is to facilitate the effective delivery of ELSA throughout the Province of British Columbia taking into account and recognizing regional differences and needs. [www.elsanet.org](http://www.elsanet.org)

***CIC-Ontario Region:***

**Initiatives designed to support survivors of trauma or torture:**

Understanding the Unspoken Pain: Training Health Workers to Care for Survivors of War and Torture - Canadian Mental Health Association, Ottawa-Carleton Branch  
[http://www.settlement.org/sys/library\\_detail.asp?passed\\_lang=EN&doc\\_id=1002360](http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&doc_id=1002360)

**CIC-Prairie Region:**

**Initiatives designed to support survivors of trauma or torture:**

Local service and health care providers have been meeting in Saskatchewan to discuss these issues. In Alberta, there are ISAP agreements with organizations that provide some of these services.

**CIC-Atlantic Region:**

**#5 - Initiatives designed to support survivors of trauma or torture:**

Our reliance in this Region is on the experience of our service providers. There have been workshops but we have no on-going trauma and torture counselling service. Close liaison with supportive family physicians and health networks in the larger communities is the present strategy.

**CIC-NHQ-Integration Settlement:**

**Building Community Supports for Refugees – Community Research Report**

This report identifies the needs survivors of torture have for both formal and informal community supports as they work to settle, heal from past traumatic experiences and achieve a sense of well-being in their new community. An evaluation of the survivor drop-in centre piloted in Kitchener-Waterloo, Canada, is also included.

Lutheran Refugee Committee, St. Peter's Lutheran Church, 49 Queen St. North, Kitchener, ON, N2H 2G9

**Central American Immigrant Men and Mental Health: Problems with your Nerves? What can you do?** Samuel Dunn, Kevin Pottie, Magnolia Mazzeo

The qualitative study examines how Central American immigrant men adjust to living in Toronto and how this process affects their mental health and well-being. Participant observation, in-depth interviews and focus groups with Central American men and women were used to gather data. A mental health resource card was developed for Central American men to provide information about mental health resources available in the community.

York Community Services Legal Health and Social Services  
1651 Keele St., Toronto ON M6M 3W2

**Coming to Terms with Torture and Organized Violence: An Interactive Workshop Manual for Service Providers and Befriending survivors of Torture: Building a Web of Community Support** (Direct Link)

A manual and workshop are based on the findings of a participatory research study of the Befriending Program at the Canadian Centre for Victims of Torture (CCVT)- 2000.

**Cultural Diversity and Mental Health: Families in Transition** (Direct Link)

A report summarizing a one-day conference held in Toronto on March 24, 2000, entitled "Cultural Diversity and Mental Health: Families in Transition" - 2000.

**Determining the Health and Social Needs of Kurdish Speaking Families in Hamilton-Wentworth**, Inez Rios, Carolyn Byrne, Gina Browne, Kathryn King, Pat Hearnness, Bonnie Bridle  
St. Joseph's Women's Immigrant Centre, 322 James Street North, Hamilton ON, L8L 1H2.

[A Guide to Addiction Information and Referral for Settlement Service Professionals](#)

An introduction to basic addiction issues and the current treatment system. A quick reference guide for professionals working in settlement services.

Marketing and Sales Services, Centre for Addiction and Mental Health, 33 Russell Street, Toronto, ON M5S 2S1

[Understanding the Unspoken Pain: Training Health Workers to Care for Survivors of War and Torture](#) ([Direct Link](#))

The report is a summary of a one-day training session for health care professionals working with survivors of war and torture.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**CHILE**

**Podemos ofrecer lo siguiente:**

*We can offer the following:*

**Información y detalles de las ofertas anteriores:**

No estamos en condiciones de ofrecer nada de lo anterior hasta ahora lo referente a la salud mental de las personas se hace a través de la atención privada de siquiatra. No contamos con profesional de esa área.

También sentimos necesaria la atención de la salud mental de los equipos de trabajo directo con refugiados.

**Information and details on above offers:**

*We do not have the capacity to offer anything in this area. Until now, the mental health services have been provided by private psychiatrists. We do not have professionals in this field.*

*We also feel that is important to take care of the mental health of the team members working with refugees.*

**Estamos interesados en desarrollar nuestra capacidad en:**

Establecer convenios con instituciones internacionales dedicadas a esta actividad que nos permita atención directa de casos y la oportunidad de la transferencia terapéutica

**We are interested in building our capacity in:**

*To establish agreements with international institutions that work in this field in order for the to provide direct attention to the cases and an opportunity for therapeutic transferring (training) .*

**Necesitamos recursos en , (tales como los enumerados anteriormente):**

Capacitación en temas como la contención y el manejo de conflictos

Talleres para la salud mental del equipo de trabajo

**Resources needed, (such as those listed above):**

*Training on containment and management of conflicts*

*Workshops on Mental Helth for the team members .*

**DENMARK**

**We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

The Danish health care system is decentralized and specialized health care for traumatized refugees is provided locally if needed.

We can offer information on the administration of allocated government funds to give financial aid to non-governmental initiatives to strengthen rehabilitation of traumatized refugees and refugees subjected to torture or war.

The Danish Refugee Council and The Rehabilitation Centre for Torture Victims – both ngos – provide counselling, special integration programmes and specialist trauma and torture treatment. We can also provide guidelines on language training for groups with special needs (available in Danish only).

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

### DANISH REFUGEE COUNCIL

**We can offer the following:**

✓ Guidelines for policy & program development

✓ Current research

✓ Recent reports

**Information and details on all of the above offers:**

The municipality is responsibly of: placement, income support, language training, housing, employment, health care etc.

The DRC gives consultant service to the municipalities (especially about survivors of trauma).

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

### FINLAND

**We can offer the following:**

✓ Current research

✓ Opportunities for exchanges

✓ Site visits

**Information and details on all of the above offers:**

The Crisis Prevention Center run by the The Finnish Association for Mental Health works to help foreigners living in Finland to cope with psychological and social problems. In the Crisis Prevention Centre clients can discuss their life situation and problems in their native tongue or in some other language they have in common with the staff members. The central idea of the Centre is to offer assistance quickly and flexibly. The services are free of charge. They also train authorities working within the mental health sector. ([www.mielenterveysseura.fi](http://www.mielenterveysseura.fi))

The Centre for Torture Survivors in Finland is treating the victims of torture and violence. ([www.helsingindiakonissalaitos.fi](http://www.helsingindiakonissalaitos.fi))

**We are interested in building our capacity in:**

Culturally sensitive psychological support.

**Resources needed, (such as those listed above):**

### FINLAND RED CROSS

**We can offer the following:**

✓ Other 3<sup>rd</sup> sector NGO

**Information and details on all of the above offers:**

FRC provides social counseling in many different issues, although the majority is related to family reunification. Our volunteers teach Finnish in many communities. The Kotocross project has drop-in language courses where participants can start at any time as a beginner. Sometimes refugees have to wait too long to get in to the official language courses, so complementary courses organised by FRC help refugees to continue practicing what they learn, keep up their spirits and maintain contact with other refugees and the local population.

Refugees who become actively involved as volunteers in humanitarian organisations also work to empower themselves.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**IRELAND**

**We can offer the following:**

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

More information about the impact on early resettlement interventions on the mental wellbeing and future integration prospects of refugees. Any recent research or reports.

**Resources needed, (such as those listed above):**

**IRELAND - LONGFORD WOMEN'S LINK**

**We can offer the following:**

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

**Housing:**

- reviewing protocols guiding the allocation of housing on a priority or urgent basis to ensure that refugee-related trauma and mental health are considered in assessment criteria.

**Employment:**

- intensive job search support for resettled refugees affected by trauma and torture and resettled refugees with mental illness.

**Health care**

- specialist services for trauma and torture survivors;
- culturally relevant approaches to addressing trauma and torture and other mental health concerns;
- professional development and awareness raising among mental health services concerning the needs of trauma and torture survivors with acute mental illness as well as those with other mental health conditions.

**Welcoming and hospitable communities:**

- promoting understanding in the wider community of the effects of refugee-related trauma and the role of a welcoming environment in recovery;

**Resources needed, (such as those listed above):**

- Research
- Reports
- Exchanges
- Site visits

**NETHERLANDS**

**MOA/GGD Medical Health Organisation Asylum Seekers** [www.ggdkennisnet.nl](http://www.ggdkennisnet.nl)

MOA provides medical care at the COA accommodations.

MOA activities:

- medical intake at arrival
- tuberculosis screening
- vaccinations
- linking to social and mental healthcare services
- hygiene and safety inspections at the accommodations
- information about hygiene and safety at the accommodations

**Pharos Refugees and Health Centre of Expertise** [www.pharos.nl](http://www.pharos.nl)

Pharos offers knowledge, insight and skills for improving the quality of health care provided to refugees and asylum

seekers. Pharos intends to help people who work with refugees and asylum seekers. Pharos is a national centre of expertise that concentrates on developing, studying and conveying knowledge - always practically applicable - in the field of health and health care for refugees.

The culture in which people grow up affects their attitude toward health and illness. Pharos helps health care professionals and teachers develop an 'intercultural professional attitude', and also offers special knowledge, skills and methods geared to the care needs of refugees. Pharos develops knowledge and methods for mental health care, medical care for asylum seekers (MOA), primary health care and youth services.

Pharos is oriented toward a wide range of people in and outside of the health care services, people who deal in their work with refugee health problems. Pharos works for general practitioners and physicians, nurses, mental health care professionals, social workers, psychotherapists, staff in medical care services for asylum seekers, primary and secondary education teachers, child welfare personnel, Immigration and Naturalisation officials and other relief workers and supervisors. Of course, all efforts are geared to improving the health and well-being of refugees.

**Stichting Nederlands Centrum Buitenlanders (NCB)** [www.ncbnet.nl](http://www.ncbnet.nl)

The Dutch centre for foreigners foundation is an independent nationwide project organization. It aims at improving the position of migrants in the Dutch society. The NCB has 25 years of experience in developing and implementing projects for and by migrants in the area of labourmarket/employment, entrepreneurship, education and healthcare.

**De Vonk Clinic** [www.centrum45.nl/vonk](http://www.centrum45.nl/vonk)

De Vonk comprises a clinical, day clinic and out-patients treatment complex. Since August of 1994 traumatized refugees and asylum seekers are treated here, people who suffer from serious psychological problems as a result of traumatic experiences connected with being held prisoner, torture and/or war-time violence. These problems usually manifest themselves in post traumatic stress disorders, depressive complaints and trauma-related somatoform disorders.

**Stichting De Gelderse Roos, geestelijke gezondheidszorg, Afdeling Phoenix** [www.degelderse Roos.nl](http://www.degelderse Roos.nl)

Phoenix is a national service for the treatment of refugees and asylum seekers who are severely traumatized.

## NORWAY

### We can offer the following:

- ✓ Guidelines for policy & program development
- ✓ Recent reports

- ✓ Training guidelines & resources
- ✓ Useful websites

### Information and details on all of the above offers:

#### *Guidelines for policy & program development*

Norway has a social system that ensures income support provisions for all, included those affected by severe trauma or other mental illness.

#### *Training guidelines & resources*

- Norwegian Centre on Violence and Traumatic Stress offers teaching and assistance to students at the University of Oslo and personnel within the psychiatric services.
- There are four regional Psychosocial Teams for refugees offering assistance to local health care consultants.
- Norwegian Centre for Minority Health Research is concerned with minority health issues in Norway, especially competence concerning somatic and mental health care of immigrants and refugees.

#### *Recent report*

"The triple burden of trauma, uprooting and settlement", Birgit Lie, 2004

#### *Useful websites*

Norwegian Centre for Minority Health Research: [www.nakmi.no](http://www.nakmi.no)

### We are interested in building our capacity in:

Extend specialist services for trauma and torture survivors

### Resources needed, (such as those listed above):

Opportunities for exchanges

Current research

### SWEDEN

**We can offer the following:**

- ✓ Guidelines for policy & program development

- ✓ Site visits

**Information and details on all of the above offers:**

Good health and equal access to health services for everyone are the goals of the Swedish health care system. A fundamental principle is that the provision and financing of health services for the entire population is a public sector responsibility. Resettled refugees enjoy the same degree of access to the national health services as do Swedish citizens. There is no qualifying period once a residence permit has been granted.

[http://www.sweden.se/templates/FactSheet\\_6856.asp](http://www.sweden.se/templates/FactSheet_6856.asp)

Medical Care for Refugees is a specialist unit at Linköping University Hospital. The clinic is a competence centre and one of the country's surgeries for treating refugees who have been tortured or traumatized in war.

**We are interested in building our capacity in:**

Exchange of experiences from other resettlement countries

**Resources needed, (such as those listed above):**

### UNITED KINGDOM

**We can offer the following:**

- ✓ Guidelines for policy & program development

- ✓ Useful websites

**Information and details on all of the above offers:**

As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.

**We are interested in building our capacity in:**

Debriefing for relevant personnel, service provider networks to promote information exchange and coordinated support and professional development, training and awareness.

**Resources needed, (such as those listed above):**

We would be interested in learning about other countries experiences.

### REFUGEE COUNCIL USA

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Current research
- ✓ Recent reports

- ✓ Opportunities for exchanges
- ✓ Site visits
- ✓ Training guidelines & resources
- ✓ Upcoming conferences and meetings
- ✓ Useful websites

**Information and details on all of the above offers:**

Resettlement organizations often have mental health professionals on staff; if not, they sometimes partner with mainstream mental health providers to provide services, and at times pro bono services. There is also an opportunity for on-site trainings of resettlement organizations and refugee communities about mental health issues.

Site visits would be helpful in allowing visitors to see some of the best services available for refugees, especially those where mental health is mainstreamed into their activities from the time of intake of refugees and as long as services are provided. It is important that this is done in a culturally sensitive way and in a way that does not

stigmatize the client. Refugees have experienced trauma in varying degrees and it is important to see this as a mental health issue, not a mental illness issues.

Treatment is also available in special centers for the treatment of torture victims who meet the criteria for services. Resettlement organizations often refer clients to these centers when the scope of treatment needed is beyond what is offered elsewhere.

Web resources:

[http://www.refugeesusa.org/help\\_ref/help\\_ref\\_connections.cfm](http://www.refugeesusa.org/help_ref/help_ref_connections.cfm)

[http://www.refugeesusa.org/help\\_ref/lessons\\_field\\_manual.pdf](http://www.refugeesusa.org/help_ref/lessons_field_manual.pdf)

[http://www.refugeesusa.org/help\\_ref/esl\\_manual.pdf](http://www.refugeesusa.org/help_ref/esl_manual.pdf)

<http://www.nyu.edu/trauma.studies>

<http://www.qeh.ox.ac.uk/rsp>

[www.cmhsweb.org](http://www.cmhsweb.org)

[http://www3.baylor.edu/~Charles\\_Kemp/refugee\\_mental\\_health.htm](http://www3.baylor.edu/~Charles_Kemp/refugee_mental_health.htm)

<http://www.hprr-cambridge.org>

**We are interested in building our capacity in:**

Facilitating knowledge and raising sensitivity of all organizations and individuals serving refugees to the special psychological needs that need attention; in addition, facilitating the ability of providing appropriate outreach and services.

Training and using interpreters

Increasing access and availability of mental health services

Advocacy

Funding

## RESETTLEMENT OF PARTICULAR GROUPS OF REFUGEES

### 17. TAKING ACCOUNT OF GENDER

**Taking account of gender in integration programme components, think about:**

**Placement**

- ✓ family and ethnic community support services, public transportation and trauma counselling for at-risk women;
- ✓ child care services for refugee families.

**Early settlement and social support**

- ✓ individual and family based assessment and settlement support;
- ✓ identifying and offering more intensive settlement support to 'at-risk' refugees;
- ✓ community support networks, especially for women not in paid employment, young single males and those lacking family support;
- ✓ culturally responsive services for refugee families affected by family violence and female genital mutilation (FGM).

**Income support**

- ✓ income support for single parents.

**Language training**

- ✓ strategies to foster the participation of refugee women;
- ✓ strategies to develop/improve literacy skills

**Orientation**

- ✓ strategies to foster the participation of refugee women.
- ✓ providing information relevant to the family and domestic sphere (e.g. child care services, child welfare issues, FGM, sexual orientation, health services and programmes for women, family violence, family relationships, gender role changes, customs and laws);
- ✓ providing child care to promote participation.

**Housing**

- ✓ safety and security issues, especially for women and those without family support.

**Employment**

- ✓ intensive job search assistance for women experiencing employment disadvantage;
- ✓ the adequacy of existing legislative frameworks to prevent discrimination against women in the work force;
- ✓ home based micro-economic enterprises, especially for families with child care responsibilities;
- ✓ safety and security issues affecting women accessing employment (e.g. transport arrangements, working hours);
- ✓ availability of child care.

**Health care**

- ✓ support for refugee families to access hospital based obstetric care.

**Welcoming and hospitable communities**

- ✓ providing information about family relationships and the strengths, customs and practices of refugee women to receiving societies;
- ✓ providing information on the social customs and practices related to sexual orientation;
- ✓ fostering opportunities for refugee women's civic and community participation;
- ✓ gender sensitive community and recreation services (e.g. 'women only' swimming sessions).

**General**

- ✓ facilitating choice of gender of service provider for both men and women;
- ✓ professional development, training and awareness raising activities for key personnel and professionals to enhance their capacity to provide gender sensitive support.

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p. 246)*

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	<p>✓ Useful websites</p>
<p><b>Information and details on all of the above offers:</b></p> <p>The IHSS provides a case-management approach to ensure that the special needs of humanitarian entrants are identified and addressed promptly by matching them with settlement services that meet their particular circumstances. In assessing these special needs emphasis is placed on sensitivity to cultural differences and would, if necessary, take account of gender.</p> <p>Various levels of government offer family support services.</p> <p>The Department of Family and Community Services (FaCS) Men and Family Relationships Program and its Grandparenting project are examples of programs that provide support to parents from diverse and linguistic backgrounds.</p> <p><i>Recent reports</i></p> <ul style="list-style-type: none"> <li>▪ ‘ Report of the Review of Settlement Services for Migrants and Humanitarian Entrants’, DIMIA, May 2003</li> </ul> <p><i>Useful websites</i></p> <ul style="list-style-type: none"> <li>▪ <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>▪ <a href="http://www.facs.gov.au">www.facs.gov.au</a></li> </ul>	
<p><b>We are interested in building our capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

<b>BENIN</b>
<p><b>Nous pouvons offrir ce qui suit :</b></p>
<p><b>Renseignements et détails relatifs à toutes les offres susmentionnées :</b></p>
<p><b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b></p> <p><i>Placement</i> Garde d’enfants pour favoriser la participation</p> <p><i>Soutien à l’installation et soutien social précoces</i> Réseaux de soutien communautaires, notamment pour les femmes n’ayant pas un emploi salarié;</p> <p><i>Orientation</i> Stratégies visant à favoriser la participation des femmes réfugiées</p> <p><i>Emploi</i> Aide intensive à la recherche d’emploi pour les femmes défavorisées du point de vue de l’emploi Adéquation des cadres législatifs en vigueur pour prévenir la discrimination contre les femmes en matière d’emploi Micro-entreprises à domicile, notamment pour familles ayant des enfants à garder</p> <p><i>Soins de santé</i> Soutien aux familles réfugiées pour l’accès aux soins obstétricaux en hôpital</p> <p><i>Communautés accueillantes et hospitalières</i> Information pour la société d’accueil sur les relations familiales et les points forts, les coutumes et les pratiques concernant les femmes réfugiées; Information sur les coutumes et les pratiques concernant l’orientation sexuelle;</p> <p><i>Placement</i> <i>child care services for refugee families</i></p>

*Early settlement and social support  
community support networks, especially for women not in paid employment,*

**Orientation**

*strategies to foster the participation of refugee women.*

**Employment**

*intensive job search assistance for women experiencing employment disadvantage;  
the adequacy of existing legislative frameworks to prevent discrimination against women in the work force;  
home based micro-economic enterprises, especially for families with child care responsibilities;*

**Health care**

*support for refugee families to access hospital based obstetric care.*

**Welcoming and hospitable communities**

*providing information about family relationships and the strengths, customs and practices of refugee women to receiving societies;  
providing information on the social customs and practices related to sexual orientation;*

**Ressources requises, (telles que celles susmentionnées) :**

**BRAZIL**

**We can offer the following:**

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

Informing about the differences of cultures.

The preparation in the resettlement country to assist women who have never been employed before.

**Resources needed, (such as those listed above):**

**CANADA**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Recent reports

- ✓ Useful websites
- ✓ Other

**Information and details on all of the above offers:**

**BC Gov't:**

One funding stream of the BCSAP - Information, Support and English Language Services for Adults - is to provide multiple-barrier immigrant and refugee adults, particularly women, with information that will help them in the settlement process, guidance and support on adjustment issues, connections to the broader community and English language instruction. Childminding during class time is provided in order to facilitate refugee women's participation.

[www.mcaws.gov.bc.ca/amip/sam/bcsap.htm](http://www.mcaws.gov.bc.ca/amip/sam/bcsap.htm)

**CIC – Ontario:**

Initiatives that focus on refugee women's issues , single mom's, spousal abuse, cultural sensitivities:  
none

**CIC – Prairies:**

Initiatives that focus on refugee women's issues , single mom's, spousal abuse, cultural sensitivities:

In Saskatchewan local SPOs offer a variety of short programs dealing with women's issues. Topics vary according to the needs of the community. Cross-cultural parenting programs, immigrant women's support groups, Nobody's Perfect and Food for Thought are examples of some of the programs available in Saskatchewan. In Alberta, funding is provided to an SPO whose target clientele is women. Some of their orientation programs include family violence, spousal abuse, parenting skills etc.

***CIC-Atlantic:***

Initiatives that that focus on refugee women's issues , single mom's, spousal abuse, cultural sensitivities: Some of these issues form part of the orientation programs associated with the Resettlement Assistance Program , the Immigrant Settlement and Adaptation Program and others. There have also been occasional workshops focussed on selected topics such as Family Violence. There has been an on-going agreement in Halifax for a number of years (since 1995) which focuses on family violence and cultural awareness. Funding for this has now shifted away from CIC but the program is continuing. This program runs regular workshops to sensitize 'mainstream' service providers to unique stressors and needs in the immigrant community. More information at:  
[http://www.misa.ns.ca/Family&Cultural\\_Awareness/index.htm#top](http://www.misa.ns.ca/Family&Cultural_Awareness/index.htm#top)  
[http://www.misa.ns.ca/Family&Cultural\\_Awareness/workshops.htm](http://www.misa.ns.ca/Family&Cultural_Awareness/workshops.htm)

Also there is a Newcomer Women's Group which meets regularly in St. John's (through ANC) - not specifically refugee but of course in NL majority of newcomers are refugees  
<http://www.anc-nf.cc/volunteers.html>

***CIC-NHQ-Integration Settlement:***

***Information and details on all of the above offers:***

Nowhere to Turn? Responding to Partner Violence Against Immigrant and Visible Minority Women: Voices of Frontline Workers

This report by the Canadian Council on Social Development provides an insight into the experience and views of community workers who deal with immigrant and visible minority women abused by their partners. Focus groups were conducted in seven cities across Canada and discussions revolved around the barriers that prevent immigrant women from seeking help, as well as the reasons why these women are more vulnerable than mainstream Canadian women. Dr. Ekuwa Smith  
<http://www.integration-net.cic.gc.ca/english/index.cfm>

Women's Commission for Refugee Women and Children:

<http://www.womenscommission.org/about/copyright.html>

Supporting Immigrant and Refugee Fathers : A Training Manual for Human Service Workers

A project prepared by Calgary Immigrant Aid Society With funding by Health Canada Community Action Program for Children and the Canada Prenatal Nutrition Program, National Projects Fundby Dawne Clark, Ph.D. and Rena Shimoni, Ph.D., Mount Royal College and David Este, Ph.D., University of Calgary, October, 2000

It is the intention that this manual will comprise a major step in understanding the barriers to paternal engagement in general and specifically in the population of immigrant and refugee fathers.

[http://www.hc-sc.gc.ca/dca-dea/publications/supporting\\_module\\_one\\_e.html](http://www.hc-sc.gc.ca/dca-dea/publications/supporting_module_one_e.html)

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**DENMARK**

**We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

We can offer information on the administration of allocated government funds to give financial aid to non-governmental initiatives to prevent family related violence and forced marriages and initiatives to strengthen the employment rate and educational level of ethnic minority women

We can also provide information on a users' manual containing general information on Danish society and life as a new

citizen in Denmark. The manual also contains information on family life in Danish society, customs and cultural topics – to some extent gender related

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

### DANISH REFUGEE COUNCIL

**We can offer the following:**

- ✓ Guidelines for policy & program development

- ✓ Current research

- ✓ Recent reports

**Information and details on all of the above offers:**

Again: The municipalities are responsibly and the role of DRC throughout the country is to advice and give information.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

### FINLAND

**We can offer the following:**

- ✓ Current research

- ✓ Opportunities for exchanges

- ✓ Recent reports

**Information and details on all of the above offers:**

Finland has not developed specific governmental policies or institutions concerning improving the situation of refugee women and women belonging ethnic minorities. However, the constitution of Finland guarantees the basic rights and liberties to all persons within the scope of Finnish legal system. These principles are furthermore enhanced in the new Equality Act.

Refugee women are also protected by the Gender Equality Act.

Finland has carried out many projects on refugee and immigrant women, e.g.

- Women's Line ([www.naistenlinja.com](http://www.naistenlinja.com))
- Multicultural Women's Association and Women Resource Centre
- Prevention of prostitution and violence against women ([www.stakes.fi](http://www.stakes.fi))
- Prevention of genital mutilation ([www.ihmisoikeusliitto.fi](http://www.ihmisoikeusliitto.fi), [www.redcross.fi](http://www.redcross.fi))

In addition to above-mentioned there are many training and employment projects emphasizing the special situation of refugee women.

**We are interested in building our capacity in:**

Enhancing transnational links of refugee women.

**Resources needed, (such as those listed above):**

### FINLAND RED CROSS

**We can offer the following:**

- ✓ Recent reports
- ✓ Other good practices

**Information and details on all of the above offers:**

- EU-funded project against FGM (male genital mutilation) using community, participatory methods.
- Gender also taken into consideration in our handbook for volunteers.
- Some activities requested to organise only for women.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**IRELAND**

**We can offer the following:**

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**IRELAND - LONGFORD WOMEN'S LINK**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Recent reports

- ✓ Opportunities for exchanges
- ✓ Site visits
- ✓ Training guidelines & resources

**Information and details on all of the above offers:**

Longford Women's Link has built up an expertise in the issues facing women refugees. In addition to the barriers and obstacles faced by all refugees, women face specific issues that relate directly to their gender. We have developed strategies to facilitate the participation of refugee women in the local community, education and employment providing information relevant to the family and domestic sphere (e.g. child care services, child welfare issues, FGM, sexual orientation, health services and programs for women, family violence, family relationships, gender role changes, customs and laws);

**We are interested in building our capacity in:**

- the adequacy of existing legislative frameworks to prevent discrimination against women in the work force;
- home based micro-economic enterprises, especially for families with child care responsibilities;
- safety and security issues affecting women accessing employment (e.g. transport arrangements, working hours);

Welcoming and hospitable communities

- providing information about family relationships and the strengths, customs and practices of refugee women to receiving societies;
- providing information on the social customs and practices related to sexual orientation;
- fostering opportunities for refugee women's civic and community participation;
- gender sensitive community and recreation services(e.g. 'women only' swimming sessions).

General

- facilitating choice of gender of service provider for both men and women;
- professional development, training and awareness raising activities for key personnel and professionals to enhance their capacity to provide gender sensitive support.

**Resources needed, (such as those listed above):**

- Financial
- Research
- Notification of upcoming seminars
- Exchanges
- Site Visits

**NETHERLANDS**

*Pharos Refugees and Health Centre of Expertise* [www.pharos.nl](http://www.pharos.nl)

Pharos offers knowledge, insight and skills for improving the quality of health care provided to refugees and asylum seekers. Pharos intends to help people who work with refugees and asylum seekers. Pharos is a national centre of

expertise that concentrates on developing, studying and conveying knowledge - always practically applicable - in the field of health and health care for refugees.

Pharos is a [WHO](#) collaborating centre and a member of [ECRE](#) - European Council on Refugees and Exiles. Pharos is carrying out the Admira project in conjunction with [Transact](#) and [Icodo](#). The goal of this project is to improve assistance to women in former Yugoslavia, who are confronted with the consequences of war. Pharos believes this network indispensable for promoting an exchange of information and mutual support and inspiration in the process of developing knowledge.

**E-Quality** [www.e-quality.nl](http://www.e-quality.nl)

*for equality between women and men from every ethnic background in the Netherlands*

*Policy advice*

E-Quality's main task is providing advice, both requested and unrequested. Here, we mainly focus on the national government. Hence, each year we comment on the national budget, advise about parliamentary bills and evaluate the consequences of policy measures affecting both women and men. We also provide content-based advice to other parties, including politicians and social organisations, that wish to influence the emancipation and integration policies. In addition, we develop practical tools for the implementation of emancipation policy in the form of checklists, tool kits and manuals.

*Disseminating knowledge*

E-Quality's expertise is freely available to everyone seeking information about emancipation and integration policy. We also disseminate our knowledge through articles in the media and we support the emancipation process by means of public debates.

*Raising awareness*

Business and other organisations can approach us for lectures, discussions and workshops. Through our content-based contribution, our aim is to make people think about emancipation themes such as:

- policy stereotyping,
- women and pensions,
- and the importance of diversity policy

***EQUAL Projects***

***The Province of Groningen*** / [www.prvgron.nl](http://www.prvgron.nl)

Medina

Project period: May 15 2002 – November 15 2004

Project goal: Supporting migrant women towards starting their own business

Target group: Migrant women

Transnational partners

- Italy : Imprenditorialita' estrema per una vita indipendente
- Germany : Women into business
- Sweden: Diversity in Entrepreneurship

***City of Amsterdam*** / [www.zuidoost.amsterdam.nl](http://www.zuidoost.amsterdam.nl)

Women@Work

Project period: May 16 2002 – November 15 2004

Project goal: Stimulation of women in the labourmarket / individual empowerment for women

Target group Women from ethnic minority groups

Transnational partners

- Spain : Mujeres por la Conciliación
- France : L'entrepreneuriat au féminin
- France : Escala

**NORWAY**

**We can offer the following:**

- ✓ Guidelines for policy & program development

- ✓ Useful websites

**Information and details on all of the above offers:**

**Guidelines for policy & program development**

- Child-care services for refugee families.
- Compulsory introductory program for both men and women.
- Income support for single parents.

**Useful websites**

- The governmental project OK Care and knowledge against female circumcision offers teaching, health information, advice and cultural activities on female circumcision. Website in English and Somali:  
[www.okprosjekt.no](http://www.okprosjekt.no)
- The MiRA Centre gives assistance in legal and social matters to immigrant and refugee women:  
[www.mirasenteret.no](http://www.mirasenteret.no)

**We are interested in building our capacity in:**

Strategies to foster the participation of refugee women

**Resources needed, (such as those listed above):**

Opportunities for exchanges/reports/research

**SWEDEN**

**We can offer the following:**

- ✓ Recent reports

- ✓ Useful websites

**Information and details on all of the above offers:**

In a recent survey, major differences were observed between the sexes in terms of the quality and scope of the introduction. Generally speaking, men are provided with a better, more comprehensive introduction than women. Employment offices are more involved in the introduction of men than of women. An important explanation of the differences observed between the sexes may be that there is a significantly higher proportion of poorly educated women than there is of men. The report shows that those of little education tend to receive a lesser introduction than the better educated and that this applies in particular to women whose level of educational attainment is low.

[http://www.integrationsverket.se/upload/Publikationer/2004-01\\_var-god-droj/2004-01.pdf](http://www.integrationsverket.se/upload/Publikationer/2004-01_var-god-droj/2004-01.pdf)

**We are interested in building our capacity in:**

Experiences from other resettlement countries

**Resources needed, (such as those listed above):**

**UNITED KINGDOM**

**We can offer the following:**

- ✓ Guidelines for policy & programme development

- ✓ Useful websites

**Information and details on all of the above offers:**

As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.

**We are interested in building our capacity in:**

As with other areas mentioned above, as a newly developing programme we are interested to see how other countries have addressed these issues to provide us with a tool with which to gauge our own programme and look for ways of improving it.

**Resources needed, (such as those listed above):**

As outlined above.

<b>REFUGEE COUNCIL USA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Guidelines for policy &amp; program development</li> <li><input checked="" type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Opportunities for exchanges</li> <li><input checked="" type="checkbox"/> Site visits</li> <li><input checked="" type="checkbox"/> Training guidelines &amp; resources</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Resettlement agencies recognize cultural differences in gender role definition and work to ensure that case management, orientation, and other services meet the needs of the whole family including the needs of refugee women. Through resettlement planning, a refugee women's barriers to self-sufficiency are explored, along with all other members of the case. Childcare options are explored as well as the need for job training, orientation to the US work environment, etc. Many agencies are able to also refer women to appropriate community services including health care, family planning, small business start up, parenting and the bi-cultural child, counseling, domestic violence assistance when needed, among others. A successful practice has been the provision of tutoring and support for women becoming Child Development Associates, a two year program with Early Head Start in an effort to place refugee women in child care facilities, thereby creating a child care resource where refugee families are more likely to leave their children. To address isolation of refugee women, agencies often create home-based ESL programs or offer women only ESL and life skills classes.</p> <p>To respond to the specific needs of refugee women, many refugee women's groups have been established. National non-profit organizations such as the Refugee Women Network are dedicated to the special needs of refugees women through leadership training, education, micro enterprise and microloans, health promoter training and advocacy. The development of Mutual Assistance Associations such as the Somali Women's Association in Oregon, The Women's Empowerment Project in Chicago, or License to Freedom in San Diego have helped to meet the needs of refugee women locally.</p> <p>Refugee Women's Organizations (partial list) -  <a href="http://www.riwn.org/">http://www.riwn.org/</a>  <a href="http://www.rewa.org/">http://www.rewa.org/</a></p> <p>Cultural orientation resource for refugee women - <a href="http://www.refugeesusa.org/who/hm_toc.cfm">http://www.refugeesusa.org/who/hm_toc.cfm</a></p>	
<p><b>We are interested in building our capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ Strengthening partnerships to meet the needs of refugee girls.</li> <li>▪ Working with men as head of the household.</li> </ul>	
<p><b>Resources needed, (such as those listed above):</b></p> <ul style="list-style-type: none"> <li>▪ Sharing of best practices</li> <li>▪ Ideas for advocacy</li> <li>▪ Ideas for program design and implementation</li> <li>▪ Funding</li> </ul>	

## 18. REFUGEE CHILDREN AND YOUNG PEOPLE

### Taking account of children and young people in integration programme components, think about:

- Placement
  - ✓ access to peer support;
  - ✓ the availability of specialist education support;
- Early settlement and social support
  - ✓ family sensitive assessment and settlement support
  - ✓ intensive settlement support and alternative care arrangements for separated or unaccompanied refugee minors;
  - ✓ availability of support and advocacy for children and young people in vulnerable or exploitative situations;
- ✓ family tracing and reunion provisions for separated minors.
- Income support and establishment resources
  - ✓ provisions for separated minors;
  - ✓ provisions for refugee young people approaching or over the age of majority with disrupted education.
- Language assistance
  - ✓ availability of language assistance in key systems serving refugee families;
  - ✓ strategies to avoid children and young people being used to interpret on behalf of other family members.
- Language training
  - ✓ culturally sensitive school based target language programmes available at all levels of the education system;
  - ✓ alternative language and literacy training programmes for refugee young people approaching or over the age of majority who wish to resume basic education.
- Orientation
  - ✓ targeted orientation programmes for young people;
  - ✓ school-based orientation programmes at all levels of the school system;
  - ✓ information on matters concerned with parenting (e.g. peer pressure, changing family relationships, the effects of trauma, torture and resettlement on children, drug use, bullying and racism).
- Employment and Training
  - ✓ job search and career planning programmes for refugee young people
- Health care
  - ✓ capacity building for health workers who have contact with refugee children and young people (e.g. child health nurses, school nurses).
- Welcoming and hospitable communities
  - ✓ access to recreational and cultural activities;
  - ✓ capacity building initiatives in school communities and child care facilities.
- General
  - ✓ fostering partnership arrangements;
  - ✓ arrangements for providing technical support to key professionals serving refugee children and young people and their families;
  - ✓ work force development initiatives (e.g. bilingual and bi-cultural teaching and child care professionals, cultural advisers, aides);
  - ✓ professional development, training and awareness raising activities for key personnel to enhance their capacity to support refugee children and young people (e.g. teachers, child welfare professionals, nurses, youth workers).

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p. 260)*

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> <li>✓ <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>✓ <a href="http://www.facs.gov.au">www.facs.gov.au</a></li> <li>✓ <a href="http://www.dest.gov.au">www.dest.gov.au</a></li> </ul>
<p><b>Information and details on all of the above offers:</b></p>	

The IHSS provides a case-management approach to ensure that the special needs of humanitarian entrants are identified and addressed promptly by matching them with settlement services that meet their particular circumstances. In assessing these special needs emphasis is placed on sensitivity to cultural differences and would, if necessary, take account of refugee children and young people.

As a signatory to the United Nations Convention on the Rights of the Child (CROC), Australia takes appropriate measures to ensure that a minor (a child under the 18 years of age) is given protection and humanitarian assistance. The Immigration (Guardianship of Children) Act 1946 ensures that unaccompanied humanitarian minors have effective welfare supervision and settlement support while they live in Australia or until they reach 18 years. These minors have access to the same range of government services as all Australians.

The Australian Government funds a number of programs to support children and young people with low levels of English proficiency (which are often young humanitarian entrants) as part of its national focus on assisting Australian school students develop their core learning skills.

One such program, funded by DIMIA, provides grants for English as a Second Language instruction for newly-arrived students requiring intensive assistance.

Other significant programs include the Department of Family and Community Services (FaCS) funded Jobs Placement Employment Training which identifies refugee young people as a target group, and the Department of Education, Science and Training (DEST) funded Jobs Pathway Program which identifies non-English speaking youth as a target group.

**Guidelines for policy & program development**

- Immigration (Guardianship of Children) Act 1946 and regulations

**Current research**

- Refugee Resettlement Advisory Council, 'Strategy for Refugee Young People', RRAC, 2002.

**Recent reports**

- 'Report of the Review of Settlement Services for Migrants and Humanitarian Entrants', DIMIA, May 2003

**Useful websites**

- [www.immi.gov.au](http://www.immi.gov.au)
- [www.facs.gov.au](http://www.facs.gov.au)
- [www.dest.gov.au](http://www.dest.gov.au)

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**BENIN**

**Nous pouvons offrir ce qui suit :**

**Renseignements et détails relatifs à toutes les offres susmentionnées :**

*At the present stage of the resettlement program, Bénin is not able to respond to the needs of this category of refugees*

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

**Ressources requises, (telles que celles susmentionnées) :**

**BRAZIL**

**We can offer the following:**

- ✓ Training guidelines & resources

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

Although we do not yet have experience in these concerns, it can be useful in guiding the separated minors, including in his/her first job.

**Resources needed, (such as those listed above):**

**CANADA**

**We can offer the following:**

- ✓ Guidelines for policy & program development

- ✓ Recent research
- ✓ Useful websites
- ✓ Other

**Information and details on all of the above offers:**

**BC Gov't:**

Another funding stream of the BCSAP - Community Bridging Services (Host & Youth Buddy Programs) match youth volunteers from the host communities with refugee children and youth so that the newcomers can better understand Canadian life and develop a sense of connectedness to their community through the development of interpersonal relationships. Some of these programs are school-based or connected with community centres and neighbourhood houses. [www.mcaaws.gov.bc.ca/amip/sam/bcsap.htm](http://www.mcaaws.gov.bc.ca/amip/sam/bcsap.htm)

The BC Anti-racism and Multiculturalism Program also supports projects that provide educational workshop or training to school-aged children to enhance their understanding of multiculturalism and cultural diversity  
[www.mcaaws.gov.bc.ca/amip/sam/bcamp.htm](http://www.mcaaws.gov.bc.ca/amip/sam/bcamp.htm)

The Branch collaborated with the Ministry of Education (Special Programs) to produce a resource package for elementary and secondary teachers to assist children in school called *Students Who Are Refugees: A Resource Package for Teachers* (2000) – Focus on the Kosovar Refugees.

**CIC–Ontario:**

#7 - Initiatives that focus on refugee youth issues:

Between Two Worlds- The Experiences and Concerns of Immigrant Youth in Ontario - Joint Centre for Excellence for Research on Immigration and Settlement -Toronto

<http://ceris.metropolis.net/virtual%20library/other/kilbride2.html>

Enhancing Services and Supports for Immigrant Youth in Waterloo Region - Centre for Research and Education in Human Services Research Report general@crehs.on.ca

[http://www.settlement.org/sys/atwork\\_library\\_detail.asp?PageID=REF&passed\\_lang=EN&doc\\_id=1002323](http://www.settlement.org/sys/atwork_library_detail.asp?PageID=REF&passed_lang=EN&doc_id=1002323)

Factors Affecting the Settlement and Adaptation of Process of Canadian Adolescent Newcomers 16-19 Years of Age - Family Service Association of Metropolitan Toronto

[http://www.settlement.org/sys/atwork\\_library\\_detail.asp?doc\\_id=1002325#8](http://www.settlement.org/sys/atwork_library_detail.asp?doc_id=1002325#8)

The Building Bridges Program - A Resource Kit from the International Children's Institute (2000)

[http://www.settlement.org/sys/library\\_detail.asp?passed\\_lang=EN&doc\\_id=1002636](http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&doc_id=1002636)

**SWIS - Settlement Workers in Schools Program**

This is a proactive outreach program where settlement workers are assigned to schools with significant number of newcomers. The settlement workers provide settlement assistance to newcomers such as orientation, translation, cultural sensitivity and follow up.

**CIC-Prairies:**

Initiatives that focus on refugee youth issues:

In Saskatchewan there is the Homework Help program which is made possible through the use of volunteers who work

one on one with the children. This is an after school tutoring program which also has a social/recreational component. In Calgary and Edmonton there are SWIS like programs where the workers are hired by the school boards to work with the children, their families and the teachers and principals. There is also peer tutoring in some of the schools.

***CIC-Atlantic:***

Initiatives that focus on refugee youth issues:

The Atlantic Region is involved with those activities listed above. However there are also a number of 'social and recreational' events and activities that service providers sponsor. Ex. Summer program for children.

Youth Community Involvement Program in Halifax (not sure if still active)

<http://www.ymcacrm.ns.ca/newcome.html>

MCAF programming quite comprehensive also I think

<http://www.mcaf.nb.ca/youth.html>

ANC in Newfoundland does a number of things under Host which are aimed at youth

<http://www.anc-nf.cc/volunteers.html>

Again - most of these not specifically refugee..

***CIC-NHQ-Integration Settlement:***

A Booklet for Service Providers who Work with Immigrant Families: On Issues Relating to Child Discipline, Child Abuse, and Child Neglect:

This Health Canada booklet addresses issues of child discipline, child abuse, and child neglect from the perspective of new immigrants. Barbara Preston <http://www.integration-net.cic.gc.ca/english/index.cfm>

Centre for Research on Youth at Risk: <http://www.stthomasu.ca/research/youth/background.html>

To Build on Hope: Overcoming the Challenges Facing Newcomer Youth at Risk in Ontario, Kenise M. Kilbride and Paul Anisef.

This study examine the challenges discussed by five different types of immigrant youth from 10 different countries and regions, now residing in Toronto, Hamilton, and Ottawa, who are at some risk of not succeeding in their settlement and immigration.

Joint Centre of Excellence for Research on Immigration and Settlement (CERIS) – Toronto. <http://ceris.metropolis.net>

The Needs of Newcomer Youth and Emerging Best Practices to Meet those Needs Kenise M. Kilbride and Paul Anisef  
Joint Centre of Excellence for Research on Immigration and Settlement (CERIS) – Toronto. <http://ceris.metropolis.net>

Workshop on Minority Youth Residing in the Ottawa-Carleton Region

The report documents finding and recommendations of the May 26-28, 2000 workshop on the challenges facing minority youth residing in the Ottawa-Carleton area.

Research Resource Division for Refugees, Centre for Peace Action and Migration Research, Carleton University, 1125 Colonel By Drive, Ottawa ON, K1S 5B6.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**DENMARK**

**We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

We can provide information on the administration of allocated government funds to give financial aid to non-governmental initiatives to strengthen the participation of children and young people with ethnic minority backgrounds in local sports and cultural activities.

We can also offer information on a peer role model project which aims to encourage children and young people with ethnic minority background to make use of the Danish educational system and to improve their connection to the labour market.

<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>DANISH REFUGEE COUNCIL</b>	
<ul style="list-style-type: none"> <li>✓ We can offer the following: Guidelines for policy &amp; program development</li> </ul>	<ul style="list-style-type: none"> <li>✓ Current research</li> <li>✓ Recent reports</li> </ul>
<b>Information and details on all of the above offers:</b> The municipalities are responsible.	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

<b>FINLAND</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b> The National Board of Education ( <a href="http://www.oph.fi">www.oph.fi</a> ) has published curriculums for the orientation training and mother tongue training of immigrant and refugee children.  Numerous organisations are involved in projects which support the well-being of refugee children and youth. (e.g. <a href="http://www.vaestoliitto.fi">www.vaestoliitto.fi</a> , <a href="http://www.lskl.fi">www.lskl.fi</a> , <a href="http://www.stakes.fi">www.stakes.fi</a> , <a href="http://www.pakolaisapu.fi">www.pakolaisapu.fi</a> )	
<b>We are interested in building our capacity in:</b> Mental health care of children and youngsters.	
<b>Resources needed, (such as those listed above):</b>	

<b>FINLAND RED CROSS</b>	
<b>We can offer the following:</b> ✓ Other	
<b>Information and details on all of the above offers:</b> <ul style="list-style-type: none"> <li>▪ Early settlement and social support-</li> <li>▪ Tracing and family reunification for separated minors.</li> <li>▪ FRC runs 5 shelters for minors. Their objective is to reinforce coping strategies for the young and their families. The proportion of immigrant youth is steadily increasing.</li> <li>▪ FRC organises multicultural youth camps.</li> <li>▪ Material products such as videos about integration of elderly refugees, of young immigrants etc.</li> </ul>	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

<b>IRELAND</b>	
<b>We can offer the following</b>	
<b>Information and details on all of the above offers:</b>	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

**NETHERLANDS**

**NIDOS** [www.nidos.nl](http://www.nidos.nl)

Nidos arranges guardianship for unaccompanied asylum seekers and refugees below 18. Nidos-workers accompany minors, protect their rights, fulfil the role of confidential agent, take care of shelter/accommodation, represent their interests, supervise upbringing and education, and act as a contact person for schools and the like.

Minors who's stay is focused on integration live in families, community housing or small living units, under daily supervision of foster families or employees of welfare organizations for the youth.

At the moment a minor becomes 18 Nidos guardianship comes to an end.

**UAF The Foundation for Refugee Students** [www.uaf.nl](http://www.uaf.nl)

The Foundation for Refugee Students UAF supports refugees and asylum seekers during their studies in the Netherlands by means of:

- Scholarships and contributions towards the costs of the preparation and of the studies.
- Individual advice and guidance by student counsellors.
- Support to graduated UAF clients in finding a job.
- Advice to governmental and educational institutions about suitable paths for higher educated refugees.

*Language - Study - Work*

Education is the key to a successful naturalization of refugees. Not only language teaching, but especially participation in regular higher education is important for refugees. It offers them a chance to acquire a fulfilling place in the Dutch society. Our experience is that more than 85% of the graduated refugees obtains a job which matches their education within one year.

*Student counselling*

UAF gives guidance to students during their entire study. The student counsellors support clients when they choose a study, prepare for a study and when solving problems which interfere with the progress of the study. They stimulate refugees to look ahead again and to work on a new future. A student counsellor is the client's person of confidence and, if necessary, acts as a mediator with the educational institute, the local social services, the Employment Exchange or other authorities.

*Preparation*

A good preparation to a study is a transition year (also called a preparatory year, pre-university year or a language and transition course), in which, besides the Dutch language, other necessary subjects are addressed. It offers, a good opportunity to get acquainted with the Dutch educational system. UAF is able to contribute towards the costs of the preparation for one year.

*Financing*

The manner of financing of the study depends on someone's situation, in which age and residence permit are of importance. What also plays a part is whether the study is full-time or part-time. In general, refugees younger than 30 years of age can start a full-time study. Refugee students who are older than 30 years should study part-time. There is a brochure available with extensive information on student grants for refugee students. Acceptance as a client of the UAF does not automatically entail that financial support is granted. This will depend on one's situation and one's own (and/or one's partner's) income.

*Reimbursement*

In general, 60% of the costs of study paid for by UAF to a client is a gift and 40% is an interest-free loan. The client has to start reimburse his or her loan after the study has ended.

**NORWAY**

**We can offer the following:**

- ✓ Guidelines for policy & program development

✓ Other

**Information and details on all of the above offers:**

*Guidelines for policy & program development*

- Intensive settlement support and alternative care arrangements for separated or unaccompanied refugee

<p>minors.</p> <ul style="list-style-type: none"> <li>▪ Several NGOs such as Save the Children work with refugee children</li> <li>▪ Targeted orientation programs for children by UDI /IOM, see Part 2/3</li> </ul> <p><b>Other</b></p> <p>Projects on methods identifying language problems at health survey of pre-school immigrant children, systematizing experiences and sharing them with health personnel at other child health centers.</p> <p><b>We are interested in building our capacity in:</b></p> <p>Professional development, training and awareness raising activities for key personnel to enhance their capacity to support refugee children and young people (e.g. teachers, child welfare professionals, nurses, youth workers).</p> <p><b>Resources needed, (such as those listed above):</b></p> <p>Opportunities for exchanges/reports/research</p>
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<b>SWEDEN</b>	
<b>We can offer the following:</b>	
✓ Useful websites	
<b>Information and details on all of the above offers:</b>	
<p>In the orientation program for children and young people, the following interim goals shall be achieved.</p> <ul style="list-style-type: none"> <li>▪ Childhood conditions for children and adolescents shall be taken into account and their needs met.</li> <li>▪ Young people aged sixteen to nineteen shall participate in and benefit from Swedish upper secondary school education.</li> <li>▪ Preschool children and school children shall participate in and benefit from preschool and school activities. Parents shall have an established contact person at their child(ren)'s preschool or school.</li> <li>▪ The special needs of children who have come to Sweden without legal guardians shall be met.</li> <li>▪ The health and well-being of both adults and children shall be attended to. Healthcare and/or rehabilitative services have been offered when necessary.</li> </ul> <p><a href="http://www.integrationsverket.se/upload/introduktion/introduktion_mal/03-04-08_Introduktion-en.pdf">http://www.integrationsverket.se/upload/introduktion/introduktion_mal/03-04-08_Introduktion-en.pdf</a></p> <p>The Swedish National Agency for Education is the central administrative authority for the Swedish public school system for children, young people and adults, as well as for preschool activities and child care for school children.</p> <p><a href="http://www.skolverket.se/english/about.shtml">http://www.skolverket.se/english/about.shtml</a></p> <p>Education program for school-children (Syllabuses for the compulsory school)</p> <p><a href="http://www.skolverket.se/pdf/english/compsyll.pdf">http://www.skolverket.se/pdf/english/compsyll.pdf</a></p>	
<b>We are interested in building our capacity in:</b>	
Exchange of experiences from other resettlement countries	
<b>Resources needed, (such as those listed above):</b>	

<b>UNITED KINGDOM</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> <li>✓ Other</li> </ul>
<b>Information and details on all of the above offers:</b>	
<p>As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.</p>	
<b>We are interested in building our capacity in:</b>	
<p>The care and services offered to children is of paramount importance to us. We would therefore be interested to know about strategies, guidelines for policy development and other country's experiences to address children's needs.</p>	
<b>Resources needed, (such as those listed above):</b>	

See above.

**REFUGEE COUNCIL USA**

**We can offer the following:**

- ✓ Program information

- ✓ Upcoming conferences and meetings
- ✓ Useful websites

**Information and details on all of the above offers:**

A successful national level partnership between LIRS and USCCB is “Bridging Refugee Youth & Children Services” (BRYCS), which provides technical assistance and information resources for service providers to better meet the needs of refugee youth & children. Their website & clearinghouse is at: [www.brycs.org](http://www.brycs.org)

BRYCS has advocated for public policy changes within general government agencies and refugee-specific agencies and NGOs. Examples:

- Culturally appropriate services by public child welfare
- Stopping use of children as interpreters
- Enhanced services to separated children (new)

Program areas include:

- Refugee parent support
- Foster care
- Guardianship
- Child-rearing practices
- Family breakdowns
- Referral phone line between Child Welfare and Refugee agencies

Future events: Separated Children’s forum on Thursday, July 29, 2004, being hosted by ISIM at Georgetown University. There are other forums, conferences throughout the year and could be expanded to include international concerns.

LIRS network of foster care programs for Unaccompanied Refugee Minors also have a wealth of experience and knowledge. They would be available for site visits, exchanges on local practices.

Additional web resources:

- <http://www.brycs.org/>
- <http://www.acf.dhhs.gov/programs/orr/techasst/2brycsinf.htm>
- <http://www.cwla.org/articles/cv0207culturalcompetence.htm>

Beyond the Fire [www.beyondthefire.net](http://www.beyondthefire.net)

**We are interested in building our capacity in:**

- Services to children who arrive in the US or join adult caregivers who are not their parents or previous guardian. We are looking at how to develop additional support services to these families.
- Parenting and the multi-cultural child
- Strengthening partnerships with local child welfare advocates and workers
- Refugee adolescent identity formation.

**Resources needed, (such as those listed above):**

Exchange/ sharing of promising practices

## 19. REFUGEE ELDERS

### **Taking account of children and young people in integration programme components, think about:**

#### Placement

- ✓ access to peer support;
- ✓ the availability of specialist education support;

#### Early settlement and social support

- ✓ family sensitive assessment and settlement support
- ✓ intensive settlement support and alternative care arrangements for separated or unaccompanied refugee minors;
- ✓ availability of support and advocacy for children and young people in vulnerable or exploitative situations;
- ✓ family tracing and reunion provisions for separated minors.

#### Income support and establishment resources

- ✓ provisions for separated minors;
- ✓ provisions for refugee young people approaching or over the age of majority with disrupted education.

#### Language assistance

- ✓ availability of language assistance in key systems serving refugee families;
- ✓ strategies to avoid children and young people being used to interpret on behalf of other family members.

#### Language training

- ✓ culturally sensitive school based target language programmes available at all levels of the education system;
- ✓ alternative language and literacy training programmes for refugee young people approaching or over the age of majority who wish to resume basic education.

#### Orientation

- ✓ targeted orientation programmes for young people;
- ✓ school-based orientation programmes at all levels of the school system;
- ✓ information on matters concerned with parenting (e.g. peer pressure, changing family relationships, the effects of trauma, torture and resettlement on children, drug use, bullying and racism).

#### Employment and Training

- ✓ job search and career planning programmes for refugee young people

#### Health care

- ✓ capacity building for health workers who have contact with refugee children and young people (e.g. child health nurses, school nurses).

#### Welcoming and hospitable communities

- ✓ access to recreational and cultural activities;
- ✓ capacity building initiatives in school communities and child care facilities.

#### General

- ✓ fostering partnership arrangements;
- ✓ arrangements for providing technical support to key professionals serving refugee children and young people and their families;
- ✓ work force development initiatives (e.g. bilingual and bi-cultural teaching and child care professionals, cultural advisers, aides);
- ✓ professional development, training and awareness raising activities for key personnel to enhance their capacity to support refugee children and young people (e.g. teachers, child welfare professionals, nurses, youth workers).

*(Refugee Resettlement: An International Handbook to Guide Reception and Integration, p. 278)*

### **AUSTRALIA**

#### **We can offer the following:**

- ✓ Recent reports
- ✓ Useful websites

#### **Information and details on all of the above offers:**

The IHSS provides a case-management approach to ensure that the special needs of humanitarian entrants are identified

and addressed promptly by matching them with settlement services that meet their particular circumstances. In assessing these special needs emphasis is placed on sensitivity to cultural differences and would, if necessary, take account of refugee elders.

Other Government initiatives include the planning and delivery of aged-care services to older people from culturally and linguistically diverse communities managed under the Ethnic Aged Framework by Department of Health and Aging (DoHA).

Within Australia access to quality aged care is a basic right for all older Australians - regardless of their background. Information on the DoHA's 'seniors' website provides easy access to the range of services available to support people from these special needs groups including those from culturally and linguistically diverse backgrounds.

**Recent reports**

' Report of the Review of Settlement Services for Migrants and Humanitarian Entrants', DIMIA, May 2003

**Useful websites**

- [www.immi.gov.au](http://www.immi.gov.au)
- [www.health.gov.au](http://www.health.gov.au)
- [www.seniors.gov.au](http://www.seniors.gov.au)

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**BENIN**

**Nous pouvons offrir ce qui suit :**

**Renseignements et détails relatifs à toutes les offres susmentionnées :**

*Here also it would seem to us too pretentious to wish to take charge of people whose local integration would be difficult to achieve in Bénin.*

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

**Ressources requises, (telles que celles susmentionnées) :**

**BRAZIL**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Training guidelines & resources

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

Guiding them in a learning process to manage the cultural differences, including their insertion in the labor market. Considering the age is an inhibiting factor even to the nationals.

**Resources needed, (such as those listed above):**

**CANADA**

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Current research
- ✓ Recent reports

- ✓ Useful websites
- ✓ Other

**Information and details on all of the above offers:**

**BC Gov't:**

Another funding stream of the BCSAP, Information, Support and English Language Services for Adults – provides funding for programs that assist multiple-barrier refugee adults, in some cases refugee seniors, with information that will help them in the settlement process, guidance and support on adjustment issues, connections to the broader community and English language instruction (pre-literacy to basic proficiency) for daily survival.

[www.mcaaws.gov.bc.ca/amip/sam/bcsap.htm](http://www.mcaaws.gov.bc.ca/amip/sam/bcsap.htm)

***CIC – Ontario:***

#8 - Initiatives that focus on the needs of elderly refugees:

A Study on the Settlement Related Needs of Newly Arrived Immigrant Seniors in Ontario - Centre for Applied Social Research, Faculty of Social Work, University of Toronto

[http://www.settlement.org/sys/atwork\\_library\\_detail.asp?PageID=REF&TargetFrame=&passed\\_lang=EN&doc\\_id=1002687](http://www.settlement.org/sys/atwork_library_detail.asp?PageID=REF&TargetFrame=&passed_lang=EN&doc_id=1002687)

***CIC – Prairies:***

Initiatives that focus on the needs of elderly refugees:

There are drop-in centers in Saskatchewan for seniors. There are also social activities provided through the HOST program in both Saskatchewan and Alberta. Sometimes there are ESL classes for seniors in Saskatchewan and Alberta. However, this depends on availability of funding.

***CIC-Atlantic:***

Initiatives that focus on the needs of elderly refugees:

At one point YMCA Host program was running a 'coffee club' for 'over 55'. Had interesting features (e.g. closed down in the winter as over 55s didn't want to struggle with getting there through winter weather - most other programming more active in the winter)

***CIC-NHQ-Integration Settlement:***

Elder Abuse: the Hidden Crime

[http://www.settlement.org/sys/guides\\_detail.asp?passed\\_lang=EN&faq\\_id=4000549](http://www.settlement.org/sys/guides_detail.asp?passed_lang=EN&faq_id=4000549)

A Guide to Programs and Services for Seniors in Ontario:

This Guide to Programs and Services for Seniors in Ontario aims to bring together into one resource the wealth of programs and services provided to Ontario seniors by the government, as well as by community organizations and service providers.

[http://www.settlement.org/sys/library\\_detail.asp?passed\\_lang=EN&doc\\_id=1003136](http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&doc_id=1003136)

Organizing Ethno-cultural Seniors for Action: A “how-to” resource guide to effectively empower multi-cultural seniors to advocate for better community service

M. Anthony Hutchinson, Rexdale Women’s Centre

This resource guide seeks to assist agencies and organizations that work with or anticipate working with ethno-cultural seniors in complex urban contexts. It is based on the successes and challenges experienced and faced by the Ethno-Cultural Seniors Advocacy Project (ECSAP) operating in Rexdale, Ontario.

[http://www.settlement.org/sys/library\\_detail.asp?passed\\_lang=EN&doc\\_id=1003126](http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&doc_id=1003126)

A Study on the Settlement Related Needs of Newly Arrived Immigrant Seniors in Ontario, Lynn McDonald, Usha George, Joanne Daciuk, Miu Chung Yan, Hermione Rowan

A study to identify existing resources and services available to newly arrived seniors to resolve issues related to their initial stages of settlement.

Centre for Applied Social Research, Faculty of Social Work, University of Toronto.

[www.utoronto.ca/facsocwk](http://www.utoronto.ca/facsocwk)

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**DENMARK**

**We can offer the following:**

<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Training guidelines &amp; resources</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>We cannot offer specific information on this topic. Refugee elders receive the same social and economical support as other refugees. Language training, social support and integration programmes can be specifically targeted towards the refugee's special needs, regardless of age.</p>
<p><b>We are interested in building our capacity in:</b></p>
<p><b>Resources needed, (such as those listed above):</b></p>

<p><b>FINLAND</b></p>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>The Central Union for the Welfare of the Aged has during several years carried out the support project for elderly immigrants and refugees. They have drafted a curriculum how to teach Finnish language for elderly, arranged different clubs and other activities and done research on the living conditions of elderly refugees.(www.vanhustyonkeskusliitto.fi)</p>	
<p><b>We are interested in building our capacity in:</b></p> <p>Collecting the life narratives of elderly refugees in order to increase the public awareness of refugees plight.</p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

<p><b>FINLAND RED CROSS</b></p>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Other good practices</li> <li>✓ Videos</li> </ul>	
<p><b>Information and details on all of the above offers:</b></p> <ul style="list-style-type: none"> <li>▪ FRC has all kind of clubs organising different activities, mainly organised by volunteers.</li> <li>▪ Material products such as videos about integration of elderly refugees, of young immigrants etc.</li> </ul>	
<p><b>We are interested in building our capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

<p><b>IRELAND</b></p>	
<p><b>We can offer the following</b></p>	
<p><b>Information and details on all of the above offers:</b></p>	
<p><b>We are interested in building our capacity in:</b></p> <p>Successful intervention for older refugees</p>	
<p><b>Resources needed, (such as those listed above):</b></p> <p>Information and Reports on successful intervention projects for older refugees</p>	

<p><b>NORWAY</b></p>	
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<b>We can offer the following:</b>	
✓ Guidelines for policy & program development	
<b>Information and details on all of the above offers:</b>	
<i>Guidelines for policy &amp; program development</i>	
<ul style="list-style-type: none"> <li>▪ Resettled refugees are required retirement income and access to social and health services</li> <li>▪ Refugees above 55 are not obliged to follow an introductory program, but are encouraged to attend free Norwegian language classes</li> <li>▪ Several NGOs offer community support services to refugee elders</li> </ul>	
<b>We are interested in building our capacity in:</b>	
Professional development, training and awareness raising activities for key personnel and professionals to enhance their capacity to support refugee elders.	
<b>Resources needed, (such as those listed above):</b>	
Opportunities for exchanges/reports/research	

SWEDEN	
<b>We can offer the following:</b>	✓ Useful websites
✓ Guidelines for policy & program development	
<b>Information and details on all of the above offers:</b>	
In the orientation program for elderly people, the following interim goals shall be achieved;	
<ul style="list-style-type: none"> <li>▪ The special needs of the elderly shall be recognized so that they can benefit from public services and participate based on their situation .</li> </ul>	
<a href="http://www.integrationsverket.se/upload/introduktion/introduktion_mal/03-04-08_Introduktion-en.pdf">http://www.integrationsverket.se/upload/introduktion/introduktion_mal/03-04-08_Introduktion-en.pdf</a>	
Maintenance Support for the elderly is intended for persons of retirement age whose basic maintenance needs are not satisfied through other benefits in the national pension system. Since a forty-year period of residence in Sweden before the age of 65 is required for full guarantee pension, newly arrived resettled refugees do not qualify. The Maintenance Support therefore guarantees a certain minimum standard of living for the elderly.	
<a href="http://www.forsakringskassan.se/pdf-broschyr/afs_eng.pdf">http://www.forsakringskassan.se/pdf-broschyr/afs_eng.pdf</a>	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

UNITED KINGDOM	
<b>We can offer the following:</b>	
<b>Information and details on all of the above offers:</b>	
As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building our capacity in:</b>	
We are already working to provide the services outlined in the 'good-practice' guide.	
<b>Resources needed, (such as those listed above):</b>	
N/A	

REFUGEE COUNCIL USA	
<b>We can offer the following:</b>	✓ Training guidelines & resources
✓ Opportunities for exchanges	✓ Upcoming conferences and meetings
✓ Site visits	✓ Useful websites
<b>Information and details on all of the above offers:</b>	

Refugees who enter the U.S. and are over 65 are classified as non-employable and are eligible for Supplemental Security Income (SSI). Refugee elders have access to the same resettlement services including case management. Resettlement agencies are aware of their changing roles and the potential for isolation. In many cases, resettlement agencies are able to make referrals to other programming and services for senior citizens including meals on wheels, and access to senior center programs, among others. Many are supported by family or members of their ethnic community. Examples of promising practices with refugee elders include: creating a volunteer program where refugee elders can give back to their ethnic community by working with youth. Other agencies have been able to set up refugee senior centers and offered a place for seniors to congregate, others have created specialized ESL, citizenship, and life skills classes which have been well-received.

**We are interested in building our capacity in:**

This is an area where the number of programs available does not come close to meeting the need.

**Resources needed, (such as those listed above):**

Sharing of best practices  
Research/ evaluation

**INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING:  
BY CATEGORY AND RESETTLEMENT COUNTRY**

**INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING – BY CATEGORY AND RESETTLEMENT COUNTRY**

<i><u>Pre-departure/ Arrival</u></i>	<i>Elements in identifying and selecting refugees for resettlement</i>	<i>Selecting and developing placement communities</i>	<i>Pre-departure country / cultural orientation</i>	<i>Arrival and Reception</i>	<i>Early settlement and social support</i>
<b>AUSTRALIA</b>	Alternative processing options such as group processing and shared arrangements		We are interested in building our capacity in: - Responding as required to the flexible nature of Australia’s humanitarian program in the provision of AUSCO. - Responding to recommendations stemming from onshore and offshore AUSCO review processes.	How to integrate volunteer groups effectively into a contract basis. (Contract based programme.)	
<b>REFUGEE COUNCIL OF AUSTRALIA</b>				Pre-embarkation briefings, particularly for refugees and special humanitarian entrants from Africa	Recent arrivals who are “proposers” face challenges in assisting those who are arriving.
<b>BENIN</b>	Individual UNHCR dossier submissions for in-country selection UNHCR Group	<b><i>Benin needs support to build its capacity in the following areas:</i></b> Planning and guidelines for assessment and ongoing		<b><i>Benin needs support to build its capacity in the following areas:</i></b> Arrangements in place to ensure that resettled	Offering individualised assessment and early settlement support conducted by an identifiable entity

INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING

<i><u>Pre-departure/ Arrival</u></i>	<i>Elements in identifying and selecting refugees for resettlement</i>	<i>Selecting and developing placement communities</i>	<i>Pre-departure country / cultural orientation</i>	<i>Arrival and Reception</i>	<i>Early settlement and social support</i>
	<p>submissions for in-country selection Capacity to accept emergency submissions Ensuring family unity and reunification</p>	<p>monitoring of resettlement communities, taking into account relevant criteria; Strategies to incorporate ways to engage refugees in placement decision making; Strategies to undertake advance assessment and preparation of communities in which resettled refugees are offered placement. Maintaining resettlement support when refugees move within the country Providing resettled refugees with information about placement communities so that they can play an informed role in placement decisions; developing brief information on resettlement destinations for refugees offered resettlement. Strategies to ensure that placement choices are effectively communicated to those involved at all stages of the selection and resettlement pathway.</p>		<p>refugees are met and welcomed on arrival at the airport. Providing refugees with temporary accommodation until permanent accommodation is secured. Providing refugees with assistance in securing long term accommodation. Arranging for basic practical orientation as part of the reception process. Having sound linkages between reception support providers and services providing longer term resettlement support. Having measures in place for the identification and treatment of health problems. Having measures in place to identify and offer additional support to resettled refugees with complex needs.</p>	<p>funded by government; Engaging government, nongovernment agencies, the refugee and wider communities in social support; Developing strategies so that the social support services available to nationals are also available to resettled refugees</p>
<b>BRAZIL</b>	Developing the adequate process of selecting considering	A training guideline and resources that can help the procedure of engagement of	Elaborating guidelines to inform foreigners about the situation of		

INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING

<b><i>Pre-departure/ Arrival</i></b>	<b><i>Elements in identifying and selecting refugees for resettlement</i></b>	<b><i>Selecting and developing placement communities</i></b>	<b><i>Pre-departure country / cultural orientation</i></b>	<b><i>Arrival and Reception</i></b>	<b><i>Early settlement and social support</i></b>
	the necessities of refugees and the capacity of integration of the countries.	the community in the integration process. Useful websites to research and model to Brazilian program characteristics.	the resettlement country where he/she can evaluate his/her possibilities of integration.		
<b>CANADA</b>			Improving the 'destining' process in order to reduce secondary migration. We are interested in building our capacity in: - Pre-arrival orientation sessions on the internet. - Best practices regarding creating informational DVDs/videos about Canada	Having measures in place for the identification and treatment of health problems	Building stronger and more seamless linkages between (early" settlement programmes and broader settlement programmes. Individualized assessment of the needs of refugees. Finding a better balance between time needed for orientation (in temporary housing) and the economic pressure to move to permanent housing.
<b>CHILE</b>	Mejorar la calidad de la entrevista de selección para obtener una óptima información sobre los casos de estudio. <i>We are interested in developing our capacity in: To improve the quality of the selection interview in order to obtain optimum information about the</i>	Estamos interesados en desarrollar nuestra capacidad en: Desarrollar programas de empleo y colocación laboral  <i>We are interested in developing our capacity to: Implement of employment programs and labour collaboration</i>	Desarrollar una cartilla atractiva Recursos para financiar cursos de idioma  <i>Design of an attractive brochure</i>  Copiar información de la cartilla informativa que es base para la edición del video informativo. <i>To utilize the</i>	Opportunities for exchanges. Conferences	Techniques for local integration

INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING

<b><u>Pre-departure/ Arrival</u></b>	<b><i>Elements in identifying and selecting refugees for resettlement</i></b>	<b><i>Selecting and developing placement communities</i></b>	<b><i>Pre-departure country / cultural orientation</i></b>	<b><i>Arrival and Reception</i></b>	<b><i>Early settlement and social support</i></b>
	<i>case-study .</i>		<i>information from the brochure as a basis for the information video.</i>		
<b>DENMARK</b>		Denmark is considering expanding the amount of information provided to refugees before the decision to resettle in Denmark and would be interested in learning about other countries' information material.	Denmark has not conducted pre-departure orientation programmes previously but is considering expanding its programmes both pre-departure and/or after arrival in Denmark and would therefore appreciate learning about other countries' programmes.	Information on pre-departure information and programmes for accepted refugees	
<b>FINLAND</b>	Ensuring family unity and reunification	Encouraging communities to receive refugees	Involving the receiving municipalities to actively provide information and material about the municipality and reception there.	Development of Pre-arrival and introductory measures. EU project MORE	
<b>FINLAND RED CROSS</b>	Shared caseload information: FRC delivers information when requested to the ministry about relatives wishing to be resettled and united with their families.			Continuing co-operation as an NGO with authorities and developing the role of 3 <sup>rd</sup> sector as a supportive, complementary mechanism for resettlement. More training resources and	Developing the role of (NGOs) at the community level in supporting resettlement.

*INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING*

<i><u>Pre-departure/ Arrival</u></i>	<i>Elements in identifying and selecting refugees for resettlement</i>	<i>Selecting and developing placement communities</i>	<i>Pre-departure country / cultural orientation</i>	<i>Arrival and Reception</i>	<i>Early settlement and social support</i>
				resources for developing the skills. Sharing the good practices with other resettlement countries and NGOs	
<b>IRELAND</b>	Preparation for resettlement - prior to departure from country of asylum		Preparation for resettlement - prior to departure from country of asylum.	Efficient use of Interpreters Children in education\ post arrival	
<b>IRELAND NGOs</b>	Current research	Preparation of communities in which resettled refugees are placed			
<b>NORWAY</b>	Facilitate alternatives to resettlement for remaining refugees in co-operation with the UNHCR, Ministry of Foreign Affairs, international organizations and other countries. Follow up program development on new initiative to accept a substantial number of cases based on basic information (registration, identification and refugee status determination) presented by UNHCR before in-country		In 2004 Norway will expand its cultural orientation program to children between 8 and 15 who will receive 2 days training prior to departure. We are interested in building a good cultural orientation program for children as well as for adult refugees.	Preparing arrangements for identifying resettled refugees with intensive needs, in particular psychological problems and infectious diseases	

INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING

<b><i>Pre-departure/ Arrival</i></b>	<b><i>Elements in identifying and selecting refugees for resettlement</i></b>	<b><i>Selecting and developing placement communities</i></b>	<b><i>Pre-departure country / cultural orientation</i></b>	<b><i>Arrival and Reception</i></b>	<b><i>Early settlement and social support</i></b>
	selection. Opportunities for development and exchanges / recent reports / current research to gather information on alternatives to resettlement and group submissions.				
<b>SWEDEN</b>		How to involve NGO:s more concretely in order to identify the very best local municipality for each refugee?	Exchange of experiences.	Guidelines for policy and programmed development. Current research Exchanges	
<b>UNITED KINGDOM</b>	Individual submissions from other organisations Capacity to consider special needs cases, women at risk, minors, elders Ensuring family unity and reunification Counseling on destining options . Information on best practices in selection missions. Experience of other states' procedures in selection of caseloads.	We are interested in guidelines for policy and programme development in this area. Training guidelines.	We are interested in comparing our service with those offered by others to see where improvements can be made.	As a new programme, we would be interested in looking at other ways to identify early – those with possible long-term issues.	We are looking to enhance our strategy for improving the capacity of refugee communities to strengthen the support for newcomers. This also applies to monitoring and placement polices. We are interested in looking at guidelines for policy and program development – with which to review the policy we hold in this area and test its overall robustness.
<b>REFUGEE COUNCIL USA</b>	A broader knowledge base on:	Opportunity to share	Teacher training; Use of computer	A more systematic information sharing	Knowing what is available in other

*INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING*

<u><i>Pre-departure/ Arrival</i></u>	<i>Elements in identifying and selecting refugees for resettlement</i>	<i>Selecting and developing placement communities</i>	<i>Pre-departure country / cultural orientation</i>	<i>Arrival and Reception</i>	<i>Early settlement and social support</i>
	<p>- how other resettlement countries work                      – how selection missions are determined;                      - the role of that country’s NGOs; the criteria used;                      - the effectiveness of NGO referrals to other countries ;                      -the effectiveness of emergency resettlement programs in other countries;                      Collaborative efforts on advocacy to increase the admissions quotas for all resettlement countries, particularly to look at refugees in protracted situations.                      To find creative alternatives to having refugees warehoused for over 10 years – to have resettlement as a more accepted norm for more refugees than current.</p>	<p>best practices.</p>	<p>technology in the classroom (where available).                      Resources needed:                      Visual aids, especially videos on refugee experiences;                      Additional exchange opportunities;                      CO curricula from other countries, for comparison and training purposes.                      Research and evaluation of existing programs                      Sharing for promising practices</p>	<p>with other NGOs in the traditional and new emerging resettlement countries                      Information from other resettlement NGOs outside the United States on “good practices” and challenges faced by the refugees being resettled as well as the challenges being faced by the resettlement staff.                      Additional financial resources</p>	<p>resettlement countries.                      Identification of key NGO contacts in the settlement countries.                      Information from other settlement countries – good practices, challenges, any academic research or data collection on successful resettlement and integration.</p>

INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING

<i><b>The First Few Weeks</b></i>	<i><b>Income support and establishment resources</b></i>	<i><b>Orientation Programmes and Processes</b></i>	<i><b>Resources development for Orientation Programmes</b></i>	<i><b>Promoting access to language assistance</b></i>	<i><b>Target Language training and acquisition</b></i>
<b>AUSTRALIA</b>			Monitoring and evaluation of orientation programmes.		
<b>REFUGEE COUNCIL OF AUSTRALIA</b>	The needs of Special Humanitarian Entrants whose proposers undertake to meet their settlement needs for the first 6 months The specific settlement needs of refugee young people.	The needs of Special Humanitarian Entrants whose proposers undertake to meet their settlement needs for the first 6 months The specific settlement needs of refugees and special humanitarian entrants from the African Continent. The specific settlement needs of refugee young people.	The needs of Special Humanitarian Entrants whose proposers undertake to meet their settlement needs for the first 6 months The specific settlement needs of refugees and special humanitarian entrants from the African Continent. The specific settlement needs of refugee young people. Strategies for the health and settlement of older refugees.		Strategies for the health and settlement of older refugees.  The specific settlement needs of refugee young people The needs of SPH refugees whose proposers undertake to meet their settlement needs for the first 6 months  The specific settlement needs of refugees and special humanitarian entrants from the African Continent.
<b>BENIN</b>	<i>Benin needs support to build its capacity in the following areas:</i> Providing income support for a period following arrival which is long enough for refugees to adjust to their refugee and resettlement experiences, acquire basic language skills and receive adequate orientation; Providing income	Incorporating means of orientating the receiving society to the beliefs, cultural practices and past experiences of resettled refugees.	Formal pre- and post arrival orientation programs. Systems for monitoring and evaluating orientation programs. Regular updating of information provided to resettled refugees by maintaining links with service and program providers.	<i>Benin needs support to build its capacity in the following areas:</i> Steps to ensure that reception and early settlement support services provide appropriate language assistance. Support for the development of centralised interpreter and translating services; Ongoing strategies for planning and building	Ensuring that language training programs receive adequate, stable and ongoing funding. Offering a range of options in program type and instructional format recognising the diversity in capacities, competencies and aspirations among resettled refugees. Using adult learning principles. Ensuring that second

*INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING*

<i><b>The First Few Weeks</b></i>	<i><b>Income support and establishment resources</b></i>	<i><b>Orientation Programmes and Processes</b></i>	<i><b>Resources development for Orientation Programmes</b></i>	<i><b>Promoting access to language assistance</b></i>	<i><b>Target Language training and acquisition</b></i>
	support during this period at a rate that is sufficient to meet basic living costs (housing, food, transportation, educational expenses etc); Providing some form of 'one off' cash or material assistance to meet household and personal establishment costs.			an interpreter work force in response to changing needs and intake patterns. Funding and technical support for professional development programs for bilingual resettlement support workers who do not have requisite human service qualifications;	language learners have equitable access to facilities and resources.
<b>CANADA</b>	Monitoring and evaluation of income support programmes.	Using a variety of delivery models and replicating them where necessary.	Increased flexibility to move funds to community capacity building.	Shifting capacity of service providers to provide services in other languages.	Improving French language training in New Brunswick and Ontario. Further develop our ESL tools and capacity. Increased professional development resources for providers. Enhanced Language Training ( advanced level) Childminding for language students Setting standards for language assessment.
<b>CHILE</b>			Economical resources to finance vocational scholarships.		English courses for government officials, NGO's. The implementation of a language laboratory with a basic audio system which allows the

*INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING*

<i><b>The First Few Weeks</b></i>	<i><b>Income support and establishment resources</b></i>	<i><b>Orientation Programmes and Processes</b></i>	<i><b>Resources development for Orientation Programmes</b></i>	<i><b>Promoting access to language assistance</b></i>	<i><b>Target Language training and acquisition</b></i>
					attendance of at least 10 (ten) students simultaneously.
<b>DENMARK</b>					
<b>FINLAND</b>	To improve the self-sufficiency of refugees.				In all matters related to the training.
<b>FINLAND RED CROSS</b>		Our aim is to develop work in our branches to fit local needs.			
<b>IRELAND</b>	We would welcome information on the recruitment, managing and training of interpreters during emergency evacuations.	Information on "Structure Orientation" programmes.	We would welcome information on structures orientation programmes.	Efficient use of Interpreters  Information on the recruitment, management and training of interpreters during emergency evacuations.	Opportunities for exchanges.
<b>NORWAY</b>		Adaptation of the programmes to the needs of vulnerable groups such as women and children.	Websites providing orientation information.		
<b>SWEDEN</b>	Exchanging experiences and information in this area.	Opportunities to exchange information by visits or by mail.	Opportunities to exchange information by visits or by mail.		
<b>UNITED KINGDOM</b>		The Government currently funds an NGO to deliver this service, however, we would be interested in learning more about meeting individual needs to ensure that the orientation programme is fully effective.	We are interested in building capacity in the monitoring and evaluation of the orientation programs. To share information on best practices.	Guidelines for policy and program development that will assist us to assess our new program and for long term planning and evaluation.	

*INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING*

<i><b>The First Few Weeks</b></i>	<i><b>Income support and establishment resources</b></i>	<i><b>Orientation Programmes and Processes</b></i>	<i><b>Resources development for Orientation Programmes</b></i>	<i><b>Promoting access to language assistance</b></i>	<i><b>Target Language training and acquisition</b></i>
<b>REFUGEE COUNCIL USA</b>	We are interested in building capacity in new and innovative ways to help refugees achieve self-sufficiency. Information on how self-sufficiency is defined by other countries and how this is achieved.	Supporting, planning, coordinating, and resourcing orientation as a critical component of resettlement programs. Incorporating mechanisms for monitoring and updating orientation programs in consultation with refugee communities and service providers. Information from other NGOs in the resettlement countries; and information from resettled refugees in those countries on what worked best to ease their acculturation into a new society.	Capacity building in formal post-arrival orientation programs and systems for monitoring and evaluating orientation programs	How to better inform refugees of their rights to an interpreter. Evaluation of interpreter services and interpreter training. Perspectives from resettled refugees on existing programs and their suggestions for improvement	

INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING

<i><b>Health care and Capacity Building</b></i>	<i><b>A healthy start: access to healthcare</b></i>	<i><b>Planning for optimal mental health</b></i>	<i><b>Building social support for newly arrived refugees in the receiving community</b></i>	<i><b>Promoting welcoming and hospitable communities</b></i>	<i><b>Building bridges to economic self-sufficiency</b></i>
<b>AUSTRALIA</b>					
<b>REFUGEE COUNCIL OF AUSTRALIA</b>	<p>The specific settlement needs of refugee young people.</p> <p>The needs of Special Humanitarian Entrants whose proposers undertake to meet their settlement needs for the first 6 months.</p> <p>The specific settlement needs of refugees and special humanitarian entrants from the African Continent.</p> <p>Needs of elder refugees.</p>		<p>The specific settlement needs of refugee young people.</p> <p>The needs of Special Humanitarian Entrants whose proposers undertake to meet their settlement needs for the first 6 months.</p> <p>The specific settlement needs of refugees and special humanitarian entrants from the African Continent.</p> <p>Lessening the isolation of elder refugees.</p>		
<b>BENIN</b>	<p><i>Benin needs support to build its capacity in the following areas:</i></p> <p>Offering resettled refugees extended consultation time and follow-up.</p> <p>Offering accredited interpreters.</p> <p>Developing links with other health care services involved in refugee health care as well as with services, networks and resources required by new arrivals in the integration</p>	<p>Bénin has neither the human resources nor the material capacity to contribute in this area</p>		<p><i>Benin needs support to build its capacity in the following areas:</i></p> <p>Strategies to involve resettled refugees in the planning and monitoring of integration and cultural diversity programs and strategies;</p> <p>Putting strategies in place to engage employers, labour unions, and local communities (in particular, faith-based communities and human rights organisations) in</p>	<p><i>Benin needs support to build its capacity in the following areas:</i></p> <p>Developing capacity to offer support for refugees wishing to establish small businesses;</p> <p>Strategies to support refugees to compete on an equal basis with nationals in the labour market and to advance in the labour market commensurate with their skills, experience and aptitude;</p>

*INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING*

<b><u>Health care and Capacity Building</u></b>	<b><i>A healthy start: access to healthcare</i></b>	<b><i>Planning for optimal mental health</i></b>	<b><i>Building social support for newly arrived refugees in the receiving community</i></b>	<b><i>Promoting welcoming and hospitable communities</i></b>	<b><i>Building bridges to economic self-sufficiency</i></b>
	<p>process.                      Providing debriefing and professional support to health care providers, particularly those caring for any refugee patients. Arranging for offering communicable disease screening and an overall health assessment on arrival.                      Arranging for resettled refugees to meet the costs of health care in the resettlement country prior to achieving economic self-sufficiency.                      Strategies for building work force capacity in providing health care to resettled refugees.                      Community awareness strategies aimed at promoting understanding of the health concerns of refugee populations, countering negative concerns and enhancing community capacity to provide support.</p>			<p>building hospitable communities;                      Developing and implementing measures in place to raise community awareness and understanding of, and support for, refugee resettlement;                      Developing and implementing measures to strengthen ethno-cultural communities and to build their capacity to provide opportunities for new arrivals to participate in cultural and religious activities and to serve as a bridge between refugee communities and the receiving society;                      Developing and implementing provision to offer resettled refugees permanent residence and its associated rights and responsibilities (including the right to travel) and enable them to seek citizenship at the earliest possible stage.                      Good practices in soliciting the support of</p>	<p>Fostering a partnership approach with resettled refugees to ensure that they play an active role in and have a sense of ownership of the job search process;                      Supporting resettled refugees to represent themselves to employers by assisting them to accurately assess their abilities and job possibilities;                      Engaging employers and labour unions; promote access to meaningful and sustainable employment.</p>

INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING

<u>Health care and Capacity Building</u>	<i>A healthy start: access to healthcare</i>	<i>Planning for optimal mental health</i>	<i>Building social support for newly arrived refugees in the receiving community</i>	<i>Promoting welcoming and hospitable communities</i>	<i>Building bridges to economic self-sufficiency</i>
				community leaders in local integration sites Strategies to engage and build the capacity of key local constituencies to support integration (e.g. employers, labour unions, faith-based communities, local authorities); Planning and legislative frameworks to promote integration and cultural diversity; Strategies to promote community awareness and understanding of refugee resettlement in the media.	
<b>BRAZIL</b>				Identify strategies to promote partnerships within the civil society to facilitate the integration process of resettled refugees.	Developing the procedures to facilitate the engagement of refugees in making choices about his/her way of sufficiency. A guide in program of administration towards building self-sufficiency.
<b>CANADA</b>	We need more flexibility and coverage of real needs in health service for refugees under protection criteria. Obtaining medical				

INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING

<u>Health care and Capacity Building</u>	<i>A healthy start: access to healthcare</i>	<i>Planning for optimal mental health</i>	<i>Building social support for newly arrived refugees in the receiving community</i>	<i>Promoting welcoming and hospitable communities</i>	<i>Building bridges to economic self-sufficiency</i>
	information from providers stationed abroad. Passing on medical information to Settlement workers. Expansion of IFH (federal programme) coverage and provision of health care providers in local communities.				
<b>CHILE</b>	Management and prevention of stress of state officials and NGO's.	<p>Establecer convenios con instituciones internacionales dedicadas a esta actividad que nos permita atención directa de casos y la oportunidad de la transferencia terapéutica</p> <p><i>To establish agreements with international institutions that work in this field in order for the to provide direct attention to the cases and an opportunity for therapeutic transferring (training) .</i></p>	To develop a communication strategy of sensitization of the population on refuge matters.	<p>En este aspecto se aprovecha la capacidad instalada de los otros programas que desarrolla la Vicaría de Pastoral Social, para ofrecer oportunidades de trabajo a los reasentados</p> <p><i>Information and details on the offers: Take advantage of the current programs that the Vicaria Pastoral Social has in order to offer employment opportunities to the newcomers</i></p>	<p>Desarrollar programas de empleo y colocación laboral</p> <p><i>We are interested in developing our capacity to: Implement of employment programs and labour collaboration</i></p>
<b>DENMARK</b>					
<b>FINLAND</b>		Culturally sensitive psychological support. Mental health care of children and youngsters.	Strengthening the capacity of refugee communities.		Immigrants' businesses

INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING

<b><i>Health care and Capacity Building</i></b>	<b><i>A healthy start: access to healthcare</i></b>	<b><i>Planning for optimal mental health</i></b>	<b><i>Building social support for newly arrived refugees in the receiving community</i></b>	<b><i>Promoting welcoming and hospitable communities</i></b>	<b><i>Building bridges to economic self-sufficiency</i></b>
<b>FINLAND RED CROSS</b>				Interested in modelling practices where resettled refugees are involved in planning: Participatory methods.	
<b>IRELAND</b>					
<b>IRELAND NGOs</b>		<p><i>Housing:</i> reviewing protocols guiding the allocation of housing on a priority or urgent basis to ensure that refugee-related trauma and mental health are considered in assessment criteria.</p> <p><i>Employment:</i> intensive job search support for resettled refugees affected by trauma and torture and resettled refugees with mental illness.</p> <p><i>Health care</i> specialist services for trauma and torture survivors; culturally relevant approaches to addressing trauma and torture and other mental health concerns; professional development and awareness raising</p>		<p>Strategies to engage and build the capacity of key local constituencies to support integration (e.g. employers, labour unions, faith-based communities, local authorities);</p> <p>Strategies to strengthen ethno-cultural communities and cultural and religious institutions; planning and legislative frameworks to promote integration and cultural diversity; Strategies to counter racism and xenophobia; strategies to promote community awareness and understanding of refugee resettlement in the media.</p>	<p>To provide support to the women partners of migrant workers provide or facilitate access to support with practical barriers (child care, transport, tools of trade); promote access to meaningful and sustainable employment.</p>

*INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING*

<b><i>Health care and Capacity Building</i></b>	<b><i>A healthy start: access to healthcare</i></b>	<b><i>Planning for optimal mental health</i></b>	<b><i>Building social support for newly arrived refugees in the receiving community</i></b>	<b><i>Promoting welcoming and hospitable communities</i></b>	<b><i>Building bridges to economic self-sufficiency</i></b>
		among mental health services concerning the needs of trauma and torture survivors with acute mental illness as well as those with other mental health conditions. <i>Welcoming and hospitable communities:</i> promoting understanding in the wider community of the effects of refugee-related trauma and the role of a welcoming environment in recovery.			
<b>NORWAY</b>	Developing strategies to ensure the wider health care system is sensitive to the needs of refugees.  Promote understanding of the health concerns of refugee populations, countering negative concerns, enhancing community capacity to provide support.	Extend specialist services for trauma and torture survivors	Build connections and supportive relationships between refugees and the wider local communities.	Involve resettled refugees, and other refugees and immigrants, in the planning and monitoring of integration and cultural diversity programs and strategies Develop guidelines and training to ensure access and equity in public services Develop monitoring tools for documentation of ethnic discrimination	Establish connections with local companies and governmental agencies in order to facilitate employment opportunities for refugees. Provide support sensitive to the needs of refugee women.
<b>SWEDEN</b>		Exchange of experiences from other		Exchange of experiences from other	

INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING

<b><i>Health care and Capacity Building</i></b>	<b><i>A healthy start: access to healthcare</i></b>	<b><i>Planning for optimal mental health</i></b>	<b><i>Building social support for newly arrived refugees in the receiving community</i></b>	<b><i>Promoting welcoming and hospitable communities</i></b>	<b><i>Building bridges to economic self-sufficiency</i></b>
		resettlement countries.		resettlement countries.	
<b>UNITED KINGDOM</b>	We are interested in increasing our understanding of the needs and sensitivities, to be taken into account, specific to health care of resettled refugees. Information pertaining to the unique service requirements in healthcare provision for both newly arrived refugees.	Debriefing for relevant personnel, service provider networks to promote information exchange and coordinated support and professional development, training and awareness. Learning about other countries experiences.	We are keen to understand what good practices and systems are in place in other countries to enable us to review our programme and evaluate our long-term settlement component.	We are in the process of documenting and further developing our integration programme - including working with non-government departments. However, we would be interested to learn from the experiences of other countries. The experience of other countries and the results of current research in this area.	We are looking to engage refugees at the earliest opportunity to maximize their chances of eventual self-sufficiency. As part of this strategy we are still in the process of developing further and would welcome input. Information on strategies, guidelines for policy and programme development from other countries that have already successfully established a working model.
<b>REFUGEE COUNCIL USA</b>	How to better ensure refugees have access to culturally and linguistically appropriate health services. Reaching out to health care providers and providing information on the health needs of refugees. Bi-lingual medical staff, interpreters/translators; funding.	Facilitating knowledge and raising sensitivity of all organizations and individuals serving refugees to the special psychological needs that need attention; in addition, facilitating the ability of providing appropriate outreach and services. Training and using interpreters Increasing access and availability of mental health services Advocacy	Learning how other countries (NGOs and government) do case management and learning what role resettled refugees take with new refugee arrivals in their communities.		

*INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING*

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<b><i><u>Health care and Capacity Building</u></i></b>	<b><i>A healthy start: access to healthcare</i></b>	<b><i>Planning for optimal mental health</i></b>	<b><i>Building social support for newly arrived refugees in the receiving community</i></b>	<b><i>Promoting welcoming and hospitable communities</i></b>	<b><i>Building bridges to economic self-sufficiency</i></b>
		Funding			

INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING

<i><b>Particular groups of refugees / Housing</b></i>	<i><b>Access to secure, affordable housing</b></i>	<i><b>Taking account of gender</b></i>	<i><b>Refugee children and young people</b></i>	<i><b>Refugee Elders</b></i>	
<b>AUSTRALIA</b>					
<b>REFUGEE COUNCIL OF AUSTRALIA</b>			Settlement needs of children	Health and settlement needs of elders. The Council is part of a working group established by NSW Refugee Health Services to look at the health and settlement needs of older refugees. The Settlement Policy Officer convenes a working party which is reflecting on the issues associated with and causes of isolation. The working party is developing strategies, to be considered by government, which it hopes will help lessen the isolation that many (settled) older refugees experience.	
<b>BENIN</b>	<i>Benin needs support to build its capacity in the following areas:</i> Establishing appropriate protocols and resources to provide or facilitate access to long term, affordable, secure and good quality housing as soon as possible after arrival;	<i>Benin needs support to build its capacity in the following areas:</i> <u>Placement</u> child care services for refugee families Early settlement and social support community support networks, especially for women not in paid	At the present stage of the resettlement program, Bénin is not able to respond to the needs of this category of refugees	It would seem too pretentious to wish to take charge of people whose local integration would be difficult to achieve in Bénin.	

INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING

<u>Particular groups of refugees / Housing</u>	<i>Access to secure, affordable housing</i>	<i>Taking account of gender</i>	<i>Refugee children and young people</i>	<i>Refugee Elders</i>	
	<p>Ensuring relevant players are engaged in the planning process, in particular, refugee communities, non-government organisations, government housing authorities and the private sector;                      Providing support for resettled refugees to access long term housing in the context of assessment and early settlement support;                      Planning permanent housing options in advance of refugee arrivals.                      Development initiatives to build the capacity of ethno-cultural services, resettlement and non-government agencies and housing advocacy services to support resettled refugees to access housing;</p>	<p>employment, <u>Orientation</u> strategies to foster the participation of refugee women.  <u>Employment</u> intensive job search assistance for women experiencing employment disadvantage;                      the adequacy of existing legislative frameworks to prevent discrimination against women in the work force;                      home based micro-economic enterprises, especially for families with child care responsibilities;  <u>Health care</u> support for refugee families to access hospital based obstetric care.  <u>Welcoming and hospitable communities</u> providing information about family relationships and the strengths, customs and practices of refugee women to receiving societies;                      providing information</p>			

*INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING*

<b><i>Particular groups of refugees / Housing</i></b>	<b><i>Access to secure, affordable housing</i></b>	<b><i>Taking account of gender</i></b>	<b><i>Refugee children and young people</i></b>	<b><i>Refugee Elders</i></b>	
		on the social customs and practices related to sexual orientation;			
<b>BRAZIL</b>	Opening possibilities of acquiring housing.	Informing about the differences of cultures. The preparation in the resettlement country to assist women who have never been employed before.	Although we do not yet have experience in these concerns, it can be useful in guiding the separated minors, including in his/her first job.	Guiding them in a learning process to manage the cultural differences, including their insertion in the labor market. Considering the age is an inhibiting factor even to the nationals.	
<b>CANADA</b>					
<b>CHILE</b>					
<b>DENMARK</b>					
<b>FINLAND</b>	How to prevent cultural clashes due to different housing cultures.	Enhancing transnational links of refugee women.	Mental health care of children and youngsters.	Collecting the life narratives of elderly refugees in order to increase the public awareness of refugees plight.	
<b>IRELAND</b> )					
<b>IRELAND NGOs</b>	Professional development to officers responsible for allocating public sector housing, including training in cultural diversity and access and equity issues; Housing developments that meet the needs of resettled refugees with	The adequacy of existing legislative frameworks to prevent discrimination against women in the work force; Home based micro-economic enterprises, especially for families with child care responsibilities; Safety and security			

*INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING*

<i><u>Particular groups of refugees / Housing</u></i>	<i>Access to secure, affordable housing</i>	<i>Taking account of gender</i>	<i>Refugee children and young people</i>	<i>Refugee Elders</i>	
	<p>special housing needs, including those with disabilities;                      Legislation and programs to counter discrimination against resettled refugees in the housing market;                      Rental subsidies and grants to meet the up-front and ongoing costs of rental accommodation.</p>	<p>issues affecting women accessing employment (e.g. transport arrangements, working hours);                      Welcoming and hospitable communities providing information about family relationships and the strengths, customs and practices of refugee women to receiving societies;                      Providing information on the social customs and practices related to sexual orientation;                      fostering opportunities for refugee women’s civic and community participation;                      Gender sensitive community and recreation services(e.g. ‘women only’ swimming sessions).</p> <p>General facilitating choice of gender of service provider for both men and women;                      Professional development, training and awareness raising activities for key</p>			

*INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING*

<b><i>Particular groups of refugees / Housing</i></b>	<b><i>Access to secure, affordable housing</i></b>	<b><i>Taking account of gender</i></b>	<b><i>Refugee children and young people</i></b>	<b><i>Refugee Elders</i></b>	
		personnel and professionals to enhance their capacity to provide gender sensitive support.			
<b>NORWAY</b>	Provide housing for single refugees who have to wait in the reception centers for several months after they received residence permit.	Strategies to foster the participation of refugee women.	Professional development, training and awareness raising activities for key personnel to enhance their capacity to support refugee children and young people (e.g. teachers, child welfare professionals, nurses, youth workers).	Professional development, training and awareness raising activities for key personnel and professionals to enhance their capacity to support refugee elders.	
<b>SWEDEN</b>		Experiences from other resettlement countries.	Exchange of experiences from other resettlement countries.		
<b>UNITED KINGDOM</b>	We are interested to learn more about cultural diversity and equity issues. We are interested in learning more about services offered in other countries, particularly protocols, policy and programme development.	As a newly developing programme we are interested to see how other countries have addressed these issues to provide us with a tool with which to gauge our own programme and look for ways of improving it.	We are interested to know about strategies, guidelines for policy development and other country's experiences to address children's needs.		
<b>REFUGEE COUNCIL USA</b>	Securing affordable and available housing in Metropolitan areas. Accessing subsidized housing Improving the quality of	Strengthening partnerships to meet the needs of refugee girls. Working with men as head of the household. Sharing of best practices Ideas for advocacy	Services to children who arrive in the US or join adult caregivers who are not their parents or previous guardian. We are	This is an area where the number of programs available does not come close to meeting the need. Sharing of best practices Research/ evaluation	

*INVENTORY OF NEEDS / INTERESTS IN CAPACITY BUILDING*

<i><u>Particular groups of refugees / Housing</u></i>	<i>Access to secure, affordable housing</i>	<i>Taking account of gender</i>	<i>Refugee children and young people</i>	<i>Refugee Elders</i>	
	housing in high cost areas Better linking employment potential and housing costs in placement decisions Increasing opportunities for refugee homeownership Strengthening partnerships with local housing authorities, resources centers, and the federal housing agency (HUD)	Ideas for program design and implementation Funding	looking at how to develop additional support services to these families. Parenting and the multi-cultural child Strengthening partnerships with local child welfare advocates and workers Refugee adolescent identity formation. Exchange/ sharing of promising practices		

## **RESETTLEMENT COUNTRY PROGRAMMES**

**Australia**

**Benin**

**Brazil**

**Canada**

**Chile**

**Denmark**

**Finland**

**Ireland**

**Netherlands**

**Norway**

**Sweden**

**United Kingdom**

**United States (NGO contribution)**

## AUSTRALIA

### AUSTRALIA – NATIONAL CONTEXT FOR REFUGEE RESETTLEMENT PROGRAMME

Australia has a non-discriminatory immigration program that consists of three major streams; skilled, family and humanitarian. These programs balance the competing demands for migration to Australia and are maintained within our economic and social capacity.

The Humanitarian Program is one of the ways in which Australia participates in the system of international protection in which countries choose to share responsibility to protect and find orderly resolution for the plight of refugees and others in humanitarian need. Australia also makes a significant contribution to this system through aid, peace keeping, and participation in international fora.

The size and composition of the Humanitarian Program is decided annually after consultations with the United Nations High Commissioner for Refugees (UNHCR), peak refugee and humanitarian bodies and overseas posts. It takes into account UNHCR's projection of global resettlement needs, the views of individuals and groups in Australia and our capacity to provide a high level of support to refugee and humanitarian entrants.

The Australian Government is committed to border control and a fair migration system. In 2004-05, the Refugee and Humanitarian Program will increase to 13,000 places (up from 12,00), including a fifty percent increase in the refugee component (up from 4,000 to 6,000).

The government is also actively encouraging regional migration to meet the needs of employers in regional areas and avoid overcrowding in Australia's major cities. Where people are resettled in Australia under the Humanitarian Program and do not have family or community ties in a particular area, they maybe encouraged to settle in a regional community.

### DEPARTMENT/ORGANIZATION

Australian Department of Immigration and Multicultural and Indigenous Affairs (DIMIA)

DIMIA assesses applicants under the Humanitarian Program to ensure resettlement opportunities provided to them are most appropriate to their needs and give them the best chance of achieving a successful settlement outcome. Entrants from much of the Africa region are provided pre-departure cultural orientation and all entrants are provided a range of services as part of the Integrated Humanitarian Settlement Strategy (IHSS), which support entrants post arrival.

Humanitarian entrants include refugees and Special Humanitarian Program entrants who are resettled under Australia's Humanitarian program and holders of Permanent or Temporary Protection visas who are granted asylum in Australia.

### Focal Persons and contact information

Government of Australia Contact – Judith O'Neill (Director Humanitarian Program Policy Section)

Postal address:

Department of Immigration and Migration and Indigenous Affairs  
Benjamin Offices  
Chan Street  
Belconnen ACT 2616  
Australia

### DEPARTMENT/ORGANIZATION

Refugee Council of Australia

PO Box 946  
GLEBE NSW 2037  
[http://www.refugeecouncil.org.au/html/who\\_we\\_are/who\\_we\\_are.html](http://www.refugeecouncil.org.au/html/who_we_are/who_we_are.html)

**Focal Person and contact information**

Mark Green  
Settlement Policy Officer  
Refugee Council of Australia  
PO Box 946  
GLEBE NSW 2037  
Tel +612 96605300  
Fax +612 96605211  
Email [mark@refugeecouncil.org.au](mailto:mark@refugeecouncil.org.au)

**PRE-DEPARTURE PHASE**

**1. OPERATIONAL ELEMENTS IN IDENTIFICATION AND SELECTION OF REFUGEES FOR RESETTLEMENT**

AUSTRALIA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Shared selection missions</li> <li>✓ Opportunities for exchanges</li> <li>✓ Shared caseload information</li> </ul>	<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research – assist in identification.</li> <li>✓ Upcoming conferences and meetings –Biannual Dialogue with UNHCR, IOM and national NGOs</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Australia supports the UNHCR’s Convention Plus initiative and would like to see resettlement applied as a practical, results oriented approach that is used strategically particularly for the resolution of protracted caseloads.</p> <p>Australia is keen to develop alternative resettlement practices and supports the notion of adopting multilateral approaches that focus on particular groups while continuing to resettle individuals. Australia has worked with the Canadian Government, UNHCR and IOM on group processing from the Dadaab Refugee Camp in Kenya. There are however a number of issues that still need to be addressed with regard to the group processing.</p> <p>Regardless of the success of group processing, it is expected that individual processing and referrals from UNHCR will still form the basis of resettlement under the Humanitarian Program. Australia considers UNHCR’s assistance in Africa important in maintaining program integrity in this region. Australia has allocated approximately US\$ 234,000 in earmarked funds to UNHCR for staff and support to increase registration and referrals from East Africa.</p> <p>Australia has been operating a successful resettlement program in most regions over a long period. We have detailed policies in place and offer training to decision makers. We would look favourably on sharing our knowledge and experience in these areas with emerging resettlement countries and will consider twinning arrangements.</p>	
<p><b>We are interested in building our capacity in:</b></p> <p>Alternative processing options such as group processing and shared arrangements</p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

**2. SELECTING AND DEVELOPING PLACEMENT COMMUNITIES AND SUPPORTING SOUND PLACEMENT CHOICES**

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Upcoming conferences and meetings</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>DIMIA manages the distribution of Refugees and Special Humanitarian Entrants within Australia. The selection criteria ensure that settlement in Australia is the most appropriate option for the applicant.</p> <p>To enhance prospects for successful resettlement, the Department's Integrated Humanitarian Settlement Strategy (IHSS) seeks to locate newly arrived refugees and other humanitarian entrants close to family and friends. For entrants with no family or other links in Australia, departmental officers decide the most suitable location based on an assessment of a range of factors such as age, family composition, presence of existing migrant communities, English language ability, education skills, prevailing medical conditions and the wishes of the entrants themselves. These factors are all assessed and matched against the facilities and support services available at the time.</p> <p><i>Recent reports</i></p> <p>- Report of the Review of Settlement Services for Migrants and Humanitarian Entrants, DIMIA, May 2003</p>	
<p><b>We are interested in building our capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

### 3. PRE DEPARTURE COUNTRY / CULTURAL ORIENTATION

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for pre-departure country / cultural programmes</li> <li>✓ Resource materials</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>The Australian Government has developed a comprehensive kit of source materials (including a video) for Australian Cultural Orientation (AUSCO) courses, which we would be able to provide as an example. Site visits of AUSCO currently operating via the IOM in Nairobi and Cairo can be organised by contacting the Australian Embassy in each location. DIMIA's website is <a href="http://www.immi.gov.au/settle">http://www.immi.gov.au/settle</a></p>	
<p><b>We are interested in building our capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ Responding as required to the flexible nature of Australia's humanitarian program in the provision of AUSCO.</li> <li>▪ Responding to recommendations stemming from onshore and offshore AUSCO review processes.</li> </ul>	
<p><b>Resources needed, (such as those listed above):</b></p> <ul style="list-style-type: none"> <li>▪ Opportunities to exchange ideas with other CO providing countries.</li> <li>▪ Training more presenters who can speak the languages of Australia's main humanitarian client groups.</li> <li>▪ The availability of translated materials on Australia.</li> </ul>	

## ARRIVAL AND THE FIRST FEW WEEKS

### 4. ARRIVAL AND RECEPTION

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development,</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits,</li> <li>✓ Training guidelines &amp; resources,</li> <li>✓ Useful websites.</li> </ul>

**Information and details on all of the above offers:**

The IHSS provides comprehensive, nationwide, on-arrival assistance to humanitarian entrants via contracts with various service providers. These contracts are drawn as a result of a competitive tender process. In respect of the immediate needs at arrival and reception, contracted service providers are firstly responsible for delivering Initial Information and Orientation Assistance (IIOA) to entrants. This service begins with meeting entrants on arrival in Australia and follows up by linking them with other vital services they will require in the initial stage of settlement. These include linkages to social security and health support. IHSS also meets accommodation needs on arrival via contracts for Accommodation Support (AS) and Household Formation Support (HFS).

We can provide general information about the IHSS as well as detailed information about the specific services provided under the above-mentioned IHSS contracts.

The DIMIA website, [www.immi.gov.au](http://www.immi.gov.au), contains a wealth of information about the Australian Government's humanitarian settlement program, including the May 2003 *Report of the Review of Settlement Services for Migrants and Humanitarian Entrants*.

Another IHSS contract is for Service Support Providers (SSP). This contractor is required to deliver support and training to other IHSS service providers as well as to registered volunteer groups. We would be able to connect interested parties, directly or indirectly, with the SSP provider for an exchange of information on training methods and material. If necessary, visits to IHSS contractors could be arranged.

**We are interested in building capacity in:**

How to integrate volunteer groups effectively into a contract basis.

**Resources needed, (such as those listed above):**

Manuals, training materials, etc.

**REFUGEE COUNCIL OF AUSTRALIA**

**We can offer the following:**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development,</li> <li>✓ Site visits,</li> </ul> | <ul style="list-style-type: none"> <li>✓ Current research</li> <li>✓ Recent reports</li> <li>✓ Useful websites.</li> </ul> |
|--|--|

**Information and details on all of the above offers:**

The Department of Immigration and Multicultural and indigenous Affairs has recently completed extensive Reviews into Settlement Services. See *Report on the Review of Settlement Services for Migrants and Humanitarian Entrants*: [http://www.immi.gov.au/settle/settle\\_review/index.htm](http://www.immi.gov.au/settle/settle_review/index.htm)

See also: *Evaluation of the Integrated Humanitarian Settlement Strategy (IHSS)*: [http://www.immi.gov.au/settle/ihss/evaluation\\_report.pdf](http://www.immi.gov.au/settle/ihss/evaluation_report.pdf)

The Council made extensive submissions to these reviews and in October 2002 produced *Submission to the Minister for Citizenship and Multicultural Affairs in the context of the Review of Settlement Services for Migrants and Humanitarian Program Entrants*

In addition, the Council touches on settlement issues and policy in its regular Intake submissions. See, for example, February 2003 *Submission of the Refugee Council of Australia to the 2003-2004 Australian [Refugee and Special Humanitarian Program](#): Current Issues and Future Directions*. Other Intake Submissions may be found at <http://www.refugeecouncil.org.au/html/resources/publications.html>

**We are interested in building capacity in:**

- 5) Pre-embarkation briefings, particularly for refugees and special humanitarian entrants from Africa
- 6) The specific settlement needs of refugee young people
- 7) The needs of Special Humanitarian Entrants whose proposers undertake to meet their settlement needs for the first 6 months
- 8) The specific settlement needs of refugees and special humanitarian entrants from the African Continent.

About 12 000 people arrive in Australia each year through the off-shore refugee and humanitarian programme. There has been a significant shift in the make-up of the programme. In the last financial year over 40% of the new arrivals were from African nations, while the numbers arriving from Europe dropped to 10 %. The *DIMIA Africa Newsletter* (No 2/2003), dated 30 September 2003, reports on page 1:  
 In 2003-2004 we are expecting to grant around 7,700 visas. This is equivalent to 64.3% of the total humanitarian program.

This shift has a number of significant implications for settlement services in this country, especially when one considers that approximately 8000 of the 12 000 new arrivals enter through the Special Humanitarian Programme (SHP), having been proposed by Australian residents. The recent travel loans scoping exercise, conducted by the Council for DIMIA, revealed that proposers spend approximately \$10.8 million in airfares each year to bring SHP entrants to Australia. Most proposers raise this money themselves. Further, these proposers, often newly arrived themselves, are supporting their own large families together with those arriving from Africa. The pressures can be considerable:

- cramped living conditions,
- negotiating a new language,
- large utilities, food and clothing bills,
- looking for employment,
- negotiating the Australian social security system and huge cultural shock.

**Resources needed, (such as those listed above):**

## 5. EARLY SETTLEMENT AND SOCIAL SUPPORT

### AUSTRALIA

**We can offer the following:**

- ✓ Guidelines for policy & program development,
- ✓ Useful websites

- ✓ Site visits,
- ✓ Training guidelines & resources,

**Information and details on all of the above offers:**

Information about the IHSS and offers of assistance as described in Section 1 also apply here.

In addition to the IHSS services provided under IIOA, AS and HFS, the Community Support for Refugees (CSR) service allows registered volunteer groups to provide friendship and social support to humanitarian entrants and to welcome them into their local community. CSR volunteers often assist contracted IHSS service providers.

Support under the IHSS is normally for the first six months. However, this period may be increased in certain cases depending on needs. The IHSS aims to equip new humanitarian entrants with the information and basic requirements to obtain access to mainstream services and to settle into life in Australia.

Resettled humanitarian entrants may support the applications of family members to enter Australia via the Humanitarian Program. When they do this, they are known as proposers and agree to provide a level of initial support to the new entrants. A further IHSS service provides Proposer Support (PS). This enables proposers to have access to pre-arrival information and post-arrival assistance to enable them to meet their responsibilities to entrants.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

### REFUGEE COUNCIL OF AUSTRALIA

<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development,</li> <li>✓ Current research</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Site visits</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>See the information provided in 4. above.          In addition, have a look at <a href="http://www.immi.gov.au/settle/">http://www.immi.gov.au/settle/</a>          The Council has recently completed a submission to Centrelink and the Department of Family and Community Services on extending crisis payments to some refugees.          It would be helpful to contact the NSW Refugee Health Service and organizations like The NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) in relation to this section and the Early Intervention Programme.</p>	
<p><b>We are interested in building capacity in:</b>          See 4. above.</p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

## 6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES

AUSTRALIA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Site visits</li> </ul>	<ul style="list-style-type: none"> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Information about the IHSS and offers of assistance as described in Section 1 also apply here.</p> <p>The IIOA service assists entrants to gain access to income support and job placement services through mainstream agencies (Centrelink). IIOA also links entrants to other DIMIA-funded services such as the Adult Migrant English Program (AMEP) and the Translating and Interpreting Service (TIS).</p> <p>The HFS service mentioned in Section 1 provides entrants with some material assistance to help them establish a household in Australia. The IIOA and AS services ensure that entrants are able to utilise their accommodation and its facilities effectively.</p> <p>As mentioned in section 1, we can provide detailed information about the specific services provided under the above-mentioned IHSS contracts.</p> <p>The DIMIA website <a href="http://www.immi.gov.au">www.immi.gov.au</a> provides information about AMEP and TIS, while the website <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a> provides information about income support and job placements services.</p>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

REFUGEE COUNCIL OF AUSTRALIA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent Reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Upcoming conferences and meetings</li> </ul>
<p><b>Information and details on all of the above offers:</b></p>	

See Sections 4 and 5. above.
<p><b>We are interested in building capacity in:</b></p> <p>See 4.1. above. re:</p> <ul style="list-style-type: none"> <li>▪ The specific settlement needs of refugee young people</li> <li>▪ The needs of Special Humanitarian Entrants whose proposers undertake to meet their settlement needs for the first 6 months.</li> <li>▪ The specific settlement needs of refugees and special humanitarian entrants from the African Continent.</li> <li>▪</li> </ul>
<b>Resources needed, (such as those listed above):</b>

## 7. ORIENTATION PROGRAMMES AND PROCESSES

AUSTRALIA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Information about the IHSS and offers of assistance as described in Section 1 also apply here.</p> <p>The IHSS provides orientation programmes and processes through services described in the earlier sections, notably through its IIOA contracts and the SSP service provider.</p> <p>DIMIA has in place special monitoring and referral arrangements for unaccompanied humanitarian minors (UHMs). Information about these arrangements can be made to interested parties if required.</p> <p>The IHSS service principles help guarantee the rights and needs of individual entrants are met and that cultural differences are respected. Details of these service principles can be provided on request.</p>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

REFUGEE COUNCIL OF AUSTRALIA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Current research</li> <li>✓ Guidelines for policy &amp; program development</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>See 4 and 5. above.</p>	
<p><b>We are interested in building capacity in:</b></p> <p>See Sections 4 and 5 above.</p> <p>The needs of those who are Special Humanitarian Entrants are of particular concern. Often their proposers are newly arrived themselves, yet they undertake to provide entrants with all the orientation they need. This is unrealistic. The problems are fully explained in the Settlement Services Review. See Report on the Review of Settlement Services for Migrants and Humanitarian Entrants: <a href="http://www.immi.gov.au/settle/settle_review/index.htm">http://www.immi.gov.au/settle/settle_review/index.htm</a></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

## 8. RESOURCES DEVELOPMENT ORIENTATION PROGRAMMES

AUSTRALIA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b>                      Information about the IHSS and offers of assistance as described in Section 1 also apply here.</p> <p>As described in earlier sections, the Service Support Provider (SSP) is required to provide training and support to ensure that IHSS service providers and registered CSR groups are equipped to meet the needs of humanitarian entrants in the initial stages of settlement. In doing so, the SSP is required to identify training and information priorities for all IHSS service providers, including the frequency of need for such training.</p> <p>In addition to IHSS services, resettled humanitarian entrants may access mainstream settlement services including not only AMEP and TIS, but also Migrant Resource Centres (MRCs), Migrant Service Agencies (MSAs) and organisations under the Community Settlement Services Scheme (CSSS). Information about these groups may be found on the DIMIA website <a href="http://www.immi.gov.au">www.immi.gov.au</a>.</p>	
<p><b>We are interested in building capacity in:</b>                      In respect of monitoring and evaluating orientation programs and updating information provided, whilst we conduct our own surveys to monitor client satisfaction and improve systems, we would be interested to know how other countries undertake this task.</p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

REFUGEE COUNCIL OF AUSTRALIA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> </ul>
<p><b>Information and details on all of the above offers:</b>                      The Council can connect you with those who provide the Integrated Humanitarian Settlement Services in Australia for this information</p>	
<p><b>We are interested in building capacity in:</b>                       See Section 4 above.</p> <p>The Council is part of a working group established by NSW Refugee Health Services to look at the health and settlement needs of older refugees. The Settlement Policy Officer convenes a working party which is reflecting on the issues associated with and causes of isolation. The working party is developing strategies, to be considered by government, which it hopes will help lessen the isolation that many (settled) older refugees experience.</p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

## 9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE

AUSTRALIA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>

<p><b>Information and details on all of the above offers:</b>                  Information about the IHSS and offers of assistance as described in Section 1 also apply here.</p> <p>As described earlier, Humanitarian entrants have access to AMEP and TIS.</p> <p>In respect of registered volunteers within the CSR service, some of whom may provide language assistance in addition to other support, a formal registration process, including character checks, is in place under the SSP contract. Information about the registration process, including registrations packs, could be provided on request.</p>
<p><b>We are interested in building capacity in:</b></p>
<p><b>Resources needed, (such as those listed above):</b></p>

REFUGEE COUNCIL OF AUSTRALIA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Site visits</li> </ul>
<p><b>Information and details on all of the above offers:</b>                  See Sections 4 and 5 above.</p> <p>The Council can provide you with details about the Australian Migrant English Programme (AMEP), the Translating and Interpreting Service (TIS) and some of the bilingual training programmes run by health and settlement workers.</p>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

## 10. TARGET LANGUAGE TRAINING AND ACQUISITION

AUSTRALIA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Information about the IHSS and offers of assistance as described in Section 1 also apply here.</p> <p>As described earlier, humanitarian entrants have access to AMEP. In addition to providing over 500 hours of English tuition, AMEP provides education about Australian life, culture and customs, including links to other services that are important to successful settlement. Details about AMEP may be found at <a href="http://www.immi.gov.au">www.immi.gov.au</a>.</p> <p>CSR groups also assist in promoting language skills</p>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

REFUGEE COUNCIL OF AUSTRALIA
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<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Site visits</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>We can provide information about and contacts with those who provide language training for refugees, asylum seekers and humanitarian entrants. The AMEP is very successful and includes most of the good practice features. See <a href="http://www.acl.edu.au/AMEP/amep_what.html">http://www.acl.edu.au/AMEP/amep_what.html</a> for example.</p>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

## 11. A HEALTHY START: ACCESS TO HEALTH CARE

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> <li>✓ Site visits</li> </ul>	<ul style="list-style-type: none"> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Information about the IHSS and offers of assistance as described in Section 1 also apply here.</p> <p>The IIOA service providers are responsible for ensuring that urgent health needs of humanitarian entrants are identified and addressed as soon as possible after arrival. For subsequent health issues, the IIOA provider connects entrants to another IHSS service who provides Early Health Assessment and Intervention (EHAI). The EHAI service ensures entrants are provided with information about health services and given a physical health screening and psychological/psychosocial health assessment. EHAI refers entrants on to other mainstream health services as appropriate, including torture and trauma counselling if necessary.</p> <p>EHAI also undertakes to provide information and training to mainstream health services and other service providers to ensure their services are responsive to the needs of humanitarian entrants.</p> <p>Information about EHAI contracts could be made available if required.</p>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

<b>REFUGEE COUNCIL OF AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>The Council would connect you with various health services, for example,  <a href="http://www.qpastt.org.au/">http://www.qpastt.org.au/</a>  <a href="http://www.survivorsvic.org.au/">http://www.survivorsvic.org.au/</a>  <a href="http://www.tmhc.nsw.gov.au/">http://www.tmhc.nsw.gov.au/</a>  <a href="http://www.mmha.org.au/">http://www.mmha.org.au/</a></p>	

The NSW Refugee Health Service has developed a programme to provide training & support to mainstream health workers, to deliver health information to refugees, to provide clinical health assessments, advice & referrals, facilitate & conduct research as well as conducting advocacy.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## CAPACITY BUILDING IN THE RECEIVING COMMUNITY

### 12. BUILDING SOCIAL SUPPORT FOR NEWLY ARRIVED REFUGEES IN THE RECEIVING COMMUNITY

#### AUSTRALIA

**We can offer the following:**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul> | <ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul> |
|---|---|

**Information and details on all of the above offers:**

Information about the IHSS and offers of assistance as described in Section 1 also apply here.

As described earlier, social support for newly arrived humanitarian entrants is nurtured via IIOA, CSR groups, MRCs, AMEP and others. Other DIMIA programs also assist in this task. For example, within the Multicultural Affairs Division of DIMIA, the Living in Harmony and the Community Liaison initiatives play a substantive role in this regard. Information about these initiatives can also be found on the DIMIA website at [www.immi.gov.au](http://www.immi.gov.au).

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

#### REFUGEE COUNCIL OF AUSTRALIA

**We can offer the following:**

- ✓ Recent reports
- ✓ Opportunities for exchanges

**Information and details on all of the above offers:**

The Council recently conducted a scoping exercise on the availability of travel and medical cost loans for proposers of Special Humanitarian Entrants.

Finding funds to cover the medical tests and travel costs associated with bringing people who have received a visa under the Special Humanitarian Program (visa subclass 202) is a challenge that has faced the community for many years. The changing profile of the humanitarian program – with a higher proportion of entrants coming from Africa – has exacerbated the problem.

At the request of DIMIA, the Refugee Council of Australia undertook a scoping exercise to determine what sources of funds were available for proposers of entrants under the Special Humanitarian Program. This research found a huge gap between demand and resources. Proposers need to find in the order of \$10.8 million to cover costs. It would appear, however, that less than 5% of entrants benefit from existing loans schemes.

This report gives details of the existing loan schemes, looks at some of the loan schemes that have failed in the past and

at why they failed, considers other loan models, summarises the lessons that have been learnt by those who have been working in this sector and makes recommendations for future action.

**We are interested in building capacity in:**

See sections 4 and 5 above

**Resources needed, (such as those listed above):**

**13. PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES**

**AUSTRALIA**

**We can offer the following:**

✓ Resource materials

✓ Useful websites

✓ Recent reports

✓ Other

**Information and details on all of the above offers:**

Departmental priorities include the ‘implementation of Integrated Humanitarian Settlement Strategy arrangements to support humanitarian entrants to Australia’, and ‘programs to equip migrants and refugees to participate equitably in Australian society’.

In operating its annual resettlement program, DIMIA works closely with the UNHCR, particularly in the resettlement of refugees. The majority of refugees resettled are referred by UNHCR and are designated refugees under the 1951 United Nations Convention and the 1967 Protocol Relating to the Status of Refugees.

Australian multiculturalism recognises, accepts, respects and celebrates our cultural diversity. This is reflected in the four principles that underpin our multicultural society – responsibilities of all; - respect for each person; - fairness for each person; and – benefits for all.

There are a range of services provided by the three levels of government – Federal, State or Territory, and Local - to assist migrants and refugees settle in Australia.

DIMIA coordinates and implements multicultural policy as well as administering programs to help migrants and refugees settle in Australia. The Department encourages communities to play a positive role.

DIMIA is also responsible for granting citizenship to eligible applicants. Information on the meaning and conduct of the ceremonies is explained in the publications ‘Australian Citizenship Ceremonies Code’.

**Resource materials**

- ‘Charter of Public Service in a Cultural Diverse Society’, DIMIA, 1998.
- ‘Australian Citizenship Ceremonies Code’, DIMIA, August 2003
- Useful websites
- [www.immi.gov.au](http://www.immi.gov.au)
- [www.diversityaustralia.gov.au](http://www.diversityaustralia.gov.au)
- [www.citizenship.gov.au](http://www.citizenship.gov.au)

**Recent reports**

- ‘Report of the Review of Settlement Services for Migrants and Humanitarian Entrants’, DIMIA, May 2003
- ‘Australia’s Support for Humanitarian Entrants’, DIMIA, Nov 2003
- ‘A ‘Client Survey’ on the Effectiveness of DIMIA-funded Client Settlement Services’, DIMIA, January 2003

**Other**

- ‘Diversity Management: The Big Picture. Program for the Practice of Diversity Management’, DIMIA, 2001

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

## “MOVE ON” TRANSITIONS TO SELF-SUFFICIENCY

### 14. BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY

AUSTRALIA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>The Department administers the Integrated Humanitarian Settlement Strategy that is an integrated approach to settlement of people entering Australia under the Humanitarian Program. IHSS includes direct assistance in regard to housing, clothing, health and English language training.</p> <p>Under IHSS the Initial Information and Orientation Assistance (IIOA) service includes taking refugee entrants to register for Centrelink benefits and Job Network services.</p> <p>The Department of Employment and Workplace Relations (DEWR) maintains several websites related to employment that can assist job seekers find work. It also provides access to guides to employment information, government assistance, jobs, careers, training and working conditions.</p> <p><i>Recent reports</i></p> <ul style="list-style-type: none"> <li>▪ ‘Report of the Review of Settlement Services for Migrants and Humanitarian Entrants’, DIMIA, May 2003</li> </ul> <p><i>Training guidelines &amp; resources</i></p> <ul style="list-style-type: none"> <li>▪ ‘Beginning a life in Australia’ booklets, DIMIA.</li> </ul> <p><i>Useful websites</i></p> <ul style="list-style-type: none"> <li>▪ <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>▪ <a href="http://www.workplace.gov.au">www.workplace.gov.au</a></li> </ul>	
<p><b>We are interested in building our capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

### 15. ACCESS TO SECURE AND AFFORDABLE HOUSING

AUSTRALIA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> <li>✓ <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>✓ <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a></li> <li>✓ Other</li> </ul>
<p>Information and details on all of the above offers:</p> <p>Under IHSS the Accommodation Support (AS) service ensures that refugee entrants have accommodation on arrival and have assistance to secure long-term accommodation as soon as possible.</p> <p>Through the Australian Government agency Centrelink, assistance with bonds and rental payments may be available to people having difficulty in maintaining accommodation in the private rental market. Information about this program is available from Centrelink.</p> <p><i>Recent reports</i></p> <ul style="list-style-type: none"> <li>▪ ‘Report of the Review of Settlement Services for Migrants and Humanitarian Entrants’, DIMIA, May 2003</li> </ul> <p><i>Useful websites</i></p> <ul style="list-style-type: none"> <li>▪ <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>▪ <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a></li> </ul>	

<b>We are interested in building our capacity in:</b>
<b>Resources needed (such as those listed above):</b>

## 16. PLANNING FOR OPTIMAL MENTAL HEALTH

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> <li>✓ - ' Report of the Review of Settlement Services for Migrants and Humanitarian Entrants', DIMIA, May 2003</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> <li>✓ <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>✓ <a href="http://www.hic.gov.au">www.hic.gov.au</a></li> <li>✓ <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a></li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Under IHSS, the Early Health Assessment and Intervention Assistance (EHAI) service offers refugee entrants information on health services available to them, a physical health screening and psychological / psychosocial assessment and referral to other health services including torture and trauma counselling where required.</p> <p>Also under IHSS, the IIOA service includes taking entrants to register for health support such as Medicare. Medicare pays for most of the costs of visits to the doctor, X-rays, blood-tests, public hospital care and certain other services.</p> <p>If the entrant receives a Centrelink payment or earns a low income, he or she may be eligible for a government Health Care Card. This card entitles the holder to a range of concessions including the cost of medicines and the health services.</p> <p>English language tuition is provided by the Australian Government to help newly-arrived migrants and refugees from non-English backgrounds settle successfully in Australia. This tuition is administered by DIMIA through the Adult Migrant English Program (AMEP). AMEP clients may choose from a range of learning options including distance learning and the Home Tutor Scheme.</p> <p>The Community Support for Refugees (CSR), which also comes under the IHSS, is registered volunteer community groups that provide friendship and social support to humanitarian entrants. CSR groups also have the option of raising community awareness of the refugee experience and the CSR support role.</p> <p><b>Recent reports</b></p> <ul style="list-style-type: none"> <li>▪ Report of the Review of Settlement Services for Migrants and Humanitarian Entrants', DIMIA, May 2003</li> </ul> <p><b>Useful websites</b></p> <ul style="list-style-type: none"> <li>▪ <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>▪ <a href="http://www.hic.gov.au">www.hic.gov.au</a></li> <li>▪ <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a></li> </ul>	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

## RESETTLEMENT OF PARTICULAR GROUPS OF REFUGEES

### 17. TAKING ACCOUNT OF GENDER

<b>AUSTRALIA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> </ul>

<p>✓ Recent reports</p>	
<p><b>Information and details on all of the above offers:</b></p> <p>The IHSS provides a case-management approach to ensure that the special needs of humanitarian entrants are identified and addressed promptly by matching them with settlement services that meet their particular circumstances. In assessing these special needs emphasis is placed on sensitivity to cultural differences and would, if necessary, take account of gender.</p> <p>Various levels of government offer family support services.</p> <p>The Department of Family and Community Services (FaCS) Men and Family Relationships Program and its Grandparenting project are examples of programs that provide support to parents from diverse and linguistic backgrounds.</p> <p><i>Recent reports</i></p> <ul style="list-style-type: none"> <li>▪ ‘ Report of the Review of Settlement Services for Migrants and Humanitarian Entrants’, DIMIA, May 2003</li> </ul> <p><i>Useful websites</i></p> <ul style="list-style-type: none"> <li>▪ <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>▪ <a href="http://www.facs.gov.au">www.facs.gov.au</a></li> </ul>	
<p><b>We are interested in building our capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

## 18. REFUGEE CHILDREN AND YOUNG PEOPLE

AUSTRALIA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> <li>✓ <a href="http://www.immi.gov.au">www.immi.gov.au</a></li> <li>✓ <a href="http://www.facs.gov.au">www.facs.gov.au</a></li> <li>✓ <a href="http://www.dest.gov.au">www.dest.gov.au</a></li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>The IHSS provides a case-management approach to ensure that the special needs of humanitarian entrants are identified and addressed promptly by matching them with settlement services that meet their particular circumstances. In assessing these special needs emphasis is placed on sensitivity to cultural differences and would, if necessary, take account of refugee children and young people.</p> <p>As a signatory to the United Nations Convention on the Rights of the Child (CROC), Australia takes appropriate measures to ensure that a minor (a child under the 18 years of age) is given protection and humanitarian assistance. The Immigration (Guardianship of Children) Act 1946 ensures that unaccompanied humanitarian minors have effective welfare supervision and settlement support while they live in Australia or until they reach 18 years. These minors have access to the same range of government services as all Australians.</p> <p>The Australian Government funds a number of programs to support children and young people with low levels of English proficiency (which are often young humanitarian entrants) as part of its national focus on assisting Australian school students develop their core learning skills.</p> <p>One such program, funded by DIMIA, provides grants for English as a Second Language instruction for newly-arrived students requiring intensive assistance.</p> <p>Other significant programs include the Department of Family and Community Services (FaCS) funded Jobs Placement Employment Training which identifies refugee young people as a target group, and the Department of Education, Science and Training (DEST) funded Jobs Pathway Program which identifies non-English speaking youth as a target group.</p> <p><i>Guidelines for policy &amp; program development</i></p>	

- Immigration (Guardianship of Children) Act 1946 and regulations

**Current research**

- Refugee Resettlement Advisory Council, 'Strategy for Refugee Young People', RRAC, 2002.

**Recent reports**

- 'Report of the Review of Settlement Services for Migrants and Humanitarian Entrants', DIMIA, May 2003

**Useful websites**

- [www.immi.gov.au](http://www.immi.gov.au)
- [www.facs.gov.au](http://www.facs.gov.au)
- [www.dest.gov.au](http://www.dest.gov.au)

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

## 19. REFUGEE ELDERS

### AUSTRALIA

**We can offer the following:**

- ✓ Recent reports
- ✓ Useful websites

**Information and details on all of the above offers:**

The IHSS provides a case-management approach to ensure that the special needs of humanitarian entrants are identified and addressed promptly by matching them with settlement services that meet their particular circumstances. In assessing these special needs emphasis is placed on sensitivity to cultural differences and would, if necessary, take account of refugee elders.

Other Government initiatives include the planning and delivery of aged-care services to older people from culturally and linguistically diverse communities managed under the Ethnic Aged Framework by Department of Health and Aging (DoHA).

Within Australia access to quality aged care is a basic right for all older Australians - regardless of their background. Information on the DoHA's 'seniors' website provides easy access to the range of services available to support people from these special needs groups including those from culturally and linguistically diverse backgrounds.

**Recent reports**

- 'Report of the Review of Settlement Services for Migrants and Humanitarian Entrants', DIMIA, May 2003

**Useful websites**

- [www.immi.gov.au](http://www.immi.gov.au)
- [www.health.gov.au](http://www.health.gov.au)
- [www.seniors.gov.au](http://www.seniors.gov.au)

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

## BENIN

### **BENIN - CONTEXTE NATIONAL DU PROGRAMME DE RÉINSTALLATION DES RÉFUGIÉS**

#### **BENIN – CONTEXT FOR THE REFUGEE RESETTLEMENT PROGRAMME**

Le BENIN est partie à la convention de Genève de 1951 et celle de l’OUA de 1969. Eu égard aux engagements qu’il a pris en ratifiant ces divers conventions et surtout en raison de sa tradition d’hospitalité, son ouverture et sa réputation d’Etat démocratique, il a accueilli en réinstallation de fait malgré l’absence de formalités juridiques et le cadre institutionnel requis, un certain nombre de réfugiés.

En outre l’arrivée au BENIN en juillet 1997 de Monsieur Shelly PITTERMAN, chef de la section réinstallation au HCR pour présenter aux autorités béninoise un projet de réinstallation de réfugiés qui n’avait autre objectif que d’aider le Bénin à gérer au plan économique les réfugiés déjà réinstallés, ainsi que ceux qu’il pourrait accueillir dans un avenir proche (par un appui matériel et financier) justifie l’adhésion du Bénin à ce programme de réinstallation.

Toutefois, il s’avère nécessaire de faire remarquer que le Bénin a des opportunités très limités en ce qui concerne le marché de l’emploi bien qu’il mène une politique très généreuse vis-à-vis des réfugiés. En ce qui concerne la diversité de la population presque toutes les nationalités du monde se retrouve au BENIN. Précisons que 33 nationalités de réfugiés, la plupart africaines y vivent également.

En définitive le Bénin reste fortement attaché à ses valeurs traditionnelles de solidarité et d’hospitalité et son souci constant est de les assumer malgré le peu de moyen dont il dispose au plan économique.

*BENIN is a party to the 1951 Geneva Convention and the 1969 OAU Convention. Given the commitments it has made in ratifying these conventions and particularly given its tradition of hospitality, its openness and its reputation as a democratic state, Benin has in practice welcomed a certain number of resettled refugees, despite the absence of legal formalities and of the necessary institutional framework.*

*In addition, the arrival in Benin in July 1997 of Mr Shelly PITTERMAN, Chief of the UNHCR Resettlement Division, to present the Benin authorities with a refugee resettlement plan designed to assist Benin in managing economically those refugees who were already resettled, as well as those who might be received in the near future (through material and financial support) explains Benin’s participation in the resettlement program.*

*However, it needs to be pointed out that Bénin has very limited opportunities in the job market even though its policy towards refugees is very generous. As for the diversity of the population, almost all the nationalities of the world can be found in BENIN. We can add that there are living in Benin refugees of 33 different nationalities, mostly African.*

*In conclusion, Bénin remains strongly attached to its values of solidarity and hospitality and its constant concern is to live up to them despite its limited economic means.*

#### **DÉPARTEMENT/ORGANISATION : MINISTERE de l’INTERIEUR de la SECURITE et de la DECENTRALISATION : Direction de la Prévention Et De La Protection Civile : Coordination Nationale pour l’Assistance aux Réfugiés.**

Le Ministre de l’Intérieur de la sécurité et de la décentralisation est le Président de la Commission Nationale chargée des Réfugiés. A ce titre il préside par l’intermédiaire de son représentant, les séances du Comité de Sélection des Réfugiés à réinstaller, assure leur protection juridique et administrative, le suivi de leur installation dans le pays et favorise leur intégration locale.

**Non du répondants et coordonnées: Focal Persons and contact information :**

**MONNOU Damien :BP 925 Cotonou ; e-mail [dppcmisd@yahoo.fr](mailto:dppcmisd@yahoo.fr)**

**KODJA Aldric : e-mail [didi2nd@yahoo.fr](mailto:didi2nd@yahoo.fr)**

### **ÉTAPE PRÉCÉDANT L’ARRIVÉE**

**PRE- DEPARTURE PHASE****1. INTEGRATION ELEMENTS IN IDENTIFICATION AND SELECTION OF REFUGEES FOR RESETTLEMENT**

<b>BENIN</b>
<b>Nous pouvons offrir ce qui suit :</b>
<b>Renseignements et détails relatifs à toutes les offres susmentionnées :</b>
<p><b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b></p> <ul style="list-style-type: none"> <li>▪ Individual UNHCR dossier submissions for in-country selection</li> <li>▪ UNHCR Group submissions for in-country selection</li> <li>▪ Capacity to accept emergency submissions</li> <li>▪ Ensuring family unity and reunification</li> </ul> <ul style="list-style-type: none"> <li>▪ <i>Individual UNHCR dossier submissions for in-country selection</i></li> <li>▪ <i>UNHCR Group submissions for in-country selection</i></li> <li>▪ <i>Capacity to accept emergency submissions</i></li> <li>▪ <i>Ensuring family unity and reunification</i></li> </ul>
<p><b>Ressources requises, (telles que celles susmentionnées) :</b>  Ressources financières pour l'organisation de missions de sélection  <i>Financial resources for the organization of selection missions</i></p>

**2. COMMENT SÉLECTIONNER ET DÉVELOPPER DES COMMUNAUTÉS DE PLACEMENT ET SOUTENIR DE BONS CHOIX DE PLACEMENT /  
SELECTING AND DEVELOPING PLACEMENT COMMUNITIES AND  
SUPPORTING SOUND PLACEMENT CHOICES**

<b>BENIN</b>
<b>Nous pouvons offrir ce qui suit :</b>
<b>Renseignements et détails relatifs à toutes les offres susmentionnées :</b>
<p><b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b></p> <ul style="list-style-type: none"> <li>▪ Être clairement planifié, avec des directives explicites pour l'évaluation et le suivi permanent des communautés de réinstallation, tenant compte de critères pertinents.</li> <li>▪ Comporter des moyens de faire participer les réfugiés aux décisions de placement;</li> <li>▪ Évaluer et préparer à l'avance les communautés dans lesquelles sont placés les réfugiés réinstallés.</li> <li>▪ Les réfugiés réinstallés, comme les autres membres de la société d'accueil, sont libres de déménager de leur lieu de placement initial tout en conservant un niveau suffisant d'aide à la réinstallation;</li> <li>▪ Les réfugiés réinstallés aient de l'information sur les communautés de placement de sorte à pouvoir participer en toute connaissance de cause aux décisions de placement</li> <li>▪ La rédaction de brefs documents sur les destinations de réinstallation à l'intention des réfugiés invités à se réinstaller;</li> <li>▪ Préparer des documents d'information plus complets sur les destinations possibles de réinstallation.</li> <li>▪ Donner de la formation au personnel chargé de la sélection et du placement des réfugiés, y compris de la formation sur la diversité culturelle</li> <li>▪ Faire en sorte que les choix de placement soient bien communiqués aux personnes concernées à toutes les étapes de la sélection et de la réinstallation.</li> </ul> <ul style="list-style-type: none"> <li>▪ <i>Be clearly planned, with clear guidelines for assessment and ongoing monitoring of resettlement communities, taking into account relevant criteria;</i></li> <li>▪ <i>incorporate ways to engage refugees in placement decision making;</i></li> <li>▪ <i>undertake advance assessment and preparation of communities in which resettled refugees are offered placement.</i></li> <li>▪ <i>resettled refugees, like other members of the receiving society, are free to move from their initial placement</i></li> </ul>

- *community while retaining an appropriate level of resettlement support;*
- *resettled refugees have information about placement communities so that they can play an informed role in placement decisions;*
- *developing brief information on resettlement destinations for refugees offered resettlement.*
- *ensure that placement choices are effectively communicated to those involved at all stages of the selection and resettlement pathway.*

**Ressources requises, (telles que celles susmentionnées) :**

Ressources financières pour l'organisation des missions d'information et de sensibilisation.

**5. PRE DEPARTURE COUNTRY / CULTURAL ORIENTATION****BENIN**

**Nous pouvons offrir ce qui suit :**

**Renseignements et détails relatifs à toutes les offres susmentionnées :**

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

**Ressources requises, (telles que celles susmentionnées) :**

**LES DISPOSITIONS D'ACCUEIL / ARRIVAL AND RECEPTION****4. LES DISPOSITIONS D'ACCUEIL  
ARRIVAL AND RECEPTION****BENIN**

***We can offer the following:***

- ✓ *Guidelines for policy & program development,*
- ✓ *Recent reports*
- ✓ *Opportunities for exchange*

***Information and details on the above offers:***

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- avoir des dispositions en place pour que les réfugiés réinstallés soient accueillis à leur arrivée à l'aéroport par des gens venues à leur rencontre;
- fournir aux réfugiés réinstallés un hébergement temporaire en attendant qu'on trouve un logement permanent; avoir des dispositions en place pour que les réfugiés réinstallés soient accueillis à leur arrivée à l'aéroport par des gens venues à leur rencontre;
- fournir aux réfugiés réinstallés un hébergement temporaire en attendant qu'on trouve un logement permanent;
- établir des liens solides entre les fournisseurs de services initiaux et les services d'aide à la réinstallation à plus long terme;
- avoir des mesures en place pour la détermination et le traitement des problèmes de santé;
- avoir des mesures en place pour identifier les réfugiés réinstallés ayant des besoins complexes et leur offrir une aide supplémentaire.
- établir des liens solides entre les fournisseurs de services initiaux et les services d'aide à la réinstallation à plus long terme;
- avoir des mesures en place pour la détermination et le traitement des problèmes de santé;
- avoir des mesures en place pour identifier les réfugiés réinstallés ayant des besoins complexes et leur offrir une aide supplémentaire.

***We are interested in building capacity in:***

- *have arrangements in place to ensure that resettled refugees are met and welcomed on arrival at the airport;*
- *provide resettled refugees with temporary accommodation until permanent accommodation has been secured;*
- *provide resettled refugees with assistance in securing longer term accommodation;*

- *have arrangements in place for basic practical orientation as part of the reception process;*
- *have sound linkages between reception support providers and services providing longer term resettlement support;*
- *have measures in place for the identification and treatment of health problems;*
- *have measures in place to identify and offer additional support to resettled refugees with complex needs.*

**Resources needed, (such as those listed above):**

*Communication equipment (computer, internet, ...) financial resources*

## 5. UNE INSTALLATION RAPIDE ET UN SOUTIEN SOCIAL / EARLY SETTLEMENT AND SOCIAL SUPPORT

BENIN
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ <i>Recent reports</i></li> <li>✓ <i>Site visits</i></li> <li>✓ <i>Opportunities for exchange</i></li> </ul>
<p><b>Information and details on the above offers:</b></p> <p><b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b></p> <ul style="list-style-type: none"> <li>▪ <i>offrir un évaluation individualisée et une aide au début de l'installation réalisées par une entité identifiable financées par le gouvernement;</i></li> <li>▪ <i>obtenir l'implication dans le soutien social de gouvernement, des organisations non gouvernementales, des communautés de réfugiés, des communautés plus larges;</i></li> <li>▪ <i>élaborer des stratégies pour que les services de soutien social; offerts aux ressortissants soient aussis accessibles aux réfugiés réinstallés;</i></li> </ul> <p><b>We are interested in building capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ <i>offer individualised assessment and early settlement support conducted by an identifiable entity funded by government;</i></li> <li>▪ <i>engage government, nongovernment agencies, the refugee and wider communities in social support;</i></li> <li>▪ <i>Develop strategies so that the social support services available to nationals are also available to resettled refugees</i></li> </ul>
<p><b>Resources needed, (such as those listed above):</b></p> <p>Ressources financières et matériel roulant</p> <p><i>Financial resources and rolling stock [?]</i></p>

## 6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES

BENIN
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ <i>Recent reports</i></li> <li>✓ <i>Site visits</i></li> <li>✓ <i>Training guidelines and resources</i></li> </ul>
<p><b>Information and details on the above offers:</b></p> <p><b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b></p> <ul style="list-style-type: none"> <li>▪ <i>fournir un soutien du revenu, après l'arrivée, pendant une période assez longue pour permettre au réfugié de s'adapter à son expérience de l'exil et de réinstallation, d'acquérir des connaissances linguistiques de base et de recevoir une orientation adéquate;</i></li> <li>▪ <i>fournir un soutien du revenu pendant cette période à un taux suffisant pour couvrir les frais de subsistance de</i></li> </ul>

<p>base (logement, nourriture, transport, dépenses scolaires, etc.);</p> <ul style="list-style-type: none"> <li>▪ fournir une aide matérielle ou une somme unique en espèces pour payer les frais d'établissement du ménage et de personnels;</li> </ul> <p><b>We are interested in building capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ provide income support for a period following arrival which is long enough for refugees to adjust to their refugee and resettlement experiences, acquire basic language skills and receive adequate orientation;</li> <li>▪ provide income support during this period at a rate that is sufficient to meet basic living costs (housing, food, transportation, educational expenses etc);</li> <li>▪ provide some form of 'one off' cash or material assistance to meet household and personal establishment costs</li> </ul>
<p><b>Resources needed, (such as those listed above):</b></p> <ul style="list-style-type: none"> <li>▪ Ressources financières pour les frais de subsistance des réfugiés pour une période de deux ans et le financement des micro-projets.</li> <li>▪ Ressources financières pour des mesures incitatives en faveur du personnel d'encadrement des réfugiés</li> <li>▪ <i>Financial resources for the subsistence costs of refugees for a period of two years and funding of micro-projects</i></li> <li>▪ <i>Financial resources to cover incentives for staff supporting refugees</i></li> </ul>

## 7. ORIENTATION PROGRAMMES AND PROCESSES

<b>BENIN</b>
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Opportunities for exchange</li> <li>✓ Site visits</li> <li>✓ Training guidelines and resources</li> <li>✓ Other</li> </ul>
<p><b>Information and details on the above offers:</b></p> <p><b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b></p> <ul style="list-style-type: none"> <li>▪ comporter des moyens de donner à la société un introduction sur les croyances, les pratiques socioculturelles et l'expérience des réfugiés réinstallés;</li> </ul> <p><b>We are interested in building capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ incorporate means of orientating the receiving society to the beliefs, cultural practices and past experiences of resettled refugees;</li> </ul>
<p><b>Resources needed, (such as those listed above):</b></p> <p><i>Financial resources</i></p>

## 8. RESOURCES DEVELOPMENT OF ORIENTATION PROGRAMMES

<b>BENIN</b>
<p><b>Nous pouvons offrir ce qui suit :</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ <i>Policy and programme development</i></li> <li>✓ <i>Opportunities for exchange</i></li> <li>✓ <i>Site visits</i></li> <li>✓ <i>Upcoming Conferences and workshops</i></li> <li>✓ <i>Recent reports</i></li> </ul>
<p><b>Renseignements et détails relatifs à toutes les offres susmentionnées</b></p> <p><b>Information and details on the above offers:</b></p>
<p><b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b></p> <ul style="list-style-type: none"> <li>▪ Programmes d'orientation formels avant et après l'arrivée;</li> <li>▪ Systèmes destinés au suivi et à l'évaluation des programmes d'orientation;</li> </ul>

- Mise à jour régulière des informations fournies aux réfugiés réinstallés, grâce à des liens à jour avec les fournisseurs de services et des programmes.

***We are interested in building capacity in:***

- *formal pre- and post arrival orientation programs;*
- *systems for monitoring and evaluating orientation programs;*
- *regular updating of information provided to resettled refugees by maintaining links with service and program providers.*

***Resources needed, (such as those listed above):***

Ressources financières / *Financial resources*

## 9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE

### BENIN

***We can offer the following:***

- ✓ *Recent research*
- ✓ *Site visits*
- ✓ *Training guidelines and resources*

***Information and details on the above offers:***

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- prendre des mesures pour faire en sorte que les services d'accueil et d'aide initiale à l'installation offrent une assistance linguistique appropriée;
- soutenir la mise en place de services d'interprétation et de traduction centralisés;
- avoir des stratégies permanentes pour planifier et bâtir un effectif d'interprètes adapté aux besoins changeants et aux profils d'admission des réfugiés;
- fournir du financement et du soutien technique pour les programmes de perfectionnement professionnel destinés aux intervenants bilingues en aide à la réinstallation qui n'ont pas les qualifications requises en services à la personne;

***We are interested in building capacity in:***

- take steps to ensure that reception and early settlement support services provide appropriate language assistance;
- support the development of centralised interpreter and translating services;
- have ongoing strategies for planning and building an interpreter work force in response to changing needs and intake patterns;
- provide funding and technical support for professional development programs for bilingual resettlement support workers who do not have requisite human service qualifications;

***Resources needed, (such as those listed above):***

Ressources financières / *Financial resources*

## 10. TARGET LANGUAGE TRAINING AND ACQUISITION

### BENIN

***We can offer the following:***

- ✓ *Recent reports*
- ✓ *Site visits*
- ✓ *Opportunities for exchange*

***Information and details on the above offers:***

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- faire en sorte que les programmes de formation linguistique reçoivent un financement suffisant, stable et permanent;
- d'enseignement reconnaissant la diversité des capacités, des compétences et des aspirations des réfugiés réinstallés;
- s'appuyer sur les principes pédagogiques de l'enseignement aux adultes;
- veiller à ce que les apprenants aient un accès équitable aux installations et aux ressources;

- veiller à ce que les apprenants aient un accès équitable aux installations et aux ressources;

**We are interested in building capacity in:**

- *ensure that language training programs receive adequate, stable and ongoing funding;*
- *offer a range of options in program type and instructional format recognising the diversity in capacities, competencies and aspirations among resettled refugees;*
- *operate on adult learning principles;*
- *ensure that second language learners have equitable access to facilities and resources;*

**Resources needed, (such as those listed above):**

Ressources financières

*Financial resources*

## 11. A HEALTHY START : ACCESS TO HEALTH CARE

### BENIN

**We can offer the following:**

- ✓ *Upcoming conferences*
- ✓ *Site visits*
- ✓ *Guidelines for policy and programme development*

**Information and details on the above offers:**

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- offrir aux réfugiés une durée prolongée de consultation et un suivi pertinent en dehors des consultations;
- offrir des interprètes accrédités;
- disposer de liens bien développés avec d'autres services de soins de santé impliqués dans les soins aux réfugiés, ainsi qu'avec les services, les réseaux et les ressources nécessitées par les nouveaux arrivants en cours d'intégration;
- fournir des informations et un soutien professionnel aux soignants notamment à ceux qui s'occupent de nombreux patients réfugiés
- Dispositions pour assurer à l'arrivée un dépistage des maladies contagieuses et un examen de santé général;
- Dispositions visant à aider les réfugiés réinstallés à payer les soins de santé, jusqu'à ce qu'ils parviennent à l'autonomie financière.
- Stratégies pour renforcer la capacité du personnel à répondre aux besoins des réfugiés réinstallés;
- Stratégies de sensibilisation communautaire visant à favoriser la compréhension des préoccupations de santé des populations de réfugiés, à contrer les perceptions négatives et à améliorer la capacité de la communauté à fournir un appui.

**We are interested in building capacity in:**

- *offer resettled refugees extended consultation time and follow-up;*
- *offer accredited interpreters;*
- *have well developed links with other health care services involved in refugee health care as well as with services, networks and resources required by new arrivals in the integration process;*
- *provide debriefing and professional support to health care providers, particularly those caring for any refugee patients.*
- *arrangements for offering communicable disease screening and an overall health assessment on arrival;*
- *arrangements for resettled refugees to meet the costs of health care in the resettlement country prior to achieving economic self-sufficiency.*
- *strategies for building work force capacity in providing health care to resettled refugees;*
- *community awareness strategies aimed at promoting understanding of the health concerns of refugee populations, countering negative concerns and enhancing community capacity to provide support.*

**Resources needed, (such as those listed above):**

Ressources financières / *Financial resources*

## RENFORCEMENT DES CAPACITÉS DE LA COMMUNAUTÉ D'ACCUEIL CAPACITY BUILDING IN THE RECEIVING COMMUNITY

## 12. **BUILDING SOCIAL SUPPORT FOR NEWLY ARRIVED REFUGEES IN THE RECEIVING COMMUNITY**

<b>BENIN</b>
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ <i>Upcoming conferences</i></li> <li>✓ <i>Site visits</i></li> <li>✓ <i>Recent reports</i></li> <li>✓ <i>Opportunities for exchanges</i></li> </ul>
<p><b>Information and details on the above offers:</b></p> <p><b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b></p> <p>:</p> <ul style="list-style-type: none"> <li>▪ faire participer les réfugiés réinstallés à l'élaboration et à la mise en œuvre des plans d'installation et soutien social ou d'intégration;</li> <li>▪ assurer ou faciliter l'accès au soutien en supprimant les obstacles pratiques (garde d'enfants, transport);</li> <li>▪ promouvoir l'accès aux systèmes et services de soutien disponibles aux ressortissants dans la société dans son ensemble;</li> <li>▪ donner au soutien une dimension culturelle;</li> <li>▪ tenir compte des besoins de l'ensemble de la famille et des besoins individuels de ses membres;</li> <li>▪ Prévoir des dispositions pour le parrainage privé, ou des arrangements analogues, ainsi que la formation, l'appui et le suivi appropriés;</li> <li>▪ Appuyer l'élaboration de programmes de soutien social par les bénévoles au sein de la communauté d'accueil;</li> </ul> <p><b>We are interested in building capacity in</b></p> <ul style="list-style-type: none"> <li>▪ <i>engage refugee communities in planning and implementation;</i></li> <li>▪ <i>provide or facilitate access to support by removing practical barriers (child care, transport);</i></li> <li>▪ <i>promote access to support systems and services available to nationals in the wider community;</i></li> <li>▪ <i>provide culturally sensitive support;</i></li> <li>▪ <i>take account of the needs of the whole family as well as individual family members;</i></li> <li>▪ <i>private sponsorship or like arrangements, along with appropriate training, support and monitoring;</i></li> <li>▪ <i>support for the development of volunteer social support programs in the refugee, immigrant and the wider communities;</i></li> </ul>
<p><b>Resources needed, (such as those listed above):</b></p> <p>Ressources financiers. /<i>Financial resources</i></p>

## 13. **PROMOUVOIR L'ACCUEIL ET LES COMMUNAUTÉS HOSPITALIÈRES PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES**

<b>BENIN</b>
<p><b>Nous pouvons offrir ce qui suit :</b></p>
<p><b>Renseignements et détails relatifs à toutes les offres susmentionnées :</b></p> <p><b>Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :</b></p> <ul style="list-style-type: none"> <li>▪ Impliquer les réfugiés réinstallés dans la planification et le suivi des programmes et aux stratégies d'intégration et de diversité culturelle;</li> <li>▪ Appliquer des stratégies visant la participation des employeurs, des syndicats et des communautés locales (en particulier les groupes religieux et les organisations de défense des droits de l'homme) à la construction de communautés accueillantes;</li> <li>▪ Prendre des mesures pour augmenter le niveau de sensibilisation, de compréhension et de soutien de la communauté envers la réinstallation des réfugiés;</li> <li>▪ Prendre des mesures pour renforcer les communautés ethnoculturelles et leur capacité à donner aux nouveaux arrivants des possibilités de participer aux activités culturelle et religieuses et à faire le pont entre les communautés de réfugiés et la société d'accueil;</li> <li>▪ Offrir aux réfugiés réinstallés la résidence permanente, avec les droits et les responsabilités qui y sont associés (y compris le droit de voyager) et leur permettre de solliciter dès que possible la citoyenneté.</li> <li>▪ Solliciter l'appui des figures marquantes de la communauté sur les sites d'intégration au niveau local;</li> </ul>

- Prendre des mesures concernant la naturalisation dre des mesures concernant la naturalisation.
- Des stratégies visant à obtenir la participation des principales instances locales et à renforcer leur capacité à appuyer l'intégration (par exemple les employeurs, les syndicats, les communautés religieuses et les pouvoirs publics locaux);
- Une planification et un cadre législative pour la promotion de l'intégration et de la diversité culturelle;
- Des stratégies médiatiques pour promouvoir la conscience et la compréhension de la communauté à propos de la réinstallation des réfugiés;

***We are interested in building capacity in:***

- *involve resettled refugees in the planning and monitoring of integration and cultural diversity programs and strategies;*
- *have strategies in place to engage employers, labour unions, and local communities (in particular, faith-based communities and human rights organisations) in building hospitable communities;*
- *have measures in place to raise community awareness and understanding of, and support for, refugee resettlement;*
- *have measures in place to strengthen ethno-cultural communities and to build their capacity to provide opportunities for new arrivals to participate in cultural and religious activities and to serve as a bridge between refugee communities and the receiving society;*
- *offer resettled refugees permanent residence and its associated rights and responsibilities (including the right to travel) and enable them to seek citizenship at the earliest possible stage.*
- *soliciting the support of community leaders in local integration sites*
- *making provision to grant resettled refugees permanent residency; citizenship provisions.*
- *strategies to engage and build the capacity of key local constituencies to support integration (e.g. employers, labour unions, faith-based communities, local authorities);*
- *planning and legislative frameworks to promote integration and cultural diversity;*
- *strategies to promote community awareness and understanding of refugee resettlement in the media;*

**Ressources requises, (telles que celles susmentionnées) :**

Supports documentaires d'autres pays de réinstallation, ressources matérielles (véhicule) et financières pour permettre l'organisation des campagnes de sensibilisation des autorités politiques et administratives.

*Financial resources for organizing information and awareness-raising missions.*

## **ALLER DE L'AVANT / PASSER À L'AUTONOMIE** ***"MOVE ON" - TRANSITIONS TO SELF SUFFICIENCY***

### **14. ATTEINDRE L'AUTONOMIE FINANCIÈRE** ***BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY***

#### **BENIN**

**Nous pouvons offrir ce qui suit :**

**Renseignements et détails relatifs à toutes les offres susmentionnées :**

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- Aider les réfugiés souhaitant créer une petite entreprise;
- Viser à aider les réfugiés à être sur le marché de l'emploi sur un pied d'égalité avec les ressortissants, et à y progresser en fonction de leurs compétences, de leur expérience et de leurs aptitudes;
- Susciter un partenariat avec les réfugiés réinstallés de sorte qu'ils jouent un rôle actif dans leur recherche d'emploi et qu'ils la maîtrisent;
- Aider les réfugiés réinstallés à se représenter e Faire participer les communautés de réfugiés dans la planification et la mise en oeuvre;
- eux-mêmes aux employeurs, en les aidant à évaluer correctement leurs compétences et leurs possibilités d'emploi
- Faire participer les employeurs et les syndicats
- Promouvoir l'accès à un emploi significatif et durable

***We are interested in building capacity in:***

- *offer support for refugees wishing to establish small businesses;*
- *aim to support refugees to compete on an equal basis with nationals in the labour market and to advance in the labour market commensurate with their skills, experience and aptitude;*
- *foster a partnership approach with resettled refugees to ensure that they play an active role in and have a sense of ownership of the job search process;*
- *support resettled refugees to represent themselves to employers by assisting them to accurately assess their abilities and job possibilities;*
- *engage employers and labour unions; promote access to meaningful and sustainable employment.*

**Ressources requises, (telles que celles susmentionnées) :**

Ressources financières et matériel roulant.

*Financial and material resources*

## 15. ASSURER L'ACCÈS À UN LOGEMENT ABORDABLE, DE BONNE QUALITÉ ET SÛR

### ACCESS TO SECURE AND AFFORDABLE HOUSING

**BENIN****Nous pouvons offrir ce qui suit :****Renseignements et détails relatifs à toutes les offres susmentionnées :****Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

- *Qu'il existe des protocoles et des ressources appropriés pour fournir ou faciliter l'accès à des logements à long terme abordables, sûrs et de bonne qualité dès que possible après l'arrivée*
- *Que les acteurs pertinents participent au processus de planification, en particulier les communautés de réfugiés, les organisations non gouvernementales, l'administration responsable du logement et le secteur privé;*
- *Aider les réfugiés réinstallés à trouver un logement stable, dans le cadre de l'évaluation et de l'aide initiale à l'installation;*
- *Planifier la mise à disposition de logements permanents avant l'arrivée des réfugiés*
- *Des initiatives visant à renforcer la capacité des services ethnoculturels, des agences de réinstallation, des agences non gouvernementales et des services de défense des locataires, à appuyer l'accès au logement pour les réfugiés réinstallés*
- *there are appropriate protocols and resources in place to provide or facilitate access to long term, affordable, secure and good quality housing as soon as possible after arrival;*
- *relevant players are engaged in the planning process, in particular, refugee communities, non-government organisations, government housing authorities and the private sector;*
- *providing support for resettled refugees to access long term housing in the context of assessment and early settlement support;*
- *planning permanent housing options in advance of refugee arrivals.*
- *initiatives to build the capacity of ethno-cultural services, resettlement and non-government agencies and housing advocacy services to support resettled refugees to access housing;*

**Resources needed (such as those listed above):**

Ressources financiers.

*Financial resources*

## 16. LA PLANIFICATION D'UNE SANTÉ MENTALE OPTIMAL

### PLANNING FOR OPTIMAL MENTAL HEALTH

**BENIN****Nous pouvons offrir ce qui suit :****Renseignements et détails relatifs à toutes les offres susmentionnées :**

Le Bénin n'a ni les ressources humaines ni les capacités matérielles pour intervenir dans ce domaine.

*Bénin has neither the human resources nor the material capacity to contribute in this area*

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

**Ressources requises, (telles que celles susmentionnées) :**

## **RÉINSTALLATION DE GROUPES ET DE COMMUNAUTÉS PARTICULIÈRES**

### **RESETTLEMENT OF PARTICULAR GROUPS AND COMMUNITIES**

#### **17. LA PRISE EN COMPTE DES DIFFÉRENCES ENTRE LES SEXES**

##### **TAKING ACCOUNT OF GENDER**

#### **BENIN**

**Nous pouvons offrir ce qui suit :**

**Renseignements et détails relatifs à toutes les offres susmentionnées :**

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

##### **Placement**

Garde d'enfants pour favoriser la participation

##### **Soutien à l'installation et soutien social précoces**

Réseaux de soutien communautaires, notamment pour les femmes n'ayant pas un emploi salarié;

##### **Orientation**

Stratégies visant à favoriser la participation des femmes réfugiées

##### **Emploi**

- Aide intensive à la recherche d'emploi pour les femmes défavorisées du point de vue de l'emploi
- Adéquation des cadres législatifs en vigueur pour prévenir la discrimination contre les femmes en matière d'emploi
- Micro-entreprises à domicile, notamment pour familles ayant des enfants à garder

##### **Soins de santé**

Soutien aux familles réfugiées pour l'accès aux soins obstétricaux en hôpital

##### **Communautés accueillantes et hospitalières**

- Information pour la société d'accueil sur les relations familiales et les points forts, les coutumes et les pratiques concernant les femmes réfugiées;
- Information sur les coutumes et les pratiques concernant l'orientation sexuelle;

##### **We are interested in building capacity**

###### **Placement**

- *Child care services for refugee families*
- *Early settlement and social support*
- *Community support networks, especially for women not in paid employment,*
- *Orientation*
- *Strategies to foster the participation of refugee women.*

###### **Employment**

- *intensive job search assistance for women experiencing employment disadvantage;*
- *the adequacy of existing legislative frameworks to prevent discrimination against women in the work force;*
- *home based micro-economic enterprises, especially for families with child care responsibilities;*

###### **Health care**

- *support for refugee families to access hospital based obstetric care.*

##### **Welcoming and hospitable communities**

- *providing information about family relationships and the strengths, customs and practices of refugee women to receiving societies;*

- *providing information on the social customs and practices related to sexual orientation;*

**Ressources requises, (telles que celles susmentionnées) :**

**18. LA PRISE EN COMPTE DES ENFANTS ET DES ADOLESCENTS**  
***REFUGEE CHILDREN AND YOUNG PEOPLE***

**BENIN**

**Nous pouvons offrir ce qui suit :**

**Renseignements et détails relatifs à toutes les offres susmentionnées :**

A l'étape actuelle du programme de réinstallation, le Bénin n'est pas en mesure de faire face aux besoins de cette catégorie de réfugiés.

*At the present stage of the resettlement program, Bénin is not able to respond to the needs of this category of refugees*

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

**Ressources requises, (telles que celles susmentionnées) :**

**19. LA PRISE EN COMPTE DES RÉFUGIÉS ÂGÉS**  
***REFUGEE ELDERS***

**BENIN**

**Nous pouvons offrir ce qui suit :**

**Renseignements et détails relatifs à toutes les offres susmentionnées :**

Ici également il nous paraît trop prétentieux de vouloir s'occuper des personnes dont l'intégration locale sera difficile à réaliser au Bénin.

*Here also it would seem to us too pretentious to wish to take charge of people whose local integration would be difficult to achieve in Bénin.*

**Nous souhaiterions renforcer nos capacités dans le(s) domaines suivants :**

**Ressources requises, (telles que celles susmentionnées) :**

## BRAZIL

### BRAZIL - NATIONAL CONTEXT FOR REFUGEE RESETTLEMENT PROGRAMME

The focus of resettled refugee integration in a developing economy, like ours, should necessarily consider the economic and labor aspects. Considering Brazil has no problem of reception and integration, because it is a multi-social society, the guidelines for resettled refugees must include considerations of their capacity to achieve self-sufficiency.

### DEPARTMENT/ORGANIZATION

CONARE – National Committee for Refugees is a committee made up of all ministries involved with refugee issues and, also has representation from civil society through Cáritas Arquidiocesan of São Paulo and Rio de Janeiro. UNHCR is part of the committee and has the right to speak and participate but without vote.

It is CONARE's responsibility to make eligibility decisions following the law 9.474/97, that regulates the application of the UN Convention of 1951 and affirms the definition of Cartagena with respect to human rights violations as a matter of refugee determination.

The resettlement decision is exclusively that of CONARE and includes the support of Acnur for the local integration of resettled refugees.

Emphasizes that individual asylum claims are the majority.

### Focal Persons and contact information

Nara C. N. Moreira da Silva - CONARE General Coordinator  
[conare@mj.gov.br](mailto:conare@mj.gov.br)

Carla Cristina Marques – Resettlement Officer  
[carla.marques@mj.gov.br](mailto:carla.marques@mj.gov.br)

Address:  
 Ministério da Justiça  
 Esplanada dos Ministérios  
 Anexo II sala 502  
 Brasília – DF BRASIL  
 zipcode: CEP: 70.064-900

## PRE-DEPARTURE PHASE

### 1. OPERATIONAL ELEMENTS IN IDENTIFICATION AND SELECTION OF REFUGEES FOR RESETTLEMENT

#### BRAZIL

#### We can offer the following:

- ✓ Opportunities for exchanges

#### Information and details on all of the above offers:

#### We are interested in building our capacity in:

Developing the adequate process of selecting considering the necessities of refugees and the capacity of integration of the countries.

<b>Resources needed, (such as those listed above):</b>
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## 2. SELECTING AND DEVELOPING PLACEMENT COMMUNITIES AND SUPPORTING SOUND PLACEMENT CHOICES

### BRAZIL

**We can offer the following:**

- ✓ Training guidelines & resources
- ✓ Useful websites

**Information and details on all of the above offers:**
**We are interested in building our capacity in:**

A training guideline and resources that can help the procedure of engagement of the community in the integration process.

Useful websites to research and model to Brazilian program characteristics.

<b>Resources needed, (such as those listed above):</b>
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## 3. PRE DEPARTURE COUNTRY / CULTURAL ORIENTATION

### BRAZIL

**We can offer the following:**

- ✓ Guidelines for pre-departure country / cultural programmes

**Information and details on all of the above offers:**
**We are interested in building our capacity in:**

Elaborating guidelines to inform foreigners about the situation of the resettlement country where he/she can evaluate his/her possibilities of integration.

<b>Resources needed, (such as those listed above):</b>
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## CAPACITY BUILDING IN THE RECEIVING COMMUNITY

### 13. PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES

### BRAZIL

**We can offer the following:**

- ✓ Resource materials
- ✓ Opportunities for exchanges

**Information and details on all of the above offers:**
**We are interested in building our capacity in:**

Identify strategies to promote partnerships within the civil society to facilitate the integration process of resettled refugees.

<b>Resources needed, (such as those listed above):</b>
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## “MOVE ON” TRANSITIONS TO SELF-SUFFICIENCY

### 14. BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY

### BRAZIL

**We can offer the following:**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Opportunities for exchanges</li> </ul> | <ul style="list-style-type: none"> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul> |
|--|---|

**Information and details on all of the above offers:****We are interested in building our capacity in:**

Developing the procedures to facilitate the engagement of refugees in making choices about his/her way of sufficiency.

A guide in program of administration towards building self-sufficiency.

**Resources needed, (such as those listed above):****15. ACCESS TO SECURE AND AFFORDABLE HOUSING****BRAZIL****We can offer the following:**

- ✓ Opportunities for exchanges
- ✓ Useful websites

**Information and details on all of the above offers:****We are interested in building our capacity in:**

Opening possibilities of acquiring housing.

**Resources needed (such as those listed above):****16. PLANNING FOR OPTIMAL MENTAL HEALTH****BRAZIL****We can offer the following:**

- ✓ Useful websites

**Information and details on all of the above offers:****We are interested in building our capacity in:****Resources needed, (such as those listed above):****RESETTLEMENT OF PARTICULAR GROUPS OF REFUGEES****17. TAKING ACCOUNT OF GENDER****BRAZIL****We can offer the following:**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> </ul> | <ul style="list-style-type: none"> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul> |
|---|--|

**Information and details on all of the above offers:****We are interested in building our capacity in:**

Informing about the differences of cultures.

The preparation in the resettlement country to assist women who have never been employed before.

**Resources needed, (such as those listed above):****18. REFUGEE CHILDREN AND YOUNG PEOPLE****BRAZIL****We can offer the following:**

- ✓ Training guidelines & resources

**Information and details on all of the above offers:****We are interested in building our capacity in:**

Although we do not yet have experience in these concerns, it can be useful in guiding the separated minors, including in his/her first job.

**Resources needed, (such as those listed above):**

## 19. REFUGEE ELDERS

### BRAZIL

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Training guidelines & resources

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

Guiding them in a learning process to manage the cultural differences, including their insertion in the labor market.  
Considering the age is an inhibiting factor even to the nationals.

**Resources needed, (such as those listed above):**

## CANADA

### CANADA – NATIONAL CONTEXT FOR REFUGEE RESETTLEMENT PROGRAMME

#### **CIC - NHQ – Refugee Resettlement:**

##### **National Context**

The Government of Canada's foreign policy agenda is based on three central themes one of which is global peace and security. Under this broad public policy agenda, human rights is, and has long been, a central theme of Canadian foreign policy.

Canada has been a consistently strong voice for the protection of human rights and the advancement of democratic values, from our central role in the drafting of the [Universal Declaration of Human Rights](#) in 1947-8 to our work at the United Nations today. Canada is a party to all [6 major international human rights conventions](#), as well as many others, and encourages all countries which have not made these commitments to do so.

This deep-rooted commitment to humanitarian action is manifested in many ways including Canada's support for aid agencies like the United Nations High Commissioner for Refugees (UNHCR), its in-Canada refugee determination system, and by its active refugee resettlement program. In undertaking its resettlement program, Canada has chosen to protect persons for humanitarian reasons, to meet international commitments, to respond to international crisis, and to take on some measure of burden sharing with countries hosting large refugee populations.

##### **Refugee Resettlement Program:**

The Immigration and Refugee Protection Act (IRPA), implemented in June 2002, very expressly outlines Canada's objectives with respect to refugees, recognizing that the primary purpose of Canada's refugee program is about "saving lives and offering protection to the displaced and persecuted."

Reflecting the primary objective about saving lives, Canada's resettlement programme is founded on four key principles: (1) the selection of refugees on the basis of their protection needs, with less emphasis on their ability to establish; (2) the facilitation of rapid family reunion; (3) closer relationships with partners; and (4) the expeditious processing of urgent protection and vulnerable persons.

Although resettled refugees are expected to demonstrate an ability to establish, the criteria used to measure that ability are flexible. Briefly speaking, the greater the protection concerns are, the lower the emphasis on settlement potential. Indeed, under IRPA, refugees considered to be "vulnerable" or in urgent need of protection are explicitly exempted from any consideration of their ability to establish in Canada.

##### **CIC – NHQ – Integration:**

For Canada, resettlement is not only about saving lives, but is also about providing the opportunity to rebuild lives. Canada's resettlement/settlement program is designed to help refugees become participating and contributing members of Canadian society. In fulfilling this goal, Canada favours integration rather than assimilation.

Beyond offering mere physical protection, for resettlement to be a truly durable solution, newcomers must be able to integrate and participate in Canadian society; able to enjoy and exercise the same civil, political, economic, cultural and social rights as Canadian-born citizens. One of the stated objectives of IRPA is the promotion of the "successful integration of permanent residents into Canada, while recognizing that integration involves mutual obligations for new immigrants and Canadian society".

Refugees resettled to Canada are granted permanent residence status upon arrival in Canada. After accumulating three years of residency in Canada, all permanent residents may apply for Canadian citizenship.

Integration involves more than ensuring newcomers employment and a place to live. It involves helping them understand Canadian values and customs, our social institutions and their rights and obligations. Further, it involves an adaptation on the part of Canadians who must respect the increasingly diverse and multicultural nature of their society.

Citizenship and Immigration Canada - Settlement Programs:

Description of contribution programs:

**Immigrant Settlement and Adaptation Program (ISAP)**

The objective of ISAP is to assist immigrants in settling and integrating into Canadian society, so that they may become participating members as soon as possible. ISAP funding is provided in order to deliver direct services to immigrants such as reception, orientation, translation, interpretation, referral to community resources, para-professional counselling, general information and employment-related services. ISAP funding is also provided in order to carry out other activities that will improve settlement services.

The Canadian Orientation Abroad initiative provides a realistic view of life in Canada before arrival. Orientation sessions are delivered in Kenya and surrounding countries, Pakistan, Vietnam, Syria (with satellites to surrounding countries), Egypt and the Philippines by an international NGO. Topics include education, climate, housing, cost of living, and employment.

<http://www.cic.gc.ca/english/newcomer/isap-1e.html>

**Language Instruction for Newcomers to Canada (LINC)**

The objective of the LINC program is to provide language instruction to adult newcomers in one of Canada's official languages. LINC facilitates the social, cultural and economic integration of immigrants and refugees into Canada. In addition, the LINC curriculum includes information that helps to orient newcomers to the Canadian way of life. This, in turn, helps them to become participating members of Canadian society as soon as possible. Funding is provided for Linguistic Eligibility Determination activities, Language Training activities and for other activities that will improve the LINC program.

<http://www.cic.gc.ca/english/newcomer/linc-1e.html>

**HOST**

The objective of the Host program is to help immigrants overcome the stress of moving to a new country. Volunteers familiar with Canadian ways help newcomers learn about available services and how to use them, practice English and French, get contacts in their field of work and participate in the community. At the same time, host Canadians learn about new cultures, other lands and different languages; they make new friends and they strengthen community life. Conversation Circles are a popular new service delivery model for the HOST program.

<http://www.cic.gc.ca/english/newcomer/host-1e.html>

**RAP**

The Resettlement Assistance Program (RAP) provides initial reception, orientation and housing and referral services to refugees selected abroad by Canada. RAP also provides income support for up to two years in exceptional cases, but typically for one year. Income support rates are designed to be similar to the rates of social assistance for the province of resettlement.

<http://www.cic.gc.ca/english/refugees/resettle-3.html>

**DEPARTMENT / ORGANIZATION: CITIZENSHIP AND IMMIGRATION CANADA**

- select refugee overseas
- destine refugee to community with capacity and expertise to settle refugees
- provide initial orientation
- find and arrange permanent accommodation
- provide income support
- provide temporary health coverage
- encourage and facilitate civil society participation in refugee resettlement
- deliver ongoing settlement services through Service Provider Organizations (trauma counselling, job-readiness training, etc.)
- provide funding for English and French language courses

**Focal Person and Contact Information:**

Rick Heringer  
 Director, Resettlement  
 Refugees Branch  
 Citizenship and Immigration Canada  
 Ottawa, Canada

T. (613) 957-9349 F. (613) 957-5836  
[rick.herringer@cic.gc.ca](mailto:rick.herringer@cic.gc.ca)

**The input for this study was collected from the following provincial and federal government departments:**

**Province of British Columbia:**

The Settlement and Multiculturalism Branch, under the terms of the **Agreement for Canada – BC Cooperation on Immigration**, administers funding used, in part, to assist in refugee resettlement and adaptation in the Province of British Columbia. Funding is available to third party contractors through the BC Settlement and Adaptation Program (BCSAP) to provide the following services to refugees:

Information about B.C./Canadian society;

Guidance and support on personal and family adjustment issues;

Connections to services and resources in the broader community;

Matching of refugee newcomers with volunteers from the host society so that the newcomers can better understand Canadian life and develop a sense of connectedness to their community through the development of interpersonal relationships; and

English language instruction (pre-literacy to basic proficiency) to adults that will assist them with their settlement and adaptation to Canadian Society.

The responsibilities of the first 3-6 weeks of reception and orientation of resettled refugees (i.e. Refugee Assistance Program [RAP]) upon their arrival and the first year of financial support remains with Citizenship and Immigration Canada.

**Name and contact information:**

**Dominic Fung**

Program Design & Evaluation Analyst

Settlement and Multiculturalism Branch

Ministry of Community, Aboriginal & Women's Services

Government of British Columbia

3<sup>rd</sup> Floor, 490 West 8<sup>th</sup> Avenue  
 Vancouver, BC V5Z 1C5

604 – 775-0331 (tel)

604 – 775-0670 (fax)

**CIC - Ontario Region:**

CIC – Ontario Regional Office is responsible for the development and delivery of federal and regional refugee integration programs on behalf of Citizenship and Immigration Canada.

**Name and contact information: Fiona Corbin, CIC, Ontario Regional Office**

Phone: 416-954-5196

**CIC – Prairies Region:**

CIC – Ontario Regional Office is responsible for the development and delivery of federal and regional refugee integration programs on behalf of Citizenship and Immigration Canada.

Name and contact Information: Lynne Belding, CIC, Prairie Regional Office

Phone: 204-984-7259

**CIC - Atlantic Region:**

CIC – Atlantic Regional Office is responsible for the development and delivery of federal and regional refugee integration programs on behalf of Citizenship and Immigration Canada.

Name and contact Information: William Stewart, CIC, Atlantic Regional Office

Phone: 902-426-1418

**CIC – NHQ – Refugee Resettlement:**

The Resettlement Division is responsible for designing policies and programs related to the resettlement of refugees selected from abroad. In consultation with the International Region, it oversees the selection of government-assisted and privately-sponsored refugees from abroad, as well as members of the Humanitarian Designated classes, in accordance with annual levels tabled in Parliament. As part of this function, it plans, destines and analyzes the resettlement of refugees from posts abroad to provinces in Canada.

The Resettlement Division also encourages individuals and groups to participate in the resettlement of refugees and people admitted to Canada for humanitarian reasons. Working closely with partners in the refugee sponsoring community, it manages and promotes various sponsorship initiatives for refugees.

The Resettlement Division also provides financial assistance to refugees who have been accepted for resettlement through the Immigrant Loans and the Resettlement Assistance Programs.

Name and contact Information: Debra Presse, Manager, SRE Policy Unit, Ottawa.

Phone: 613-957-5833;

Alan Stewart, Policy and Program Advisor, Ottawa

Phone: 613-946-0557

**CIC – NHQ – Integration – Settlement:**

Settlement programs and services help newcomers to Canada make the transition from being strangers in a new country to being fully participating, contributing Canadians. Citizenship and Immigration Canada (CIC) manages the delivery of settlement services in all provinces and territories, with the exception of Quebec (Canada-Quebec Accord, 1991), British Columbia (realignment agreement, 1998), and Manitoba (realignment agreement, 2003).

Deborah Spurr, Director Settlement Programs, Integration Branch

Bonny Wong-Fortin, Manager Settlement Programs, Integration Branch

Sheila McMullin, Senior Policy Advisor, Settlement Programs, Integration Branch 613-948-5989

**PRE-DEPARTURE PHASE****1. INTEGRATION ELEMENTS IN IDENTIFICATION AND SELECTION OF REFUGEES FOR RESETTLEMENT****CANADA****We can offer the following:**

N/a

**Information and details on all of the above offers:**

n/a

**We are interested in building our capacity in:****Resources needed, (such as those listed above):****2. SELECTING AND DEVELOPING PLACEMENT COMMUNITIES AND SUPPORTING SOUND PLACEMENT CHOICES****CANADA****We can offer the following:**

✓ Guidelines for policy & program development

✓

✓ Useful websites

**Information and details on all of the above offers:****BC Gov't:**

Multicultural Profiles [www.mcaws.gov.bc.ca/amip/rpts/profiles.htm](http://www.mcaws.gov.bc.ca/amip/rpts/profiles.htm) - offer quick "snapshots" of the immigrant population and ethno-cultural composition in regions and communities of BC.

**CIC-Ontario:**

#1 - Procedures and protocols for conducting an advance assessment and preparation of receiving communities:

**CIC-Prairies:**

#1 - Procedures and protocols for conducting an advance assessment and preparation of receiving communities: CAIPS and FOSS notes (CIC case processing databases). Knowledge of local community resources, services, etc. by settlement staff. This information could be used to determine if the recommended destination is appropriate for the community and will meet the needs of the client.

**CIC-Atlantic:**

#1 - Procedures and protocols for conducting an advance assessment and preparation of receiving communities: In the Atlantic we use the Destination Matching Process which allows a measure of assessing community capability to refugee needs. Service providers, provinces and others are able to provide feed-back on what services might be available. The Notice of Arrival process also assists in providing lead-time to arrange the initial reception.

**CIC – NHQ - Integration Settlement:**

The Refugee Cultural Orientation Africa Program: <http://www.tesol.org/isaffil/intsec/columns/200002-rc.html>

**Guide to the Private Sponsorship of Refugees:** This guide by Citizenship and Immigration Canada explains how the private sponsorship program works, who may be sponsored, the obligations involved and the application process. The guide is available online at:

<http://www.cic.gc.ca/english/pub/ref-sponsor/index.html>

**MORE Project: Modeling of National Resettlement Process and Implementation of Emergency Measures**

Co-funded by the European Refugee Fund, the project aims to develop comprehensive resettlement models, which can be utilized by European Union member states and other countries. Project activities include research, training, and capacity building.

<http://www.integration-net.cic.gc.ca/english/index.cfm>

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

### 3. PRE DEPARTURE COUNTRY / CULTURAL ORIENTATION

#### CANADA

**We can offer the following:**

- ✓ Guidelines for pre-departure country / cultural programmes

- ✓ Resource materials
- ✓ Useful websites

**Information and details on all of the above offers:****BC Gov't:**

Roadmap to Recognition Fact Sheets: [www.mcaws.gov.bc.ca/amip/iqp/factsheets.htm](http://www.mcaws.gov.bc.ca/amip/iqp/factsheets.htm).

Provides information on the province of British Columbia and important information on searching for employment.

**CIC – NHQ - Refugee Resettlement / Integration Settlement:**

Canadian Orientation Abroad:

<http://www.cic.gc.ca/english/pub/orientation.html>

<http://www.integration-net.cic.gc.ca/inet/infocentre/coa-oce/english/index.htm>

Living Abroad:

[http://www.iie.org/Content/NavigationMenu/Fulbright\\_Demo\\_Site/U\\_S\\_Student\\_Program/Resources\\_for\\_Current\\_Fulbright\\_Grantees/Orientation\\_Guidelines\\_for\\_Living\\_Abroad.htm](http://www.iie.org/Content/NavigationMenu/Fulbright_Demo_Site/U_S_Student_Program/Resources_for_Current_Fulbright_Grantees/Orientation_Guidelines_for_Living_Abroad.htm)

Life in America: <http://www.ilw.com/immigrants/life/>

Life in Ontario: [www.settlement.org](http://www.settlement.org)

**We are interested in building our capacity in:**

CIC – NHQ - Integration Settlement:

- Pre-arrival orientation sessions on the internet.
- Best practices regarding creating informational DVDs/videos about Canada

<b>Resources needed, (such as those listed above):</b>
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## ARRIVAL AND THE FIRST FEW WEEKS

### 4. ARRIVAL AND RECEPTION

CANADA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development,</li> <li>✓ Manuals and Operational Manuals</li> </ul>	<ul style="list-style-type: none"> <li>✓ Current research</li> <li>✓ Recent reports</li> <li>✓ Useful websites.</li> <li>✓ Site visits</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p><b>Departmental Resettlement Manuals and Operational Memoranda:</b>  <a href="http://www.cic.gc.ca/ref-protection/english/manuals-guides/index.htm">http://www.cic.gc.ca/ref-protection/english/manuals-guides/index.htm</a></p> <p><b>Resources/Handbooks/Manuals:</b></p> <ol style="list-style-type: none"> <li>1. RAP Handbook  <a href="http://www.cic.gc.ca/ref-protection/english/manuals-guides/rap-par/index.htm">http://www.cic.gc.ca/ref-protection/english/manuals-guides/rap-par/index.htm</a></li> <li>2. Canadian Community Profiles: Destination Matching Handbook  <a href="http://www.cic.gc.ca/ref-protection/english/infocentre/settlement-etablissement/comm-prof/index.htm">http://www.cic.gc.ca/ref-protection/english/infocentre/settlement-etablissement/comm-prof/index.htm</a></li> <li>3. Joint Assistance Sponsorship Handbook (Ontario Region)</li> <li>4. RAP training manual (Ontario Region)</li> <li>5. Cultural Profiles (for use in HOST program)  <a href="http://www.settlement.org/cp/">http://www.settlement.org/cp/</a></li> <li>6. "First Steps": A self-instruction tutorial for government-assisted refugees which is accompanied by a CD-ROM video presentation  <a href="http://www.settlement.org/downloads/First_Steps_English.pdf">http://www.settlement.org/downloads/First_Steps_English.pdf</a></li> <li>7. General resource catalogue <a href="http://www.settlement.org/downloads/Putting_Pieces_Together_ENG.pdf">http://www.settlement.org/downloads/Putting_Pieces_Together_ENG.pdf</a></li> <li>8. Newcomers Guide to Canadian Housing  <a href="http://www.settlement.org/sys/library_detail.asp?doc_id=1000691">http://www.settlement.org/sys/library_detail.asp?doc_id=1000691</a></li> <li>9. Booklets and pamphlets distributed to newcomers: <u>Welcome to Canada</u>, <u>A Newcomer's Introduction to Canada</u>, <u>A Look at Canada</u></li> </ol> <p><b>Reports:</b></p> <ol style="list-style-type: none"> <li>1. <u>Government-Assisted Refugees / Temporary Accommodation Analysis</u>. Consulting &amp; Audit Canada (CAC Project: 550-0587). December 1997.</li> <li>2. <u>Evaluation of the Resettlement Assistance Program in Ontario</u>:  <a href="http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&amp;doc_id=1002836">http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&amp;doc_id=1002836</a></li> </ol> <p><b>Research:</b>  <a href="http://www.settlement.org/atwork/RESEARCH/home.asp">http://www.settlement.org/atwork/RESEARCH/home.asp</a></p> <p>Travel arrangements can be found in Appendix C of Part 5 (Appendices) of IP-3. The section is entitled "Guide for refugee travel to Canada". This appendix can be accessed at the following link:  <a href="http://www.cic.gc.ca/manuals-guides/english/ip/ip03e-app.pdf">http://www.cic.gc.ca/manuals-guides/english/ip/ip03e-app.pdf</a></p> <p><b>Possible Site Visits:</b></p> <ol style="list-style-type: none"> <li>1. Immigrant Reception and Information Services at <i>Vancouver International Airport</i>, <i>Lester B. Pearson International Airport</i> and <i>MacDonald Cartier International Airport</i></li> <li>2. <i>Newcomer Information Centres</i>: Two Newcomer Information Centres (NICs,) one in Toronto and one in Peel Region with 2 locations (Mississauga and Brampton) are operating in Ontario. The NIC resource centres provide first stop services including outreach to settlement and community partners.</li> </ol> <p><b>Useful Web sites:</b>  <a href="http://www.cic.gc.ca/ref-protection">www.cic.gc.ca/ref-protection</a></p>	

[www.settlement.org](http://www.settlement.org)

**We are interested in building capacity in:**

1. Improve destining process in order to reduce incidence of secondary migration.
2. Having measures in place for the identification and treatment of health problems.

**Resources needed, (such as those listed above):**

## 5. EARLY SETTLEMENT AND SOCIAL SUPPORT

CANADA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Program Initiatives</li> <li>✓ Immigration Portal</li> </ul>	<ul style="list-style-type: none"> <li>✓ Family Reunification policy</li> <li>✓ Multicultural links</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p><b>Programs/Initiatives:</b></p> <p>1. HOST: The objective of the Host program is to help immigrants overcome the stress of moving to a new country. Volunteers familiar with Canadian ways help newcomers learn about available services and how to use them, practice English and French, get contacts in their field of work and participate in the community. At the same time, host Canadians learn about new cultures, other lands and different languages; they make new friends and they strengthen community life. Conversation Circles are a popular new service delivery model for the HOST program.  - HOST Handbook for Service Provider Organizations: <a href="http://www.cic.gc.ca/english/newcomer/host-1e.html">http://www.cic.gc.ca/english/newcomer/host-1e.html</a>  - HOST Handbook for Applicants: <a href="http://www.cic.gc.ca/english/newcomer/host-2e.html">http://www.cic.gc.ca/english/newcomer/host-2e.html</a></p> <p>2. Immigration Portal: CIC and other Federal partners are currently developing an immigration portal that will complement the Going to Canada Web site. This will provide more accurate and target information of foreign credential recognition, and possible destinations for immigrants and refugees etc.</p> <p>3. Procedures have been implemented for facilitating the reunification of refugee families (known as "One Year Window of Opportunity" policy).</p> <p>4. In some locations, settlement agencies also serve as "multicultural" associations and can link certain refugees with ethnic companions where requested.</p>	
<p><b>We are interested in building capacity in:</b></p> <ol style="list-style-type: none"> <li>1. Building stronger and more seamless linkages between pure resettlement program (RAP) and broader settlement programs (ISAP, HOST, LINC, etc.).</li> <li>2. Individualized assessment of the needs of refugees</li> <li>3. Find a better balance between the time needed for orientation and the economic pressure of getting into permanent accommodation. Sometimes the refugee is not ready to assume responsibility.</li> </ol>	
<p><b>Resources needed, (such as those listed above):</b></p>	

## 6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES

CANADA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> </ul>	
<p><b>Information and details on all of the above offers:</b></p> <p><b>Programs/Initiatives:</b></p> <ol style="list-style-type: none"> <li>1. The Resettlement Assistance Program (RAP) provides initial reception, orientation and housing and referral</li> </ol>	

services to refugees selected abroad by Canada. Normally, RAP provides income support for up to one year and up to two years in exceptional cases. Income support rates are designed to be similar to the rates of social assistance for the province of resettlement. <http://www.cic.gc.ca/english/refugees/resettle-3.html>

2. The provinces of Saskatchewan and Alberta provide income support to eligible newcomers studying an official language through the Language Instruction for Newcomers (LINC) program

**We are interested in building capacity in:**

Monitoring and evaluating programs.

**Resources needed, (such as those listed above):**

## 7. ORIENTATION PROGRAMMES AND PROCESSES

CANADA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Program initiatives</li> <li>✓ Program information</li> </ul>	<ul style="list-style-type: none"> <li>✓ Current research</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p><b>Programs/Initiatives:</b></p> <p>1. <u>Immigrant Settlement and Adaptation Program (ISAP)</u>: The objective of ISAP is to assist immigrants in settling and integrating into Canadian society, so that they may become participating members as soon as possible. ISAP funding is provided in order to deliver direct services to immigrants such as reception, orientation, translation, interpretation, referral to community resources, para-professional counselling, general information and employment-related services. ISAP funding is also provided in order to carry out other activities that will improve settlement services.</p> <p>- ISAP Handbook for Service Provider Organizations:  <a href="http://www.cic.gc.ca/english/newcomer/isap-1e.html">http://www.cic.gc.ca/english/newcomer/isap-1e.html</a></p> <p>- ISAP Handbook for Applicants:  <a href="http://www.cic.gc.ca/english/newcomer/isap-2e.html">http://www.cic.gc.ca/english/newcomer/isap-2e.html</a></p> <p><b>Research:</b></p> <p><b>Useful Web sites:</b>  <a href="http://integration-net.cic.gc.ca">http://integration-net.cic.gc.ca</a>  <a href="http://canadainternational.gc.ca/menu-en.asp">http://canadainternational.gc.ca/menu-en.asp</a>  <a href="http://www.international.metropolis.net/">http://www.international.metropolis.net/</a></p> <p>Information on Settlement programs:  <a href="http://www.settlement.org/sys/faqs_detail.asp?passed_lang=EN&amp;faq_id=4000108">http://www.settlement.org/sys/faqs_detail.asp?passed_lang=EN&amp;faq_id=4000108</a></p>	
<p><b>We are interested in building capacity in:</b></p> <p>Using a variety of delivery models and having the models replicated where necessary.</p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

## 8. RESOURCES DEVELOPMENT FOR ORIENTATION PROGRAMMES

CANADA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Program Initiatives</li> <li>✓ Websites</li> </ul>	
<p><b>Information and details on all of the above offers:</b></p> <p><b>Programs/Initiatives:</b></p> <p>1. Voluntary Sector Initiative: <a href="http://www.vsi-isbc.ca">www.vsi-isbc.ca</a></p> <p>2. Nova Scotia Immigration Partnership Conference 2003: Opportunities for Collaboration</p>	

[http://www.misa.ns.ca/images/PDF%27s/Final\\_PartnershipConference\\_Report.PDF](http://www.misa.ns.ca/images/PDF%27s/Final_PartnershipConference_Report.PDF)

**We are interested in building capacity in:**

Increased flexibility to move funds to community capacity building.

**Resources needed, (such as those listed above):**

## 9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE

### CANADA

**We can offer the following:**

- ✓ Useful websites

**Information and details on all of the above offers:**

**Interpreting Services:**

[http://www.settlement.org/sys/faqs\\_detail.asp?faq\\_id=4000340](http://www.settlement.org/sys/faqs_detail.asp?faq_id=4000340)

[http://www.settlement.org/sys/library\\_detail.asp?PageID=REF&passed\\_lang=EN&doc\\_id=1002322](http://www.settlement.org/sys/library_detail.asp?PageID=REF&passed_lang=EN&doc_id=1002322)

**We are interested in building capacity in:**

1. Shifting capacity of service providers to provide services in other languages.

**Resources needed, (such as those listed above):**

## 10. TARGET LANGUAGE TRAINING AND ACQUISITION

### CANADA

**We can offer the following:**

- ✓ Guidelines for program development

- ✓ Recent reports

- ✓ Useful websites

**Information and details on all of the above offers:**

**Programs/Initiatives:**

1. **Language Instruction for Newcomers to Canada (LINC):** The objective of the LINC program is to provide language instruction to adult newcomers in one of Canada's official languages. LINC facilitates the social, cultural and economic integration of immigrants and refugees into Canada. In addition, the LINC curriculum includes information that helps to orient newcomers to the Canadian way of life. This, in turn, helps them to become participating members of Canadian society as soon as possible. Funding is provided for Linguistic Eligibility Determination activities, Language Training activities and for other activities that will improve the LINC program.

<http://www.cic.gc.ca/english/newcomer/linc-1e.html>

2. Enhanced Language Training:

<http://integration-net.cic.gc.ca/inet/english/rfp-2-ddp.htm>

**Reports:**

1. Benchmarking Adult Rates of Second Language Acquisition and Integration: How Long and How Fast? Final Report for Phase 1: 2001-2002. David L.E. Watt, University of Calgary; Deidre M. Lake, Canadian Language Research and Consulting

Note: The curricula for LINC and ESL programs often deal with topics relating to orientation to Canadian society

Language Assessment Documents: <http://www.settlement.org/atwork/programs/LINC/home.asp>

[http://www.settlement.org/sys/library\\_detail.asp?PageID=LL&passed\\_lang=EN&doc\\_id=1002645](http://www.settlement.org/sys/library_detail.asp?PageID=LL&passed_lang=EN&doc_id=1002645)

**Credential Assessment:**

[http://ftpd.maytree.com/cats\\_res.phtml?catsid=5](http://ftpd.maytree.com/cats_res.phtml?catsid=5)

**We are interested in building capacity in:**

1. Improving French language training in New Brunswick and Ontario.
2. Further develop our ESL tools and capacity. Increased professional development resources for providers.
3. Enhanced Language Training
4. Childminding for (children of ) language students
5. Setting standards for language assessment.

**Resources needed, (such as those listed above):****11. A HEALTHY START: ACCESS TO HEALTH CARE****CANADA****We can offer the following:**

- ✓ Program Information
- ✓ Manuals and Handbooks

- ✓ Recent reports
- ✓ Useful websites

**Information and details on all of the above offers:****Programs/Initiatives:**

1. The Interim Federal Health Program (IFH) is available to all resettled refugees in Canada and provides: health service benefits for the gap between date of arrival and eligibility for provincial health benefits; and limited additional benefits once provincial plans commence benefits for up to 12 months after arrival, or up to 24 months for JAS cases.

The IFH is not available to refugees who are:

- able to pay for their own health care services; or
- covered by a private or public health care plan.

Information on IFH is available in the following departmental manual:

<http://www.cic.gc.ca/manuals-guides/english/ir/ir03e.pdf>

2. Medicare: Description of provincial Medicare services are available from provincial sites.

**Manuals/Handbooks:**

1. Coming to Terms with Torture and Organized Violence: An Interactive Workshop Manual for Service Providers and Befriending Survivors of Torture: Building a Web of Community Support: Canadian Centre for Victims of Torture, 194 Jarvis ST. 2<sup>nd</sup> floor, Toronto ON, M5B 3B7

[http://www.settlement.org/sys/library\\_detail.asp?passed\\_lang=EN&doc\\_id=1002356](http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&doc_id=1002356)

2. Apprendre à se comprendre: This booklet is an introduction to working with French-speaking African clientele in the health and social service sectors. It aims to sensitize workers to the issues faced by these immigrants. Centre francophone du Toronto métropolitain.

[http://www.settlement.org/sys/library\\_detail.asp?passed\\_lang=EN&doc\\_id=1002352](http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&doc_id=1002352)

**Reports:**

1. Report on South American immigrant men and mental health:

[http://www.settlement.org/sys/library\\_detail.asp?PageID=REF&passed\\_lang=EN&doc\\_id=1002355](http://www.settlement.org/sys/library_detail.asp?PageID=REF&passed_lang=EN&doc_id=1002355)

2. Building Community Supports for Refugees – Community Research Report: This report identifies the needs survivors of torture have for both formal and informal community supports as they work to settle, heal from traumatic experiences and achieve a sense of well-being in their new community. Lutheran Refugee Committee, St. Peter's Lutheran Church, 49 Queen Street North, Kitchener, Ontario N2H 2G9

**Useful Web sites:**

1. United Nations Voluntary Fund for Victims of Torture

<http://www.unhchr.ch/html/menu2/9/vftortur.htm>

2. Web site for Canadian Centre for Victims of Torture

<http://www.icomm.ca/ccvt/>

**We are interested in building capacity in:**

1. We need more flexibility and coverage of real needs in health service for refugees under protection criteria.
2. Obtaining medical information from providers stationed abroad.
3. Passing on medical information to Settlement workers.
4. Expansion of IFH coverage and provision of health care providers in local communities.

<b>Resources needed, (such as those listed above):</b>
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## CAPACITY BUILDING IN THE RECEIVING COMMUNITY

### 12. BUILDING SOCIAL SUPPORT FOR NEWLY ARRIVED REFUGEES IN THE RECEIVING COMMUNITY

<b>CANADA</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul>	
<b>Information and details on all of the above offers:</b>	
<b>Programs/Initiatives:</b>	
<ol style="list-style-type: none"> <li>3. SWIS: Settlement Workers in Schools (SWIS) is a partnership between CIC, school boards and settlement agencies developed to provide settlement services to newcomer students and their families. SWIS projects attempt to reach out to newcomer families as they arrive in the school and provide them with settlement information and referral to education and community resources.</li> <li>4. The Building Bridges Program: The Resource kit provides information on an integrated whole-school community building approach that links parents, community resources and schools to help support immigrant and refugee children. The program provides an opportunity for children to express their needs, builds coping skills for children who have experienced traumatic events, and assists the whole community to recognize children's unique needs and define appropriate solutions. Some specific areas that the program works in are language training, academic upgrading and anti-racist education. International Children's Institute: P.O. Box 218, 11217 Greene Avenue, Montreal, Quebec, H3Z 2T2, <a href="mailto:icimtl@globetrotter.net">icimtl@globetrotter.net</a></li> </ol>	
<b>Reports/Research:</b>	
<ol style="list-style-type: none"> <li>6. Report on the Workshop on Minority Youth residing in the Ottawa-Carleton Region. The report documents findings and recommendations facing minority youth in the Ottawa-Carleton area. <a href="http://209.217.90.160/e1home.html">http://209.217.90.160/e1home.html</a> (Research Resource Division for Refugees, Centre for Peace Action and Migration Research, Carleton University 613-520-3676).</li> <li>7. <u>The Needs of Newcomer Youth and Emerging "Best Practices" to Meet Those Needs</u>. Paul Anisef, Kenise M. Killbride. This study identifies the needs of immigrant youth between the ages of 16-20, and surveys organizations that provide educational, employment, health and social services to newcomer youth in order to identify "best practices" for supporting the integration of youth from diverse cultural and racial groups in Canadian society. The research included data gathered from other research conducted on the needs of newcomer youth across Ontario. Centre of Excellence in Research in Immigration and Settlement (CERIS), York University, 4700 Keele Street, Toronto, ON M3J 1P3 <a href="http://ceris.metropolis.net/website">http://ceris.metropolis.net/website</a></li> </ol>	
<b>We are interested in building capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

### 13. PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES

<b>CANADA</b>	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Resource materials</li> <li>✓ Site visits</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Other</li> </ul>
<b>Information and details on all of the above offers:</b>	
<b>BC Gov't:</b>	
BC Newcomers' Guide to Resources and Services – a very popular guide published by the Branch and is available online in English, French, Korean, Punjabi and Chinese versions. <a href="http://www.mcaaws.gov.bc.ca/amip/sam/ncguide03.htm">www.mcaaws.gov.bc.ca/amip/sam/ncguide03.htm</a>	
Site visits to organizations that provide Community Bridging Services (Host & Youth Buddy Programs) which match	

adult and youth volunteers from the host communities with refugee families and youth so that the newcomers can better understand Canadian life and develop a sense of connectedness to their community through the development of interpersonal relationships.

Community Bridging Programs Research Project (March 2003) – a research project that studied similar programs in other jurisdictions to assist the Branch in a reconsideration of the program design that will reflect the needs of both newcomers and communities in the province.

Through funding of the BC Anti-racism and Multiculturalism Program, the province supports projects that aim to prevent and eliminate racism by enhancing community understanding of multiculturalism and cultural diversity, as well as initiatives that engage communities in a three-step Critical Incident Response Model towards the eventual creation of a municipal protocol in addressing racism and hate activity. [www.mcaws.gov.bc.ca/amip/sam/cirm\\_overview.htm](http://www.mcaws.gov.bc.ca/amip/sam/cirm_overview.htm).

#### ***CIC – Ontario:***

Initiatives to Raise Community awareness and understanding of refugee resettlement:

The following research report may relate to this. Paved with Good Intentions: Paths of Secondary Migration of Government-Assisted Refugees in Ontario - Centre for Addiction and Mental Health, University of Toronto  
[http://www.settlement.org/sys/atwork\\_library\\_detail.asp?doc\\_id=1002805](http://www.settlement.org/sys/atwork_library_detail.asp?doc_id=1002805)

Initiatives to strengthen ethno-cultural communities and build their capacity to provide opportunities for new arrivals: HOST Welcome Circles under the HOST program could be an example here . The report in #2 above about secondary migration could also be listed here.

#### ***CIC - Prairies:***

Initiatives to Raise Community awareness and understanding of refugee resettlement:

Private Sponsorship organizations and local service provider agencies are involved in cross cultural training with employers and government groups. The HOST program is a great way to raise community awareness. Saskatchewan now has a Provincial Planning Council with sub-committees in four communities that deal directly with resettled refugees receiving federal income assistance (gars). These councils/committees include all areas of the community that are involved in resettlement issues.

Initiatives to strengthen ethno-cultural communities and build their capacity to provide opportunities for new arrivals: While we have received proposals for funding from ethno-cultural groups for capacity building, due to budget limitations we have been unable to fund most of these initiatives. We do, however, encourage service provider organizations to partner with the various ethno-cultural groups to provide volunteers and interpreters.

#### ***CIC - Atlantic:***

Initiatives to Raise Community awareness and understanding of refugee resettlement:

All service providers in the Atlantic organize , sponsor or participate in community awareness programs . These might focus on particular cultural topics as well as areas of need , such as employment and foreign credential recognition. Each year ARAISA , through its main conference focusses attention on needs , services and potential of immigrants. All service providers and CICs have linkages to community and governmental organizations focussed on community capacity building. Ex. Partnership conferences , provincial immigration co-ordination committees. Our Host program and Private Sponsorship of Refugees program are predicated on making communities aware of refugee needs and soliciting their active support.

Initiatives to strengthen ethno-cultural communities and build their capacity to provide opportunities for new arrivals: Where possible attempts are made to select refugees with similar cultural background to build community support mechanisms for new arrivals. Our Sponsorship community also has the flexibility to sponsor refugees of similar nationality. Most of our communities have formal ethnic organizations that lend support to immigration efforts.

#### ***CIC – NHQ - Integration Settlement:***

Regional Immigration and Dispersal: Lessons from small and medium-sized Urban Centres in British Columbia. Published in the working paper series from Research on Immigration and Integration in the Metropolis, this paper presents findings from research on immigrant settlement in Kelowna, a second tier urban agglomeration, and Squamish, a small urban resource-based community, both in British Columbia. Margaret Walton-Roberts  
<http://www.integration-net.cic.gc.ca/english/index.cfm>

3<sup>rd</sup> UK National Integration Conference:

**June 29-30, 2004, London, United Kingdom**

This conference is titled “What Works Locally: Balancing National and Local Policies.” For more information on the conference, please visit the Web site of the Home Office for England and Wales.

<http://www.homeoffice.gov.uk/rds/integrationconf04.html>

**Study on Settlement Services for Newcomers in Isolated Rural Areas and Small Towns in Ontario**, Harry Cummings and Associates, 96 Kathleen Street, Guelph, ON N1H 4Y3.

Report seeks to gain a better understanding of the types of settlement services and information being accessed by newcomers in rural and remote areas of Ontario

Documents touchant les travaux du comité directeur et les communautés francophones en situation minoritaire.

<http://fcfa.ca/pr.php?souscate=Immigration&id=340>

<http://www.cic.gc.ca/francais/pub/cadre-minoritaire.html>

The Small Centre Strategy- The Regional Dispersion and Retention of Immigrants, Discussion paper developed of the National Settlement Conference 11, Calgary, Alberta, October 2-5, 2003

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

## “MOVE ON” TRANSITIONS TO SELF-SUFFICIENCY

### 14. BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY

#### CANADA

**We can offer the following:**

- ✓ Useful websites
- ✓ Other

**Information and details on all of the above offers:**

**BC Gov't:**

The Bamboo Network (Host Mentoring Program) – a Community Bridging Service offered by the Multicultural Helping House Society to assist refugees to gain a better understanding of job opportunities, educational/accreditation requirements, and work practice in the profession or trade of their preparation by providing mentors for refugees.

International Qualifications Program (IQP) [www.mcaws.gov.bc.ca/amip/iqp/index.htm](http://www.mcaws.gov.bc.ca/amip/iqp/index.htm) managed by the Immigration Division of the Ministry was designed as part of a BC human resource strategy to ensure the province has a skilled workforce to support British Columbia growth. Key initiatives include:

- *Your Roadmap to Recognition* - [www.mcaws.gov.bc.ca/amip/iqp/factsheets.htm](http://www.mcaws.gov.bc.ca/amip/iqp/factsheets.htm) – a series of fact sheets helping internationally trained professionals and trades people integrate into the BC labour market.
- *Occupation Fact Sheets* - [www.mcaws.gov.bc.ca/amip/iqp/regulated.htm](http://www.mcaws.gov.bc.ca/amip/iqp/regulated.htm) provide detailed information about specific regulated occupations in BC for individuals who have been educated and registered as professionals in other countries.

Related research relative to the labour market attachment of skilled immigrants and refugees.

[www.mcaws.gov.bc.ca/amip/iqp/research\\_reports.htm](http://www.mcaws.gov.bc.ca/amip/iqp/research_reports.htm)

The Branch piloted enhanced English Language Services for Adults (ELSA) (level 4 and 5) classes in 8 communities in the spring of 2004. These classes will provide an enhanced labour market focus to support the social and economic adaptation of immigrants and refugees.

**CIC-NHQ-Integration Settlement:**

**Information and details on all of the above offers:**

Access to professions and trades in Ontario: Developed by Community Information Toronto and funded by the Ontario

government, the portal includes a guide to working in the professions and trades in Ontario, a province-wide directory of community and government services, profiles of specific jobs, and articles. For more information, please visit: <http://www.211ontario.ca/apt/index.htm>

**Immigration and Foreign Credentials: A Land of Opportunity for the Brilliant**  
Prepared for Canadian Heritage (Multiculturalism Program), this report analyzes the foreign credentials issue as perceived in non-official language media. It is based on a survey of close to 200 news summaries from sources in 23 communities across Canada. <http://www.integration-net.cic.gc.ca/english/index.cfm>

**Earnings of Immigrant Men in Canada: The Roles of Labour Market Entry Effects and Returns to Foreign Experience**, December 2002, David A. Green, University of British Columbia and Christopher Worswick, Carleton University  
<http://www.cic.gc.ca/english/research/papers/earnings/earnings-toc.html>

**Immigrant Occupations: Recent Trends and Issues**, September 2003:  
A significant proportion of immigrants to Canada appears to be unable to convert their foreign qualifications into jobs commensurate with their training. Since the number of highly qualified immigrants entering the country every year is growing rapidly, the issue merits additional comprehensive investigation. A substantial discrepancy between the skills of newcomers and their occupational attainment could have multiple negative consequences for immigrants themselves and for Canada more generally. Addressing this multidimensional problem requires detailed information on the scope of the problem and on the population at risk. Precise, usable occupational and labour market data on recent immigrants is crucial to future policy development, but has not until recently been widely available. This analysis presents this background information and documents the evolution of key intended occupational and skill characteristics of skilled worker immigrants landed during the past two decades.  
<http://www.cic.gc.ca/english/research/papers/occupations/occupations-toc.html>

**Immigrants and Work: Findings from the 1990 and 2000 World Values Surveys (Canada)**, July 28, 2003, Neil Nevitte and Mebs Kanji, Dept of Political Science, University of Toronto, 100 St George Street, Toronto, Ontario, M5S 3G3  
This report draws on data from the World Values Surveys (WVS) to examine the similarities and differences between native-born Canadians' and immigrants' orientations towards work. Included within this analysis are: comparisons of how much importance native-born Canadians and immigrants attribute to work; Canadians' and immigrants' work motivations; and Canadians' and immigrants' views toward worker participation; and economic fairness.  
<http://www.cic.gc.ca/english/research/papers/work/work-toc.html>

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

## 15. ACCESS TO SECURE AND AFFORDABLE HOUSING

### CANADA

**We can offer the following:**

- ✓ Useful websites
- ✓ Other

**Information and details on all of the above offers:**

#### **BC Gov't:**

BC Housing is a provincial crown agency that develops, manages and administers a wide range of subsidized housing options across the province. It manages about 8,000 public housing units across British Columbia. To apply for subsidized housing in British Columbia you must be a resident of this province. Non-profit societies and co-ops manage another 26,600 units of housing throughout the province. [www.bchousing.org](http://www.bchousing.org).

The Link Housing Listings is a resource directory that provides maps and listings of affordable housing for families, seniors and people with disabilities across British Columbia.  
[www.bchousing.org/Applicants/The\\_Link\\_Housing\\_Listings.asp](http://www.bchousing.org/Applicants/The_Link_Housing_Listings.asp).

#### **CIC - Ontario:**

Initiatives to improve affordable housing:  
none

#### **CIC - Prairies:**

Initiatives to improve affordable housing:

We have had little success in the area of affordable housing. Where possible we encourage our clients to apply for low cost housing. However, there is often a waiting list for this type of accommodation. Finding affordable housing for large families continues to be a challenge in all 3 Prairie provinces.

***CIC - Atlantic:***

Initiatives to improve affordable housing:

In some communities there has been liaison with municipal and provincial governments to provide access to public housing for refugees. In some cases, service providers are in the process of acquiring properties that can be used for both temporary and on-going accommodation for refugees during their first year.

Temporary accommodation is key and CICs and service providers have identified and cultivated supportive relationships with local hotels and property owners.

***CIC-NHQ-Integration Settlement:***

Housing in Canada: <http://www.settlement.org/site/HO/home.asp>

Newcomers Guide to Canadian Housing, Canada Mortgage and Housing Corporation

The Newcomer's Guide to Canadian Housing answers your questions about renting or buying a house. It gives you the right questions to ask landlords, building superintendents, real estate sales representatives, property managers and lenders. The guide describes different types of housing and ownership, how to look for a place to rent, landlord-tenant relationships and how to buy and finance a house.

[http://www.settlement.org/sys/library\\_detail.asp?PageID=HO&passed\\_lang=EN&doc\\_id=1000691](http://www.settlement.org/sys/library_detail.asp?PageID=HO&passed_lang=EN&doc_id=1000691)

Rental Housing in Ontario, Centre for Equality Rights in Accommodation (CERA)

The aim of this booklet is to inform new immigrants about rental housing in Ontario and to help them access their first house or apartment.

[http://www.settlement.org/sys/library\\_detail.asp?PageID=HO&passed\\_lang=EN&doc\\_id=1002605](http://www.settlement.org/sys/library_detail.asp?PageID=HO&passed_lang=EN&doc_id=1002605)

What tenants need to know about the law The Tenant Protection Act sets out the basic rules for rent increases, evictions, repairs, and many other issues that concern tenants. This booklet tells you about this law and where to go for help. [http://www.settlement.org/sys/guides\\_detail.asp?faq\\_id=4000484](http://www.settlement.org/sys/guides_detail.asp?faq_id=4000484)

**We are interested in building our capacity in:**

**Resources needed (such as those listed above):**

## 16. PLANNING FOR OPTIMAL MENTAL HEALTH

### CANADA

**We can offer the following:**

- ✓ Guidelines for policy & program development

- ✓ Useful websites
- ✓ Other

**Information and details on all of the above offers:**

***BC Gov't:***

Priority placement of eligible resettled refugees into English Language Service for Adults classes in suitable locations as soon as the refugees are ready.

Vancouver Association for the Survivors of Torture funded under Information and Support Services of the BC Settlement and Adaptation Program provides enhanced information and adjustment support with a specialized focus for refugees who have suffered torture.

The Affiliation of Multicultural Societies and Service Agencies, AMSSA's Immigrant Integration Coordinating Committee (IICC) provides an opportunity for agencies and associations working with newcomers to address challenges, find reasonable solutions, and share resources. They are committed to improving immigrant and refugee integration services, developing client-centred policy, facilitating effective consultation, advocating for necessary change, conducting meaningful research related to the needs of the sector, and developing professional standards in service delivery. [www.amssa.org](http://www.amssa.org)

BC Settlement and Integration Workers' Association (BCSIWA) is an association of professionals working in the field of settlement, integration and multicultural education services. They are committed to the professional development of

their members and encourage the full participation of all those who join the association. [www.bcsiwa.com](http://www.bcsiwa.com)

ELSA Net is a society of English Language Services for Adults service providers. The purpose of ELSA Net is to facilitate the effective delivery of ELSA throughout the Province of British Columbia taking into account and recognizing regional differences and needs. [www.elsanet.org](http://www.elsanet.org)

***CIC-Ontario Region:***

Initiatives designed to support survivors of trauma or torture:

Understanding the Unspoken Pain: Training Health Workers to Care for Survivors of War and Torture - Canadian Mental Health Association, Ottawa-Carleton Branch

[http://www.settlement.org/sys/library\\_detail.asp?passed\\_lang=EN&doc\\_id=1002360](http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&doc_id=1002360)

***CIC-Prairie Region:***

Initiatives designed to support survivors of trauma or torture:

Local service and health care providers have been meeting in Saskatchewan to discuss these issues. In Alberta, there are ISAP agreements with organizations that provide some of these services.

***CIC-Atlantic Region:***

#5 - Initiatives designed to support survivors of trauma or torture:

Our reliance in this Region is on the experience of our service providers. There have been workshops but we have no on-going trauma and torture counselling service. Close liaison with supportive family physicians and health networks in the larger communities is the present strategy.

***CIC-NHQ-Integration Settlement:***

Building Community Supports for Refugees – Community Research Report

This report identifies the needs survivors of torture have for both formal and informal community supports as they work to settle, heal from past traumatic experiences and achieve a sense of well-being in their new community. An evaluation of the survivor drop-in centre piloted in Kitchener-Waterloo, Canada, is also included.

Lutheran Refugee Committee, St. Peter's Lutheran Church, 49 Queen St. North, Kitchener, ON, N2H 2G9

Central American Immigrant Men and Mental Health: Problems with your Nerves? What can you do? Samuel Dunn, Kevin Pottie, Magnolia Mazzeo

The qualitative study examines how Central American immigrant men adjust to living in Toronto and how this process affects their mental health and well-being. Participant observation, in-depth interviews and focus groups with Central American men and women were used to gather data. A mental health resource card was developed for Central American men to provide information about mental health resources available in the community.

York Community Services Legal Health and Social Services

1651 Keele St., Toronto ON M6M 3W2

Coming to Terms with Torture and Organized Violence: An Interactive Workshop Manual for Service Providers and Befriending survivors of Torture: Building a Web of Community Support (Direct Link)

A manual and workshop are based on the findings of a participatory research study of the Befriending Program at the Canadian Centre for Victims of Torture (CCVT)- 2000.

Cultural Diversity and Mental Health: Families in Transition (Direct Link)

A report summarizing a one-day conference held in Toronto on March 24, 2000, entitled "Cultural Diversity and Mental Health: Families in Transition" - 2000.

Determining the Health and Social Needs of Kurdish Speaking Families in Hamilton-Wentworth, Inez Rios, Carolyn Byrne, Gina Browne, Kathryn King, Pat Harkness, Bonnie Bridle

St. Joseph's Women's Immigrant Centre, 322 James Street North, Hamilton ON, L8L 1H2.

A Guide to Addiction Information and Referral for Settlement Service Professionals

An introduction to basic addiction issues and the current treatment system. A quick reference guide for professionals working in settlement services.

Marketing and Sales Services, Centre for Addiction and Mental Health, 33 Russell Street, Toronto, ON M5S 2S1

Understanding the Unspoken Pain: Training Health Workers to Care for Survivors of War and Torture (Direct Link)

The report is a summary of a one-day training session for health care professionals working with survivors of war and torture.

<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

## RESETTLEMENT OF PARTICULAR GROUPS AND COMMUNITIES

### 17. TAKING ACCOUNT OF GENDER

#### CANADA

##### We can offer the following:

- ✓ Guidelines for policy & program development
- ✓ Recent reports

- ✓ Useful websites
- ✓ Other

##### Information and details on all of the above offers:

###### *BC Gov't:*

One funding stream of the BCSAP - Information, Support and English Language Services for Adults - is to provide multiple-barrier immigrant and refugee adults, particularly women, with information that will help them in the settlement process, guidance and support on adjustment issues, connections to the broader community and English language instruction. Childminding during class time is provided in order to facilitate refugee women's participation.

[www.mcaws.gov.bc.ca/amip/sam/bcsap.htm](http://www.mcaws.gov.bc.ca/amip/sam/bcsap.htm)

###### *CIC – Ontario:*

Initiatives that focus on refugee women's issues , single mom's, spousal abuse, cultural sensitivities:  
none

###### *CIC – Prairies:*

Initiatives that focus on refugee women's issues , single mom's, spousal abuse, cultural sensitivities:  
In Saskatchewan local SPOs offer a variety of short programs dealing with women's issues. Topics vary according to the needs of the community. Cross-cultural parenting programs, immigrant women's support groups, Nobody's Perfect and Food for Thought are examples of some of the programs available in Saskatchewan. In Alberta, funding is provided to an SPO whose target clientele is women. Some of their orientation programs include family violence, spousal abuse, parenting skills etc.

###### *CIC-Atlantic:*

Initiatives that that focus on refugee women's issues , single mom's, spousal abuse, cultural sensitivities:  
Some of these issues form part of the orientation programs associated with the Resettlement Assistance Program , the Immigrant Settlement and Adaptation Program and others. There have also been occasional workshops focussed on selected topics such as Family Violence. There has been an on-going agreement in Halifax for a number of years (since 1995) which focuses on family violence and cultural awareness. Funding for this has now shifted away from CIC but the program is continuing. This program runs regular workshops to sensitize 'mainstream' service providers to unique stressors and needs in the immigrant community. More information at:

[http://www.misa.ns.ca/Family&Cultural\\_Awareness/index.htm#top](http://www.misa.ns.ca/Family&Cultural_Awareness/index.htm#top)

[http://www.misa.ns.ca/Family&Cultural\\_Awareness/workshops.htm](http://www.misa.ns.ca/Family&Cultural_Awareness/workshops.htm)

Also there is a Newcomer Women's Group which meets regularly in St. John's (through ANC) - not specifically refugee but of course in NL majority of newcomers are refugees

<http://www.anc-nf.cc/volunteers.html>

###### *CIC-NHQ-Integration Settlement:*

##### *Information and details on all of the above offers:*

Nowhere to Turn? Responding to Partner Violence Against Immigrant and Visible Minority Women: Voices of Frontline Workers

This report by the Canadian Council on Social Development provides an insight into the experience and views of community workers who deal with immigrant and visible minority women abused by their partners. Focus groups were conducted in seven cities across Canada and discussions revolved around the barriers that prevent immigrant women

from seeking help, as well as the reasons why these women are more vulnerable than mainstream Canadian women. Dr. Ekuwa Smith

<http://www.integration-net.cic.gc.ca/english/index.cfm>

Women's Commission for Refugee Women and Children:

<http://www.womenscommission.org/about/copyright.html>

Supporting Immigrant and Refugee Fathers : A Training Manual for Human Service Workers

A project prepared by Calgary Immigrant Aid Society With funding by Health Canada Community Action Program for Children and the Canada Prenatal Nutrition Program, National Projects Fundby Dawne Clark, Ph.D. and Rena Shimoni, Ph.D., Mount Royal College and David Este, Ph.D., University of Calgary, October, 2000

It is the intention that this manual will comprise a major step in understanding the barriers to paternal engagement in general and specifically in the population of immigrant and refugee fathers.

[http://www.hc-sc.gc.ca/dca-dea/publications/supporting\\_module\\_one\\_e.html](http://www.hc-sc.gc.ca/dca-dea/publications/supporting_module_one_e.html)

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

## 18. REFUGEE CHILDREN AND YOUNG PEOPLE

### CANADA

**We can offer the following:**

✓ Guidelines for policy & program development

✓ Recent research

✓ Useful websites

✓ Other

**Information and details on all of the above offers:**

**BC Gov't:**

Another funding stream of the BCSAP - Community Bridging Services (Host & Youth Buddy Programs) match youth volunteers from the host communities with refugee children and youth so that the newcomers can better understand Canadian life and develop a sense of connectedness to their community through the development of interpersonal relationships. Some of these programs are school-based or connected with community centres and neighbourhood houses. [www.mcaws.gov.bc.ca/amip/sam/bcsap.htm](http://www.mcaws.gov.bc.ca/amip/sam/bcsap.htm)

The BC Anti-racism and Multiculturalism Program also supports projects that provide educational workshop or training to school-aged children to enhance their understanding of multiculturalism and cultural diversity

[www.mcaws.gov.bc.ca/amip/sam/bcamp.htm](http://www.mcaws.gov.bc.ca/amip/sam/bcamp.htm)

The Branch collaborated with the Ministry of Education (Special Programs) to produce a resource package for elementary and secondary teachers to assist children in school called *Students Who Are Refugees: A Resource Package for Teachers* (2000) – Focus on the Kosovar Refugees.

**CIC-Ontario:**

#7 - Initiatives that focus on refugee youth issues:

Between Two Worlds- The Experiences and Concerns of Immigrant Youth in Ontario - Joint Centre for Excellence for Research on Immigration and Settlement -Toronto

<http://ceris.metropolis.net/virtual%20library/other/kilbride2.html>

Enhancing Services and Supports for Immigrant Youth in Waterloo Region - Centre for Research and Education in Human Services Research Report [general@crehs.on.ca](mailto:general@crehs.on.ca)

[http://www.settlement.org/sys/atwork\\_library\\_detail.asp?PageID=REF&passed\\_lang=EN&doc\\_id=1002323](http://www.settlement.org/sys/atwork_library_detail.asp?PageID=REF&passed_lang=EN&doc_id=1002323)

Factors Affecting the Settlement and Adaptation of Process of Canadian Adolescent Newcomers 16-19 Years of Age - Family Service Association of Metropolitan Toronto

[http://www.settlement.org/sys/atwork\\_library\\_detail.asp?doc\\_id=1002325#8](http://www.settlement.org/sys/atwork_library_detail.asp?doc_id=1002325#8)

The Building Bridges Program - A Resource Kit from the International Children's Institute (2000)  
[http://www.settlement.org/sys/library\\_detail.asp?passed\\_lang=EN&doc\\_id=1002636](http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&doc_id=1002636)

#### SWIS - Settlement Workers in Schools Program

This is a proactive outreach program where settlement workers are assigned to schools with significant number of newcomers. The settlement workers provide settlement assistance to newcomers such as orientation, translation, cultural sensitivity and follow up.

#### *CIC-Prairies:*

Initiatives that focus on refugee youth issues:

In Saskatchewan there is the Homework Help program which is made possible through the use of volunteers who work one on one with the children. This is an after school tutoring program which also has a social/recreational component.

In Calgary and Edmonton there are SWIS like programs where the workers are hired by the school boards to work with the children, their families and the teachers and principals. There is also peer tutoring in some of the schools.

#### *CIC-Atlantic:*

Initiatives that focus on refugee youth issues:

The Atlantic Region is involved with those activities listed above. However there are also a number of 'social and recreational' events and activities that service providers sponsor. Ex. Summer program for children.

Youth Community Involvement Program in Halifax (not sure if still active)

<http://www.ymcahrm.ns.ca/newcome.html>

MCAF programming quite comprehensive also I think

<http://www.mcaf.nb.ca/youth.html>

ANC in Newfoundland does a number of things under Host which are aimed at youth

<http://www.anc-nf.cc/volunteers.html>

Again - most of these not specifically refugee..

#### *CIC-NHQ-Integration Settlement:*

A Booklet for Service Providers who Work with Immigrant Families: On Issues Relating to Child Discipline, Child Abuse, and Child Neglect:

This Health Canada booklet addresses issues of child discipline, child abuse, and child neglect from the perspective of new immigrants. Barbara Preston <http://www.integration-net.cic.gc.ca/english/index.cfm>

Centre for Research on Youth at Risk: <http://www.stthomasu.ca/research/youth/background.html>

To Build on Hope: Overcoming the Challenges Facing Newcomer Youth at Risk in Ontario, Kenise M. Kilbride and Paul Anisef.

This study examine the challenges discussed by five different types of immigrant youth from 10 different countries and regions, now residing in Toronto, Hamilton, and Ottawa, who are at some risk of not succeeding in their settlement and immigration.

Joint Centre of Excellence for Research on Immigration and Settlement (CERIS) – Toronto. <http://ceris.metropolis.net>

The Needs of Newcomer Youth and Emerging Best Practices to Meet those Needs Kenise M. Kilbride and Paul Anisef  
 Joint Centre of Excellence for Research on Immigration and Settlement (CERIS) – Toronto. <http://ceris.metropolis.net>

#### Workshop on Minority Youth Residing in the Ottawa-Carleton Region

The report documents finding and recommendations of the May 26-28, 2000 workshop on the challenges facing minority youth residing in the Ottawa-Carleton area.

Research Resource Division for Refugees, Centre for Peace Action and Migration Research, Carleton University, 1125 Colonel By Drive, Ottawa ON, K1S 5B6.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

## 19. REFUGEE ELDERS

### CANADA

#### We can offer the following:

- ✓ Guidelines for policy & program development

- ✓ Useful websites
- ✓ Other

- ✓ Current research
- ✓ Recent reports

**Information and details on all of the above offers:**

***BC Gov't:***

Another funding stream of the BCSAP, Information, Support and English Language Services for Adults – provides funding for programs that assist multiple-barrier refugee adults, in some cases refugee seniors, with information that will help them in the settlement process, guidance and support on adjustment issues, connections to the broader community and English language instruction (pre-literacy to basic proficiency) for daily survival. [www.mcaws.gov.bc.ca/amip/sam/bcsap.htm](http://www.mcaws.gov.bc.ca/amip/sam/bcsap.htm)

***CIC – Ontario:***

#8 - Initiatives that focus on the needs of elderly refugees:

A Study on the Settlement Related Needs of Newly Arrived Immigrant Seniors in Ontario - Centre for Applied Social Research, Faculty of Social Work, University of Toronto

[http://www.settlement.org/sys/atwork\\_library\\_detail.asp?PageID=REF&TargetFrame=&passed\\_lang=EN&doc\\_id=1002687](http://www.settlement.org/sys/atwork_library_detail.asp?PageID=REF&TargetFrame=&passed_lang=EN&doc_id=1002687)

***CIC – Prairies:***

#8 - Initiatives that focus on the needs of elderly refugees:

There are drop-in centers in Saskatchewan for seniors. There are also social activities provided through the HOST program in both Saskatchewan and Alberta. Sometimes there are ESL classes for seniors in Saskatchewan and Alberta. However, this depends on availability of funding.

***CIC-Atlantic:***

Initiatives that focus on the needs of elderly refugees:

At one point YMCA Host program was running a 'coffee club' for 'over 55'. Had interesting features (e.g. closed down in the winter as over 55s didn't want to struggle with getting there through winter weather - most other programming more active in the winter)

***CIC-NHQ-Integration Settlement:***

Elder Abuse: the Hidden Crime

[http://www.settlement.org/sys/guides\\_detail.asp?passed\\_lang=EN&faq\\_id=4000549](http://www.settlement.org/sys/guides_detail.asp?passed_lang=EN&faq_id=4000549)

A Guide to Programs and Services for Seniors in Ontario:

This Guide to Programs and Services for Seniors in Ontario aims to bring together into one resource the wealth of programs and services provided to Ontario seniors by the government, as well as by community organizations and service providers.

[http://www.settlement.org/sys/library\\_detail.asp?passed\\_lang=EN&doc\\_id=1003136](http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&doc_id=1003136)

Organizing Ethno-cultural Seniors for Action: A “how-to” resource guide to effectively empower multi-cultural seniors to advocate for better community service

M. Anthony Hutchinson, Rexdale Women's Centre

This resource guide seeks to assist agencies and organizations that work with or anticipate working with ethno-cultural seniors in complex urban contexts. It is based on the successes and challenges experienced and faced by the Ethno-Cultural Seniors Advocacy Project (ECSAP) operating in Rexdale, Ontario.

[http://www.settlement.org/sys/library\\_detail.asp?passed\\_lang=EN&doc\\_id=1003126](http://www.settlement.org/sys/library_detail.asp?passed_lang=EN&doc_id=1003126)

A Study on the Settlement Related Needs of Newly Arrived Immigrant Seniors in Ontario, Lynn McDonald, Usha George, Joanne Daciuk, Miu Chung Yan, Hermione Rowan

A study to identify existing resources and services available to newly arrived seniors to resolve issues related to their initial stages of settlement.

Centre for Applied Social Research, Faculty of Social Work, University of Toronto.

[www.utoronto.ca/facsocwk](http://www.utoronto.ca/facsocwk)

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

## CHILE

### **CHILE - NATIONAL CONTEXT FOR REFUGEE RESETTLEMENT PROGRAMME**

#### **DEPARTAMENTO/ORGANIZACIÓN**

1. Departamento de Extranjería y Migración El Gobierno de Chile firmó un acuerdo con ACNUR y la Vicaría de Pastoral Social para la recepción y protección integral de refugiados reasentados. El Gobierno participa en la selección y otorgamiento de la calidad de refugiado de los postulantes propuestos por el ACNUR, otorgará todas las facilidades del caso a los refugiados reasentados en la República, en lo concerniente a su ingreso y estadia legal. Por tanto, estas personas gozarán conforme a lo establecido en la convención de Ginebra del 21 de julio de 1951 y del protocolo del 31 de enero de 1967 del trato más favorable concedido a cualquier extranjero residente legalmente en el país.

2. Vicaría de Pastoral Social la actividad profesional está basada en fundamentos pastorales de solidaridad y respeto a los derechos humanos dirigidos a la protección, promoción y acompañamiento en el proceso personal de integración social de las personas víctimas de la persecución y la violencia en sus países de origen. Con relación al reasentamiento formamos parte del acuerdo Gobierno ACNUR, somos su sgencia implementadora y administramos los recursos disponibles para lograr una adecuada integración social de los refugiados reasentados. Formamos parte de la comisión de selección y de la comisión ampliada de reconocimiento

1. The Department of Foreign Affair and Immigration of Chile signed an agreement with the UNHCR and the Vicaria Pastoral Social for the reception, integration and protection of the resettled refugees. The government participates in the selection and the granting of the refugee status to the petitioner presented by the UNHCR, gives all facilities to the refugees who resettle in the Republic concerning entry and legal status. Therefore, these persons will have, in accordance with July 21, 1951, Geneva Convention and the January 31, 1967, Protocol the more favorable treatment given to any foreign legal resident in the country.

2. Vicaria de Pastoral Social: its professional activity is based in the pastoral foundation of solidarity and respect for the human rights toward the protection, promotion and accompaniment in the personal experience of social integration of the persons who are victims of persecution and violence in their country of origin. Regarding the resettlement process, we are part of the agreement between the Government and UNHCR. We are an agency that implements and manages the resources available to achieve an adequate social integration of the resettlement of refugees. We are members of the selection mission and of the (granting) commission.

#### **NOMBRE DE LA PERSONA(S) E INFORMACION DE CONTACTO**

Departamento de Extranjería y Migración Gabriela Saavedra Faine  
Vicaría de Pastoral Social Martha González Maraboli

### **FASE PREVIA A LA SALIDA / PRE-DEPARTURE**

#### **1. ELEMENTOS OPERACIONALES EN LA IDENTIFICACIÓN Y SELECCIÓN DE REFUGIADOS PARA EL REASENTAMIENTO INTEGRATION**

#### **ELEMENTS IN IDENTIFYING AND SELECTING REFUGEES FOR RESETTLEMENT**

CHILE	
<b>Podemos ofrecer lo siguiente:</b> <ul style="list-style-type: none"> <li>✓ Selección compartida de misiones.</li> <li>✓ Información compartida de la carga de trabajo.</li> <li>✓ Instalaciones en el sitio para la selección de misiones.</li> </ul>	<b>We can offer:</b> <ul style="list-style-type: none"> <li>✓ Joint selection of missions</li> <li>✓ Sharing of information of the load of work</li> <li>✓ Facilities at the place for the selection of the missions</li> </ul>
<b>Información y detalles de las ofertas anteriores:</b> Existe una real coordinación entre las instancias de Gobierno (Ministerio del Interior) y Vicaría de Pastoral Social.	
<b>Details and information on the offers:</b> There is a real coordination between the Governmet (Interior Ministry ) and the Vicaria de Pastoral Social.	
<b>Estamos interesados en desarrollar nuestra capacidad en:</b> Mejorar la calidad de la entrevista de selección para obtener una óptima información sobre los casos de estudio.	
<b>We are interested in developing our capacity in:</b> To improve the quality of the selection interview in order to obtain optimun information about the case-study .	
<b>Necesitamos recursos en (tales como los enumerados anteriormente):</b> Note book Grabadora	
<b>We need resources (as were previously enumerated):</b> Note books and tape-recorder	

## 2. SELECCION Y DESARROLLO DE COMUNIDADES DE COLOCACION Y BUENAS OPCIONES DE APOYO PARA ESTAS SELECTING AND DEVELOPING PLACEMENT COMMUNITIES

CHILE	
<b>Podemos ofrecer lo siguiente:</b> <ul style="list-style-type: none"> <li>✓ Investigación actual</li> <li>✓ Reportes recientes</li> </ul>	<b>We can offer:</b> <ul style="list-style-type: none"> <li>✓ Current research</li> <li>✓ Current reports</li> </ul>
<b>Información y detalles de las ofertas anteriores:</b> Forma de coordinación ONG implementadora de los programas con el empresariado	
<b>Details and information on the offers:</b> Ways of coordination of the implementing NGO of programs with the business sector.	
<b>Estamos interesados en desarrollar nuestra capacidad en:</b> Desarrollar programas de empleo y colocación laboral	
<b>We are interested in developing our capacity to:</b> Implement of employment programs and labour collaboration	
<b>Necesitamos recursos en (tales como los enumerados anteriormente):</b> Conocer otras experiencias	
We need to know other experiences	

## 3. PAÍS DE PRE-SALIDA/ORIENTACION CULTURAL PRE-DEPARTURE COUNTRY / CULTURAL ORIENTATION

CHILE
<b>Podemos ofrecer lo siguiente:</b> <b>We can offer the following:</b>
<b>información y detalles de las ofertas anteriores:</b> Cartilla informativa y video informativo en producción
Production of an informative brochure and video

**Estamos interesados en desarrollar nuestra capacidad en:**

Desarrollar una cartilla atractiva  
Recursos para financiar cursos de idioma

Design of an attractive brochure

Copiar información de la cartilla informativa que es base para la edición del video informativo.  
To utilize the information from the brochure as a basis for the information video.

**Necesitamos recursos en (tales como los enumerados anteriormente):****ARRIVAL AND THE FIRST FEW WEEKS****4. ARRIBO Y RECEPCION  
ARRIVAL AND RECEPTION**

CHILE
<p><b>We can offer the following: / Podemos ofrecer lo siguiente:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development /Guías de regulaciones y desarrollo de programas</li> <li>✓ Recent reports /Nuevos reportes</li> <li>✓ Site visits / Visitas a lugares</li> <li>✓ Training guidelines &amp; resources / Guías de entrenamiento y recursos</li> </ul>
<p><b>Information and details on all of the above offers: Información y detalles de lo ofrecido anteriormente:</b></p> <p>Página Web <a href="http://www.vicaria.pastoralsocial.cl">www.vicaria.pastoralsocial.cl</a> Web Page <a href="http://www.vicaria.pastoralsocial.cl">www.vicaria.pastoralsocial.cl</a></p>
<p><b>We are interested in building capacity in: Estamos interesados en desarrollar capacidad en:</b></p> <ul style="list-style-type: none"> <li>▪ Oportunidades de intercambio</li> <li>▪ Conferencias</li>   <li>▪ Opportunities for Exchanges</li> <li>▪ Conferences</li> </ul>
<p><b>Resources needed, (such as those listed above):</b> Equipamiento tecnológico / Technological equipment</p>

**5. ASENTAMIENTO INICIAL Y APOYO SOCIAL  
EARLY SETTLEMENT AND SOCIAL SUPPORT**

CHILE
<p><b>We can offer the following: / Podemos ofrecer lo siguiente:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development /Guías de regulaciones y desarrollo de programas</li> <li>✓ Recent reports /Nuevos reportes</li> <li>✓ Site visits / Visitas a lugares</li> <li>✓ Training guidelines &amp; resources / Guías de entrenamiento y recursos</li> </ul>
<p><b>Information and details on all of the above offers:</b> <b>Información y detalles de lo ofrecido anteriormente:</b></p> <p>Página Web <a href="http://www.vicaria.pastoralsocial.cl">www.vicaria.pastoralsocial.cl</a> Web Page <a href="http://www.vicaria.pastoralsocial.cl">www.vicaria.pastoralsocial.cl</a></p>
<p><b>We are interested in building capacity in: / . Estamos interesados en desarrollar capacidad en:</b> Oportunidades de intercambio / Opportunities for Exchanges Conferencias / Conferences</p>
<p><b>Resources needed, (such as those listed above):</b></p>

Equipamiento tecnológico / Technological equipment
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**6. APOYO ECONOMICO Y RECURSOS PARA EL ESTABLECIMIENTO  
INCOME SUPPORT AND ESTABLISHMENT RESOURCES**

<b>CHILE</b>
<b>We can offer the following: / Podemos ofrecer lo siguiente:</b>
<b>Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:</b>
<b>We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:</b>
<b>Resources needed / Necesitamos recursos en:</b>

**7. PROGRAMAS DE ORIENTACION Y PROCESAMIENTOS  
ORIENTATION PROGRAMMES AND PROCESSES**

<b>CHILE</b>
<b>We can offer the following: / Podemos ofrecer lo siguiente:</b>
<b>Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:</b>
<b>We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:</b>
<b>Resources needed. / Necesitamos recursos en:</b>

**8. DESARROLLO DE RECURSOS Y PROGRAMAS DE ORIENTACION  
RESOURCES DEVELOPMENT ORIENTATION PROGRAMMES**

<b>CHILE</b>
<b>We can offer the following: / Podemos ofrecer lo siguiente:</b>
<b>Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:</b>
Cursos de formación técnica para refugiados Courses on technical formation for refugees.
<b>We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:</b>
Recursos económicos para financiar becas vocacionales Economical resources to finance vocational scholarships.
<b>Resources needed :/ Necesitamos recursos en:</b>

**9. PROMOVRIENDO ACCESO EN ASISTENCIA IDIOMATICA  
PROMOTING ACCESS TO LANGUAGE ASSISTANCE**

<b>CHILE</b>
<b>We can offer the following: / Podemos ofrecer lo siguiente:</b>
<b>Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:</b>
<b>We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:</b>
<b>Resources needed: / Necesitamos recursos en:</b>

**10. ENTRENAMIENTO Y ADQUISICION IDIOMATICA  
TARGET LANGUAGE TRAINING AND ACQUISITION**

<b>CHILE</b>
<b>We can offer the following: / Podemos ofrecer lo siguiente:</b> Other / Otros
<b>Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:</b> Convenio con la Univ. de idioma español para refugiados Agreement with the Spanish language University for refugees.
<b>We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:</b> Cursos de inglés para funcionarios del Estado, ONG. Implementar un laboratorio de idioma con sistema básico de audio que permita la asistencia de 10 alumnos simultáneamente, esto por que el convenio con la Univ. es de alto costo US\$787 por alumno.  English courses for government officials, NGO's. The implementation of a language laboratory with a basic audio system which allows the attendance of at least 10 (ten) students simultaneously, because the agreement with the university is of a high cost (US\$787 per student).
<b>Resources needed. / Necesitamos recursos en:</b> Financiamiento para becas. / Financing for scholarships.

**11. UN COMIENZO SALUDABLE: ACCESO A SERVICIOS DE SALUD  
A HEALTHY START: ACCESS TO HEALTH CARE**

<b>CHILE</b>
<b>We can offer the following: / Podemos ofrecer lo siguiente:</b>
<b>Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:</b>
<b>We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:</b>  Manejo y prevención de stress de los funcionarios del estado y ONG. Management and prevention of stress of state officials and NGO's
<b>Resources needed. / Necesitamos recursos en:</b>  Financiamiento de talleres de autocuidado. / Financing of workshops on self care.

**CAPACITY BUILDING IN THE RECEIVING COMMUNITY**

**12. CONSTRUYENDO APOYO SOCIAL PARA REFUGIADOS RECIEN LLEGADOS  
Y LAS COMUNIDADES QUE LOS RECIBEN  
BUILDING SOCIAL SUPPORT FOR NEWLY ARRIVED REFUGEES IN THE  
RECEIVING COMMUNITY**

<b>CHILE</b>
<b>We can offer the following: / Podemos ofrecer lo siguiente:</b>
<b>Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:</b>
<b>We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:</b>

Desarrollar estrategia comunicacional de sensibilización de la población en materias de refugio.  
To develop a communication strategy of sensitization of the population on refuge matters.

**Resources needed. / Necesitamos recursos en:**

Financiamiento para la elaboración de videos, cartillas, afiches, revistas.  
Financing for the making of videos, booklets, posters and magazines

### 13. PROMOVRIENDO COMUNIDADES ACOGEDORAS Y HOSPITALARIAS PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES

#### CHILE

**Podemos ofrecer lo siguiente:**

- ✓ Reportes recientes

**We can offer the following:**

- ✓ Current reports

**Información y detalles de las ofertas anteriores:**

En este aspecto se aprovecha la capacidad instalada de los otros programas que desarrolla la Vicaría de Pastoral Social, para ofrecer oportunidades de trabajo a los reasentados

**Information and details on the offers:**

Take advantage of the current programs that the Vicaria P.S. has in order to offer employment opportunities to the newcomers

**Estamos interesados en desarrollar nuestra capacidad en:**

**Necesitamos recursos en (tales como los enumerados anteriormente):**

### MOVE-ON / TRANSITIONING TO SELF-SUFFICIENCY

### 14. DESARROLLANDO PUENTES PARA LA AUTOSUFICIENCIA ECONÓMICA BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY

#### CHILE

**Podemos ofrecer lo siguiente:**

- ✓ Investigación actual
- ✓ Reportes recientes

**We can offer:**

- ✓ Current research
- ✓ Current reports

**Información y detalles de las ofertas anteriores:**

Forma de coordinación ONG implementadora de los programas con el empresariado

**Details and information on the offers:**

Ways of coordination of the implementing NGO of programs with the business sector.

**Estamos interesados en desarrollar nuestra capacidad en:**

Desarrollar programas de empleo y colocación laboral

**We are interested in developing our capacity to:**

Implement employment programs and labour collaboration

**Necesitamos recursos en (tales como los enumerados anteriormente):**

Conocer otras experiencias

We need to know other experiences

**15. ACCESO A VIVIENDA SEGURA Y RENTABLE  
ACCESS TO SECURE AND AFFORDABLE HOUSING**

<b>CHILE</b>
<b>We can offer the following: / Podemos ofrecer lo siguiente:</b>
<b>Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:</b>
<b>We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:</b>
<b>Resources needed: / Necesitamos recursos en:</b>

**16. PLANEAMIENTO PARA UNA ÓPTIMA SALUD MENTAL  
PLANNING FOR OPTIMAL MENTAL HEALTH**

<b>CHILE</b>
<b>Podemos ofrecer lo siguiente: We can offer the following:</b>
<b>Información y detalles de las ofertas anteriores:</b>  No estamos en condiciones de ofrecer nada de lo anterior hasta ahora lo referente a la salud mental de las personas se hace a través de la atención privada de siquiatra. No contamos con profesional de esa área. También sentimos necesaria la atención de la salud mental de los equipos de trabajo directo con refugiados.  We do not have the capacity to offer anything in this area. Until now, the mental health services have been provided by private psychiatrists. We do not have professionals in this field.  We also feel that is important to take care of the mental health of the team members working with refugees.
<b>Estamos interesados en desarrollar nuestra capacidad en:</b> Establecer convenios con instituciones internacionales dedicadas a esta actividad que nos permita atención directa de casos y la oportunidad de la transferencia terapéutica  To establish agreements with international institutions that work in this field in order for the to provide direct attention to the cases and an opportunity for therapeutic transferring (training) .
<b>Necesitamos recursos en , (tales como los enumerados anteriormente):</b> Capacitación en temas como la contención y el manejo de conflictos Talleres para la salud mental del equipo de trabajo  Training on containment and management of conflicts Workshops on Mental Helth for the team members .

**REASENTAMIENTO DE GRUPOS Y COMUNIDADES EN PARTICULAR**

**17. TOMANDO EN CONSIDERACION EL SEXO /  
TAKING ACCOUNT OF GENDER**

<b>CHILE</b>
<b>We can offer the following: / Podemos ofrecer lo siguiente:</b>

<b>Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:</b>
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<b>We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:</b>
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<b>Resources needed: / Necesitamos recursos en:</b>
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**18. NIÑOS Y JÓVENES REFUGIADOS  
REFUGEE CHILDREN AND YOUNG PEOPLE**

<b>CHILE</b>
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<b>We can offer the following: / Podemos ofrecer lo siguiente:</b>
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<b>Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:</b>
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<b>We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:</b>
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<b>Resources needed: / Necesitamos recursos en:</b>
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**19. ANCIANOS REFUGIADOS  
REFUGEE ELDERS**

<b>CHILE</b>
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<b>We can offer the following: / Podemos ofrecer lo siguiente:</b>
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<b>Information and details on all of the above offers: / Información y detalles de lo ofrecido anteriormente:</b>
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<b>We are interested in building capacity in: / Estamos interesados en desarrollar capacidad en:</b>
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<b>Resources needed: / Necesitamos recursos en:</b>
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## DENMARK

### DENMARK - NATIONAL CONTEXT FOR THE REFUGEE RESETTLEMENT PROGRAMME

#### **Government of Denmark:**

The Danish resettlement programme has existed for many years and is mainly guided by a humanitarian approach. At the same time, it takes into consideration whether the individual will be able to create a new life by integrating into Danish society.

#### **Danish Refugee Council**

The Danish policy concerning resettled refugees is on a basis of need.

The integration policy is clear: The refugees are offered language training immediately after arrival. After three months the refugees normally are offered training programs in private and public companies in order to be self-sufficient as soon as possibly.

The municipality is responsible for the integration program including financial support to the refugees and a plan of action for each individual refugee – also children and elderly refugees.

The DRC offers advice and help to the municipalities in the integration period (DRC runs language schools and have integration offices throughout Denmark).

### DENMARK

#### **DEPARTMENT/ORGANIZATION Danish Immigration Service**

The Danish Immigration Service is involved in all aspects of the resettlement procedure from selection to arrival in Denmark. After arrival in Denmark, it is the responsibility of the local authorities to integrate the refugees.

The Danish Immigration Service receives the submissions from UNHCR, both for dossier cases and for cases presented on selection missions. After consultation with the Danish Refugee Council (NGO) the Danish Immigration Service makes a decision on whether to accept the person for resettlement. The travel arrangements for the refugees to come to Denmark are organized by the Danish Refugee Council in conjunction with IOM. The Danish Immigration Service is responsible for choosing the municipality where the refugee is to settle for the length of the integration period. The Immigration Service also issues travel documents for those refugees who do not have a national document to travel on.

#### **Focal Persons and contact information:**

Mr. Peter Clasen Toft  
International Division  
0045 35 30 80 62  
pct@udlst.dk

### DENMARK

#### **DEPARTMENT/ORGANIZATION: DANISH REFUGEE COUNCIL (DRC)**

The Danish Refugee Council is based on the principles of human rights. The aims of the DRC are to protect refugees from persecution and to promote lasting solution to refugee problems.

The main task of the DRC are:

- To deal with information, documentation and public relations issues regarding refugees.
- To advise asylum seekers and to encourage the development of humanitarian legal principles and their application.
- To assist refugees, voluntary organizations and public authorities with the integration and possible repatriation

of refugees.

- To raise funds to solve refugee problems, as well as to facilitate cooperation to bring international humanitarian assistance to refugees and internally displaced persons.
- **Departments in DRC:**  
Asylum Department: Together with the Danish authorities the Asylum Department select refugees for resettlement. The Asylum Department prepares background reports about the refugees' countries. The Asylum Dep. Counsels refugees who wish to exercise their legal rights to family reunification in Denmark. The department also provides counseling for refugees and immigrants who wish to repatriate.
- The International Department: They actively participate in an extensive international co-operative effort to promote solutions to global refugee problems. They work alongside UNHCR in Europe, Asia, Africa and South America in repatriation and reconstruction projects. In addition the DRC under an agreement with UNHCR, maintain a list of emergency field officers to be sent to crisis zones throughout the world.
- The Information department: A wide range of information about refugees.
- The Integration Department: Support to the Danish municipalities and refugees in Denmark on integration matters.

**Focal Persons and contact information:**

Niels Bjoern Larsen  
Senior Program Adviser

Address: Jernbanegade 23 B  
DK- 4000 Roskilde  
Denmark

Phone: +45 46 32 02 00

Email: [niels.bjoern.larsen@drc.dk](mailto:niels.bjoern.larsen@drc.dk)

## PRE- DEPARTURE PHASE

### 1. OPERATIONAL ELEMENTS IN IDENTIFICATION AND SELECTION OF REFUGEES FOR RESETTLEMENT

#### DENMARK

**We can offer the following:**

- ✓ Shared selection missions
- ✓ Opportunities for exchanges

**Information and details on all of the above offers:**

Denmark has many years of experience with selection missions and is planning to expand the number of missions per year and will welcome participation from other countries.

Denmark can also offer opportunities for exchanges.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

#### DANISH REFUGEE COUNCIL

**We can offer the following**

- ✓ Shared selection missions

**Information and details on all of the above offers:**

DRC and The Danish Immigration Service (Government org.) do overseas selection committees who conduct interviews with individual refugees and decide whom to accept (apx. 500 each year).  
 + 'Dossier refugees' based on information from UNHCR.  
 + Capacity to consider special needs cases, medical needs.  
 Recommendation from UNHCR is accepted entirely on a need basis.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

## 2. SELECTING AND DEVELOPING PLACEMENT COMMUNITIES AND SUPPORTING SOUND PLACEMENT CHOICES

### DENMARK

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Useful websites

**Information and details on all of the above offers:**

Denmark has developed information material (incl. photos) in various languages which is distributed to refugees at the time of interview with a selection mission. Denmark can share this with other countries for inspiration, although it is obviously specific to Denmark in contents.

Placement in Denmark of resettled refugees (and recognized refugees in general) is described in the Danish Departmental Order Concerning Placement of Refugees. The decision of placement is undertaken by the Danish Immigration Service.

Placement of refugees is made according to a quota system which ensures an equal dispersion of refugees throughout the country. Quotas are established for each municipality annually and the municipalities are required to develop an integration plan.

When placing resettled refugees (and recognized refugees in general) the Danish Immigration Service is to pay attention to linguistic and cultural background, educational and professional qualifications and requirements, family or other connection to persons living in the country, special needs e.g. special treatment, and finally specific wishes. Furthermore, the Danish Immigration Service is to attach importance to the individual municipality's situation and size, labour market and educational offers, population composition, and health care and institutional offers.

Since most of the resettled refugees have no prior connection to the country, the Danish Immigration Service endeavours to create an environment for the refugees which offers a possibility of making a network with compatriots - or at least persons with a shared cultural or linguistic background - by planning the placement to certain municipalities.

For further information see also [www.udlst.dk](http://www.udlst.dk)

**We are interested in building our capacity in:**

Denmark is considering expanding the amount of information provided to refugees before the decision to resettle in Denmark and would be interested in learning about other countries' information material.

**Resources needed, (such as those listed above):**

### DANISH REFUGEE COUNCIL

**We can offer the following:**

- ✓ Guidelines for policy & program development

- ✓ Current research
- ✓ Recent reports

**Information and details on all of the above offers:**

The Immigrant Service selects the communities where the refugees will be resettled. The refugees have to stay in the selected community for 3 years (the integration program last 3 years), if not special events happens (e.g. job, illness etc.)

The DRC will give information to the municipality before arrival of the refugees (information about day of arrival, personal data of the refugees, information of land of origin etc.)

The DRC and Immigration Service arrange information meetings with the staff of the municipalities before arrival of refugees.

DRC makes videos from the selection committees visits abroad.

DRC has made a "Handbook of integration of resettled refugees"

**We are interested in building our capacity in:****Resources needed, (such as those listed above):****3. PRE DEPARTURE COUNTRY / CULTURAL ORIENTATION****DENMARK****What can we offer?****Information and details on all of the above offers:****We are interested in building our capacity in:**

Denmark has not conducted pre-departure orientation programmes previously but is considering expanding its programmes both pre-departure and/or after arrival in Denmark and would therefore appreciate learning about other countries' programmes.

**Resources needed, (such as those listed above):****DANISH REFUGEE COUNCIL****We can offer the following:**

- ✓ Guidelines for pre-departure country / cultural programmes
- ✓ Resource materials

**Information and details on all of the above offers:**

DRC gives oral orientation about Denmark and the Danish refugee politics, including rights and duties.

DRC has made a lampoon about Denmark (language, culture, Climate, population etc.) given to all the refugees before departure.

**We are interested in building our capacity in:****Resources needed, (such as those listed above):****ARRIVAL AND THE FIRST FEW WEEKS****4. ARRIVAL AND RECEPTION****DENMARK****We can offer the following:**

- ✓ Program information
- ✓ Letter template (Danish)

**Information and details on all of the above offers:**

The Danish Immigration Service (DIS) and the Danish Refugee Council (DRC) regrettably cannot offer much assistance

in these areas.

We can inform you, that before arriving in Denmark, the refugees have been allocated to a Danish community, which is then responsible for accommodation and integration. Before the arrival of the refugees, the communities are provided with information about their educational level, knowledge of languages and their health situation in order to ensure a good reception for them.

The DRC prepares the travel arrangements for the accepted refugees in close collaboration with IOM. Upon arrival to Denmark, the refugees are met by the DRC at the airport in Copenhagen. The DRC organizes the onward travel to the municipalities, to which the refugees have been allocated.

Upon arrival in the municipalities the refugees receive their letter of acceptance and a letter welcoming them to Denmark, both issued by the DIS. Attached to the letter is an information sheet called "Guide to your integration in Denmark" informing the refugee about the integration programme he/she will have to follow. The actual residence permit (card) is issued once the refugee has had the opportunity to confirm the personal details. During the course of integration, the refugee has the possibility of expressing his/her own wishes with regard to education and work. The greeting letter and the information sheet from the DIS are only available in Danish, but the municipality in question provides for interpreters. The municipalities furthermore provide for health checks and treatment.

**We are interested in building capacity in:**

The DIS would like to have information about other countries' practices with regard to pre-departure information or programmes for the accepted refugees.

**Resources needed, (such as those listed above):**

## 5. EARLY SETTLEMENT AND SOCIAL SUPPORT

### DENMARK

**We can offer the following:**

- ✓ Legislation materials, guidelines for municipalities
- ✓ Practitioners' guidelines on the integration programme (Danish)

**Information and details on all of the above offers:**

Legislative material regarding the integration of aliens in Denmark - Act on Integration of Aliens in Denmark aiming to ensure that newly arrived refugees and immigrants can participate in the life of society in terms of politics, economy, employment, social activities, religion and culture on an equal footing with other citizens. The responsibility of the integration of refugees rests with the local council of the municipality to which the refugee is allocated according to the law, and the Integration Act lays down guidelines and requirements as to the contents and time factors of the integration programmes offered to refugees and immigrants as well as economic support, language training and activation.

Also available (in Danish only) are practitioners' guidelines to the implementation of the integration programme, specifically aimed at economic support, activation and the introductory integration programme in general.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## 6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES

### DENMARK

**We can offer the following:**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>✓ Legislation information</li> <li>✓ Practitioners' guides</li> </ul> | <ul style="list-style-type: none"> <li>✓ Information for municipalities on integration</li> <li>✓ Website</li> </ul> |
|--|--|

**Information and details on all of the above offers:**

Legislation regarding economic support, language training and activation specifically aimed at employment and self-support (cf. information under part 2 of the survey), practitioners' guidelines to the practical implementation of the legislation in question and to the financing of income support and other types of aid to refugees.

Information material directed toward local municipalities describing ways to ensure effective integration of aliens and the financing hereof (available in Danish only)

Website containing information directed towards employers on the recruitment of ethnic minorities.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## 7. ORIENTATION PROGRAMMES AND PROCESSES

<b>DENMARK</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Information on the development of the individual action plan</li> <li>✓ Practitioners' guides to developing the individual action plan</li> </ul>	<ul style="list-style-type: none"> <li>✓ User Manual for resettled refugees</li> <li>✓ Website</li> <li>✓ Information of administration of income support</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Legislative material (The Integration Act, cf. information under part 2 of the survey) ensuring the establishment of an individual three-year action plan commencing no later than one month after the refugees' arrival to the local municipality and aiming to ensure that newly arrived aliens can participate in the life of society, assist fast self-support and impart to the individual alien an understanding of the fundamental values and norms of Danish society.</p> <p>Practitioners' guidelines to the planning and implementation of the individual action plan.</p> <p>A users' manual containing general information on Danish society and life as a new citizen in Denmark. Website containing analysis and publications concerning integration of refugees and immigrants in Denmark. Information on the administration of allocated government funds to give financial aid to non-governmental initiatives to help ethnic minorities onto the labour market.</p>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

## 8. RESOURCES DEVELOPMENT OF ORIENTATION PROGRAMMES

<b>DENMARK</b>	
<p><b>We can offer the following:</b></p> <p>Information on development of individual 3 year action plan</p> <ul style="list-style-type: none"> <li>✓ Information on administration of government funds to support NGO initiatives in integration and support of special groups</li> </ul>	
<p><b>Information and details on all of the above offers:</b></p> <ul style="list-style-type: none"> <li>▪ Cf. information under part 2 of the survey regarding legislation ensuring the establishment of the individual three-year action plan.</li> <li>▪ Information on the administration of allocated government funds to give financial aid to non-governmental initiatives to strengthen integration and to support groups with certain social needs.</li> </ul>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

## 9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE

<b>DENMARK</b>	
<p><b>We can offer the following:</b></p>	
<p><b>Information and details on all of the above offers:</b></p>	
<p><b>We are interested in building capacity in:</b></p>	

<b>Resources needed, (such as those listed above):</b>
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## 10. TARGET LANGUAGE TRAINING AND ACQUISITION

### DENMARK

**We can offer the following:**

- ✓ Legislative information
- ✓ Statistical information (Danish)

- ✓ Information on use of Information technology
- ✓ Programme and practitioners' guidelines

**Information and details on all of the above offers:**

Legislation aimed to assist adult aliens in acquiring the necessary language skills and understanding of the fundamental values and norms of Danish society, legislation ensuring the establishment of an individual three-year action plan containing language training (cf. information under part 4 of the survey), legislation on funding of language training.

Statistical information and analysis on activities in language education centres (available in Danish only)  
 Information material on the use of information technology in language training, guidelines on basic principles of second language training and language training for groups with special needs, information on education courses for second language teachers, guidelines on testing standards, statistical information on the results of language tests (available in Danish only)

**We are interested in building capacity in:**
**Resources needed, (such as those listed above):**

## 11. A HEALTHY START: ACCESS TO HEALTH CARE

### DENMARK

**We can offer the following:**

- ✓ Programme information

**Information and details on all of the above offers:**

Information material aimed at refugees and immigrants containing (among other information) general information on the Danish health care system, interpretation during treatment and consultations, confidentiality, economic issues, etc.

**We are interested in building capacity in:**
**Resources needed, (such as those listed above):**

## CAPACITY BUILDING IN THE RECEIVING COMMUNITY

### 12. BUILDING SOCIAL SUPPORT IN THE RECEIVING COMMUNITY

#### DENMARK

**We can offer the following:**

- ✓ Information on funding

**Information and details on all of the above offers:**

Information on the administration of allocated government funds to give financial aid to non-governmental initiatives to strengthen integration and to support groups with certain social needs

**We are interested in building capacity in:**
**Resources needed, (such as those listed above):**

### 13. PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES

#### DENMARK

**We can offer the following:**

- ✓ Resource materials

**Information and details on all of the above offers:**

The Danish Government has launched a national action plan to promote diversity, tolerance and equal treatment and to combat discrimination. Apart from being a goal in itself, combating unequal treatment assists in ensuring that newly arrived foreigners can participate in the life of society in terms of politics, economy, employment, social activities, religion and culture on an equal footing with other citizens. The action plan gives an overview of the current situation in Denmark and existing legislation and non-legislative initiatives in the field of equal treatment and makes recommendations on future steps to be taken.

As for legislative framework we can offer information on the Danish Act on Equal Treatment irrespective of Ethnic Origin. The purpose of the act is to further protect the individual against discrimination and to promote equal treatment for everyone irrespective of race or ethnic origin. The act ensures a high level of protection against discrimination. It furthermore enhances the possibility for everyone regardless of race or ethnic origin to be a part of society. The prohibition against discrimination applies to all public and private enterprises, this including all areas of education, amongst them general education such as primary and lower secondary school, education at private independent schools and secondary schools, institutions of higher education, and adult training courses. The act is a supplement to the protection against discrimination on the grounds of race or ethnic origin, already present in Danish law as represented in the Act on Prohibition against Discrimination on Racial Grounds and The Act on Prohibition against Discrimination in Employment.

We can also provide information on the administration of allocated government funds to give financial aid to non-governmental initiatives to strengthen integration, to support groups with certain social needs and to focus on activities in local communities to endorse contact between different ethnic groups.

**We are interested in building our capacity in:****Resources needed, (such as those listed above):****DANISH REFUGEE COUNCIL****We can offer the following:**

- ✓ Resource materials

- ✓ Current research
- ✓ Useful websites

**Information and details on all of the above offers:**

DRC is monitoring all new laws coming from The Ministry of Integration and play the role of advocacy of the refugees.

Also we follow the integration process in the municipalities and give advice including booklets, websites and best practices etc.)

**We are interested in building our capacity in:****Resources needed, (such as those listed above):****“MOVE ON” TRANSITIONS TO SELF-SUFFICIENCY****14. BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY****DENMARK****We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

We can provide information on the administration of allocated government funds to give financial aid to non-governmental initiatives to help ethnic minorities onto the labour market, to coordinate employment strategies towards refugee families, to support coaching initiatives and systematic assessment of refugees' abilities and qualifications as

well as a website containing information directed towards employers on the recruitment of ethnic minorities. Some of the above mentioned initiatives are specifically aimed at ethnic minority women and some are aimed specifically at private employers.

We can also offer legislative framework aiming to assist fast self-support for newly arrived foreigners through the establishment of an individual three-year action plan commencing no later than one month after the foreigner's arrival to the local community and through rewarding both the foreigner and the responsible authorities economically when the foreigner reaches employment.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

#### **DANISH REFUGEE COUNCIL**

**We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

The municipality is responsible for all parts of the integration program:

- language training
- training in companies
- support to find jobs

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

### **15. ACCESS TO SECURE AND AFFORDABLE HOUSING**

#### **DENMARK**

**We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

We can provide information on Danish legislative framework concerning allocation of newly arrived refugees to local communities. The responsibility of finding suitable and permanent housing rests with the local municipality to which the refugee is allocated.

**We are interested in building our capacity in:**

**Resources needed (such as those listed above):**

#### **DANISH REFUGEE COUNCIL**

**We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

The municipality is responsibly of providing appropriate housing upon arrival of refugees.

**We are interested in building our capacity in:**

**Resources needed (such as those listed above):**

### **16. PLANNING FOR OPTIMAL MENTAL HEALTH**

<b>DENMARK</b>	
<b>We can offer the following:</b>	
✓ Guidelines for policy & program development	
<b>Information and details on all of the above offers:</b>	
The Danish health care system is decentralized and specialized health care for traumatized refugees is provided locally if needed.	
We can offer information on the administration of allocated government funds to give financial aid to non-governmental initiatives to strengthen rehabilitation of traumatized refugees and refugees subjected to torture or war.	
The Danish Refugee Council and The Rehabilitation Centre for Torture Victims – both ngos – provide counselling, special integration programmes and specialist trauma and torture treatment. We can also provide guidelines on language training for groups with special needs (available in Danish only).	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

<b>DANISH REFUGEE COUNCIL</b>	
<b>We can offer the following:</b>	✓ Current research
✓ Guidelines for policy & program development	✓ Recent reports
<b>Information and details on all of the above offers:</b>	
The municipality is responsibly of: placement, income support, language training, housing, employment, health care etc.	
The DRC gives consultant service to the municipalities (especially about survivors of trauma).	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

## RESETTLEMENT OF PARTICULAR GROUPS OF REFUGEES

### 17. TAKING ACCOUNT OF GENDER

<b>DENMARK</b>	
<b>We can offer the following:</b>	
✓ Guidelines for policy & program development	
<b>Information and details on all of the above offers:</b>	
We can offer information on the administration of allocated government funds to give financial aid to non-governmental initiatives to prevent family related violence and forced marriages and initiatives to strengthen the employment rate and educational level of ethnic minority women	
We can also provide information on a users' manual containing general information on Danish society and life as a new citizen in Denmark. The manual also contains information on family life in Danish society, customs and cultural topics – to some extent gender related	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

<b>DANISH REFUGEE COUNCIL</b>	
<b>We can offer the following:</b>	✓ Current research
✓ Guidelines for policy & program development	✓ Recent reports

**Information and details on all of the above offers:**

Again: The municipalities are responsible and the role of DRC throughout the country is to advise and give information.

**We are interested in building our capacity in:****Resources needed, (such as those listed above):****18. REFUGEE CHILDREN AND YOUNG PEOPLE****DENMARK****We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

We can provide information on the administration of allocated government funds to give financial aid to non-governmental initiatives to strengthen the participation of children and young people with ethnic minority backgrounds in local sports and cultural activities.

We can also offer information on a peer role model project which aims to encourage children and young people with ethnic minority background to make use of the Danish educational system and to improve their connection to the labour market.

**We are interested in building our capacity in:****Resources needed, (such as those listed above):****DANISH REFUGEE COUNCIL**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>✓ We can offer the following: Guidelines for policy &amp; program development</li> </ul> | <ul style="list-style-type: none"> <li>✓ Current research</li> <li>✓ Recent reports</li> </ul> |
|---|--|

**Information and details on all of the above offers:**

The municipalities are responsible.

**We are interested in building our capacity in:****Resources needed, (such as those listed above):****19. REFUGEE ELDERS****DENMARK****We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Training guidelines & resources

**Information and details on all of the above offers:**

We cannot offer specific information on this topic. Refugee elders receive the same social and economical support as other refugees. Language training, social support and integration programmes can be specifically targeted towards the refugee's special needs, regardless of age.

**We are interested in building our capacity in:****Resources needed, (such as those listed above):**

## FINLAND

### NATIONAL CONTEXT FOR REFUGEE RESETTLEMENT AND INTEGRATION

#### **Government of Finland:**

In Finland the reception of resettled refugees is considered as a humanitarian activity and burden sharing and aspects such as political priorities and labour force needs do not play a major role in refugee policy.

Finland has received refugees since 1970's and during those three decades the reception has changed from rather sporadic activity to stable and continuous part of the municipal services.

#### **Red Cross Finland:**

The overall responsibility of resettlement is the Finnish Ministry. One may speculate that the political environment influences resettlement policy. According to predictions, the Finnish population is growing older and there will be lack of workforce. It is a challenge for every party involved, including refugees, to work for the integration of refugees into the Finnish labour market.

The more open and tolerant the Finnish society is for diversity the more chances there are to resettle refugees in their municipalities.

### DEPARTMENT/ORGANIZATION :

#### **Ministry of Labour, Executive Division, Immigration and Work Permits**

In Migration Affairs the Ministry of Labour is primarily involved in the integration of immigrants, the reception of asylum seekers and refugees, the placement of refugees in the municipalities, work permit issues, the promotion of employment for immigrants, return migration, issues concerning expatriate Finns, as well as related information and publishing activities.

Leni Salmelin , [leni.salmelin@molfi](mailto:leni.salmelin@molfi)

Elina Ekholm, [elina.ekholm@mol.fi](mailto:elina.ekholm@mol.fi)

### DEPARTMENT/ORGANIZATION – The Finnish Red Cross

Red Cross in Finland assists municipalities in receiving refugees for resettlement. FRC representatives, staff and volunteers meet incoming refugees and make connecting travel arrangements in Helsinki. We train volunteers to assist at reception. FRC runs a project which is implemented by 10 local branches all over Finland where resettled refugees move. The objective of the project is to provide support and assistance to newly arrived refugees in order to empower them to meet the challenges of the new society and integrate into Finnish society.

Through our EU-funded(ERF) project Kotocross –we are modelling strategies for volunteer working to assist municipalities in receiving resettled refugees and supporting their early integration process.

#### **Focal Persons and Contact Information**

Ann-Charlotte Sirén-Borrego  
[ann-charlotte.siren-borrego@redcross.fi](mailto:ann-charlotte.siren-borrego@redcross.fi)

Pirjo Vesala  
[pirjo.vesala@redcross.fi](mailto:pirjo.vesala@redcross.fi)

## PRE- DEPARTURE

### 1. INTEGRATION ELEMENTS IN IDENTIFYING AND SELECTING REFUGEES FOR RESETTLEMENT

FINLAND	
<b>We can offer the following:</b> ✓ Opportunities for exchanges	✓ Guidelines for policy & program development ✓ Upcoming conferences and meetings
<b>Information and details on all of the above offers:</b>  As part of the MORE project the representatives of Irish Reception & Integration Agency will take part in two of the Finnish selection missions in 2004.  The Ministry of Labour has just published a Guideline paper of Selection Procedure. The main target group are Finnish authorities working with refugees. Unfortunately the Guideline Paper is only in Finnish.  The closing conference of MORE project will be held in March 2005. In that conference all aspects of selection and reception of refugees will be covered.	
<b>We are interested in building our capacity in:</b> Ensuring family unity and reunification	
<b>Resources needed, (such as those listed above):</b>	

FINLAND RED CROSS	
<b>We can offer the following:</b> ✓ Shared selection missions ✓ Opportunities for exchanges	
<b>Information and details on all of the above offers:</b> Shared caseload information: FRC delivers information when requested to the ministry about relatives wishing to be resettled and united with their families.	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b> Time, finance and staff training	

### 2. SELECTING AND DEVELOPING PLACEMENT COMMUNITIES AND SUPPORTING SOUND PLACEMENT CHOICES

FINLAND	
<b>We can offer the following:</b> ✓ Guidelines for policy & program development	✓ Opportunities for exchanges
<b>Information and details on all of the above offers:</b>  The Ministry of Labour has just published a Guideline paper of Selection Procedure. The main target group are Finnish authorities working with refugees. The above-mentioned Guideline Paper includes also criteria for selecting and developing placement communities. Unfortunately the Guideline Paper is only in Finnish.	
<b>We are interested in building our capacity in:</b> Encouraging communities to receive refugees	
<b>Resources needed, (such as those listed above):</b>	

<b>FINLAND RED CROSS</b>
<b>We can offer the following:</b> ✓ Other
<b>Information and details on all of the above offers:</b> <ul style="list-style-type: none"> <li>▪ The guidelines for volunteers to work with refugees; diversity starts with us;</li> <li>▪ new models for volunteering in refugee reception and integration;</li> </ul>
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

### 3. PRE DEPARTURE COUNTRY / CULTURAL ORIENTATION

<b>FINLAND</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for pre-departure country / cultural programmes</li> <li>✓ Resource materials</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Recent reports</li> </ul>
<b>Information and details on all of the above offers:</b>  IOM curriculum for three day cultural orientation course IOM reports to donor and to the social workers in the receiving municipalities	
<b>We are interested in building our capacity in:</b> - involving the receiving municipalities to actively provide information and material about the municipality and reception there.	
<b>Resources needed, (such as those listed above):</b>	

<b>FINLAND RED CROSS</b>
<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

## ARRIVAL AND THE FIRST FEW WEEKS

### 4. ARRIVAL AND RECEPTION

<b>FINLAND</b>
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul>
<b>Information and details on all of the above offers:</b>  A fairly new Integration Law was passed in the Finnish Parliament. The implementation of the Law will be evaluated every three years. We have plenty of memorandums and background papers concerning the integration of refugees, but unfortunately they are all in Finnish except some short summaries in English.  General guidelines for reception of quota refugees are provided in “Kiintiöpakolaisten vastaanotto-opas” which at the moment is available only in Finnish.

**We are interested in building capacity in:**

We have just started EU-funded MORE (Modelling of National Resettlement and Implementation of Evacuation Measures) project, where one of our development tasks is to develop the pre-arrival and introductory measures.

**Resources needed, (such as those listed above):****FINLAND RED CROSS****We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Recent reports
- ✓ Site visits
- ✓ Other

**Information and details on all of the above offers:**

- The guidelines for volunteers to work with refugees; diversity starts with us;
- new models for volunteering in refugee reception and integration;
- the scientific article JIMI(author Johanna Matikainen)concerning integration related issues and the integration span and its use.
- The Guidelines of Red Cross Societies/PERCO Platform for European Red Cross Cooperation on refugees and asylum seekers.
- Material products such as videos about integration of elderly refugees, of young immigrants etc.
- As FRC has long experience –we can offer a model of good practice in national and local level about co-operation with authorities.

**We are interested in building capacity in:**

We are interested in continuing co-operation as an NGO with authorities and developing the role of 3<sup>rd</sup> sector as a supportive, complementary mechanism for resettlement.

**Resources needed, (such as those listed above):**

More training resources and resources for developing the skills, funding comes mainly from the projects. Sharing the good practices with other resettlement countries and NGOs.

**5. EARLY SETTLEMENT AND SOCIAL SUPPORT****FINLAND****We can offer the following:**

- ✓ Websites

**Information and details on all of the above offers:**

The web-site of Ministry of Labour: [www.mol.fi/migration](http://www.mol.fi/migration) provides brochures (in fi, swe, eng) about e.g. integration, social security, studies, accommodation in pdf-form:

- The integration of Immigrants in Finland
- Welcome to Finland
- A home in Finland
- Are you planning to move to Finland

The web-site of The Directorate of Immigration. [www.uvi.fi/englanti](http://www.uvi.fi/englanti) provides information about e.g. family reunification criteria and procedures

**We are interested in building capacity in:****Resources needed, (such as those listed above):****FINLAND RED CROSS****We can offer the following:**

- ✓ Opportunities for exchanges

✓ Other
<b>Information and details on all of the above offers:</b>
Due to our nationwide network FRC has an opportunity to get the overall picture of integration at the individual level and the challenges resettled refugees face. FRC bases its advocacy work concerning these issues on the information received.
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

## 6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES

<b>FINLAND</b>
<b>We can offer the following:</b>
<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b>
<p>The web-site of Ministry of Labour: <a href="http://www.mol.fi/migration">www.mol.fi/migration</a> provides brochures (in fi, swe, eng) about e.g. integration, social security, studies and accommodation in pdf-form:</p> <ul style="list-style-type: none"> <li>▪ The integration of Immigrants in Finland</li> <li>▪ Welcome to Finland</li> <li>▪ A home in Finland</li> <li>▪ Are you planning to move to Finland</li> </ul> <p>The web-site of The National Board of Education <a href="http://www.oph.fi/english">www.oph.fi/english</a> as well as <a href="http://www.opintoluotsi.fi/english">www.opintoluotsi.fi/english</a> provide information about language education and <a href="http://www.caisa.hel.fi">www.caisa.hel.fi</a> general information about Finnish society and services for immigrants</p> <p>The Ministry of Labour together with other concerned authorities have recently published a follow-up study on the expenses spent on municipal reception.</p>
<b>We are interested in building capacity in:</b>
To improve the self-sufficiency of refugees.
<b>Resources needed, (such as those listed above):</b>

<b>FINLAND RED CROSS</b>
<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

## 7. ORIENTATION PROGRAMMES AND PROCESSES

<b>FINLAND</b>
<b>We can offer the following:</b>
<ul style="list-style-type: none"> <li>✓ Recent reports</li> </ul>
<b>Information and details on all of the above offers:</b>
Concerning the pre-arrival orientation there are IOM's curriculars for the three-day CO-courses as well as the Finals Reports for the Donor based on the courses accomplished during 2001 – 2003.
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>FINLAND RED CROSS</b>
<b>We can offer the following:</b> ✓ Other
<b>Information and details on all of the above offers:</b> FRC Kotocross project aims at reinforcing newly arrived refugees' integration. FRC campaigns annually against racism at national and local level.
<b>We are interested in building capacity in:</b> Our aim is to develop work in our branches to fit local needs.
<b>Resources needed, (such as those listed above):</b>

## 8. RESOURCES DEVELOPMENT ORIENTATION PROGRAMMES

<b>FINLAND</b>
<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b> Concerning the pre-arrival orientation there are IOM's curriculars for the three-day CO-courses as well as the Finals Reports for the Donor based on the courses accomplished during 2001 – 2003.
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>FINLAND RED CROSS</b>
<b>We can offer the following:</b> ✓ Other project information
<b>Information and details on all of the above offers:</b> We are interested in modelling practices where resettled refugees are involved in planning: We had one project where Somali community was involved in planning raise-awareness material against FGM.(female genital mutilation) using participatory methodology, a good model of working.
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

## 9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE

<b>FINLAND</b>
<b>We can offer the following:</b> ✓ Guidelines for policy and programme development ✓ Training Guidelines and resources
<b>Information and details on all of the above offers:</b> We have a system of regional Interpreter Centers, which offer interpretation and translation altogether in 70 languages – 30 of them are the most used. We have also developed a system of distance interpretation which can reduce the expenses for interpretation.
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>FINLAND RED CROSS</b>
<b>We can offer the following</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

## 10. TARGET LANGUAGE TRAINING & ACQUISITION

<b>FINLAND</b>
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Website</li> <li>✓ Programme development</li> </ul>
<b>Information and details on all of the above offers:</b> <ul style="list-style-type: none"> <li>▪ The National Board of Education has had several working groups in order to develop the curriculum of immigration training.</li> <li>▪ We have also had several ESF-projects on training, e.g. training of illiterate refugees and taylor-made training for refugees with academic degree.</li> <li>▪ Websites: <a href="http://www.oph.fi">www.oph.fi</a></li> </ul>
<b>We are interested in building capacity in:</b> In all matters related to the training.
<b>Resources needed, (such as those listed above):</b>

<b>FINLAND RED CROSS</b>
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Project information</li> </ul>
<b>Information and details on all of the above offers:</b> Our volunteers teach Finnish in many communities. The Kotocross project has drop-in language courses where participants can start at any time as a beginner. Sometimes refugees have to wait too long to get in to the official language courses, so complementary courses organised by FRC help refugees to continue practicing what they learn, keep up their spirits and maintain contact with other refugees and the local population.
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

## 11. A HEALTHY START: ACCESS TO HEALTH CARE

<b>FINLAND</b>
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Website</li> </ul>
<b>Information and details on all of the above offers:</b> <ul style="list-style-type: none"> <li>▪ Several leaflets on the topic are available in 12 different languages.</li> <li>▪ Website: <a href="http://www.health.fi">www.health.fi</a></li> </ul>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>FINLAND RED CROSS</b>
<b>We can offer the following:</b>

**Information and details on all of the above offers:****We are interested in building capacity in:****Resources needed, (such as those listed above):****12. BUILDING SOCIAL SUPPORT FOR NEWLY ARRIVED REFUGEES IN THE RECEIVING COMMUNITY****FINLAND****We can offer the following:**

- ✓ Website
- ✓ Guidelines for policy & program development

- ✓ Current research
- ✓ Recent reports

**Information and details on all of the above offers:**

As we have the new Integration Law a lot of development work has been done in this field, e.g. during the past few years we have had 51 European Refugee Fund projects, which almost all handle this topic.

**FINLAND RED CROSS****We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Recent reports

- ✓ Site visits
- ✓ Training guidelines & resources
- ✓ Other

**Information and details on all of the above offers:**

We have local level projects to support the integration of resettled refugees, and the empowering of individual refugees as well cooperation with immigrant NGOs and refugee NGOs with above mentioned issues.

Our volunteers organise many social activities which help refugees to gain networks and contacts.

If official language courses are fully booked or one has to wait, there are volunteers organising language courses where one can learn basic skills in the Finnish language.

We have a handbook for volunteers to get ideas on how to start activities.

We also fight against intolerance by making statements and doing awareness-raising campaigns on behalf of diversity against intolerance.

**We are interested in building capacity in:****Resources needed, (such as those listed above):**

Time, resources, volunteers

**13. PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES****FINLAND****We can offer the following:**

- ✓ Opportunities for exchanges

- ✓ Useful websites

**Information and details on all of the above offers:**

- the new Equality Law (21/2004)
- Act on Integration of Immigrants and Reception of Asylum Seekers (493/1999)
- Gender Equality Law (609/1986)
- Ombudsman for Minorities
- Hundreds of EU and other projects to support the integration and employment of refugees

**We are interested in building our capacity in:****Resources needed, (such as those listed above):****FINLAND RED CROSS****We can offer the following:**

- ✓ Other good practices of the NGO sector

**Information and details on all of the above offers:**

The models of good practice

**We are interested in building our capacity in:**

We are interested in modelling practices where resettled refugees are involved in planning: We had one project where Somali community was involved in planning raise-awareness material against FGM.(female genital mutilation) using participatory methodology, a good model of working.

**Resources needed, (such as those listed above):**

Time, money and staff

**MOVE ON / TRANSITIONING TO SELF-SUFFICIENCY****14. BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY****FINLAND****We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Current research
- ✓ Recent reports

- ✓ Opportunities for exchanges
- ✓ Training guidelines & resources

**Information and details on all of the above offers:**

The curriculum of immigrants' integration training is currently being revised and new guidelines will be published in the near future.

As mentioned in part 5 we have numerous projects dealing with employment issues. Many of them have produced new innovative tools e.g. individualised vocational assessment and training programmes for highly educated refugees.

**We are interested in building our capacity in:**

Immigrants' businesses

**Resources needed, (such as those listed above):****FINLAND RED CROSS****We can offer the following:****Information and details on all of the above offers:****We are interested in building our capacity in:****Resources needed, (such as those listed above):****15. ACCESS TO SECURE AND AFFORDABLE HOUSING****FINLAND****We can offer the following****Information and details on all of the above offers:**

The refugees will resettle directly into dwellings assigned them, normally rented apartments, in apartment buildings. Receiving municipalities provide the refugees with accommodation based on the agreement of the reception of refugees between the state and the municipality.

**We are interested in building our capacity in:**

How to prevent cultural clashes due to different housing cultures

**Resources needed (such as those listed above):****FINLAND RED CROSS**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building our capacity in:</b>
<b>Resources needed (such as those listed above):</b>

## 16. PLANNING FOR OPTIMAL MENTAL HEALTH

<b>FINLAND</b>	
<b>We can offer the following:</b> ✓ Current research	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> </ul>
<b>Information and details on all of the above offers:</b>	
<p>The Crisis Prevention Center run by the The Finnish Association for Mental Health works to help foreigners living in Finland to cope with psychological and social problems. In the Crisis Prevention Centre clients can discuss their life situation and problems in their native tongue or in some other language they have in common with the staff members. The central idea of the Centre is to offer assistance quickly and flexibly. The services are free of charge. They also train authorities working within the mental health sector. (<a href="http://www.mielenterveysseura.fi">www.mielenterveysseura.fi</a>)</p> <p>The Centre for Torture Survivors in Finland is treating the victims of torture and violence. (<a href="http://www.helsingindiakonissalaitos.fi">www.helsingindiakonissalaitos.fi</a>)</p>	
<b>We are interested in building our capacity in:</b> Culturally sensitive psychological support.	
<b>Resources needed, (such as those listed above):</b>	

<b>FINLAND RED CROSS</b>	
<b>We can offer the following:</b> ✓ Other 3 <sup>rd</sup> sector NGO	
<b>Information and details on all of the above offers:</b>	
<p>FRC provides social counseling in many different issues, although the majority is related to family reunification. Our volunteers teach Finnish in many communities. The Kotocross project has drop-in language courses where participants can start at any time as a beginner. Sometimes refugees have to wait too long to get in to the official language courses, so complementary courses organised by FRC help refugees to continue practicing what they learn, keep up their spirits and maintain contact with other refugees and the local population.</p> <p>Refugees who become actively involved as volunteers in humanitarian organisations also work to empower themselves.</p>	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

## RESETTLEMENT OF PARTICULAR GROUPS OF REFUGEES

### 17. TAKING ACCOUNT OF GENDER

<b>FINLAND</b>	
<b>We can offer the following:</b> ✓ Current research	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Recent reports</li> </ul>
<b>Information and details on all of the above offers:</b>	
<p>Finland has not developed specific governmental policies or institutions concerning improving the situation of refugee women and women belonging ethnic minorities. However, the constitution of Finland guarantees the basic rights and liberties to all persons within the scope of Finnish legal system. These principles are furthermore enhanced in the new Equality Act.</p>	

Refugee women are also protected by the Gender Equality Act.

Finland has carried out many projects on refugee and immigrant women, e.g.

- Women's Line ([www.naistenlinja.com](http://www.naistenlinja.com))
- Multicultural Women's Association and Women Resource Centre
- Prevention of prostitution and violence against women ([www.stakes.fi](http://www.stakes.fi))
- Prevention of genital mutilation ([www.ihmisoikeusliitto.fi](http://www.ihmisoikeusliitto.fi), [www.redcross.fi](http://www.redcross.fi))

In addition to above-mentioned there are many training and employment projects emphasizing the special situation of refugee women.

**We are interested in building our capacity in:**

Enhancing transnational links of refugee women.

**Resources needed, (such as those listed above):**

**FINLAND RED CROSS**

**We can offer the following:**

- ✓ Recent reports
- ✓ Other good practices

**Information and details on all of the above offers:**

- EU-funded project against FGM (male genital mutilation) using community, participatory methods.
- Gender also taken into consideration in our handbook for volunteers.
- Some activities requested to organise only for women.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**18. REFUGEE CHILDREN AND YOUNG PEOPLE**

**FINLAND**

**We can offer the following:**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> </ul> | <ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul> |
|---|---|

**Information and details on all of the above offers:**

The National Board of Education ([www.oph.fi](http://www.oph.fi)) has published curriculums for the orientation training and mother tongue training of immigrant and refugee children.

Numerous organisations are involved in projects which support the well-being of refugee children and youth. (e.g. [www.vaestoliitto.fi](http://www.vaestoliitto.fi), [www.lskl.fi](http://www.lskl.fi), [www.stakes.fi](http://www.stakes.fi), [www.pakolaisapu.fi](http://www.pakolaisapu.fi))

**We are interested in building our capacity in:**

Mental health care of children and youngsters.

**Resources needed, (such as those listed above):**

**FINLAND RED CROSS**

**We can offer the following:**

- ✓ Other

**Information and details on all of the above offers:**

- Early settlement and social support-
- Tracing and family reunification for separated minors.
- FRC runs 5 shelters for minors. Their objective is to reinforce coping strategies for the young and

<ul style="list-style-type: none"> <li>their families. The proportion of immigrant youth is steadily increasing.</li> <li>▪ FRC organises multicultural youth camps.</li> <li>▪ Material products such as videos about integration of elderly refugees, of young immigrants etc.</li> </ul>
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

## 19. REFUGEE ELDERS

<b>FINLAND</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul>
<b>Information and details on all of the above offers:</b>	
<p>The Central Union for the Welfare of the Aged has during several years carried out the support project for elderly immigrants and refugees. They have drafted a curriculum how to teach Finnish language for elderly, arranged different clubs and other activities and done research on the living conditions of elderly refugees.(www.vanhustyonkeskusliitto.fi)</p>	
<b>We are interested in building our capacity in:</b>	
Collecting the life narratives of elderly refugees in order to increase the public awareness of refugees plight.	
<b>Resources needed, (such as those listed above):</b>	

<b>FINLAND RED CROSS</b>	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Other good practices</li> <li>✓ Videos</li> </ul>	
<b>Information and details on all of the above offers:</b>	
<ul style="list-style-type: none"> <li>▪ FRC has all kind of clubs organising different activities, mainly organised by volunteers.</li> <li>▪ Material products such as videos about integration of elderly refugees, of young immigrants etc.</li> </ul>	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

## OTHER COMMENTS

<b>FINLAND RED CROSS</b>
<p>The very first moments are crucial for the integration process, so efficient, humane assistance and knowledge of the strengths of every resettled refugee are the key elements.</p> <p>In the Nordic countries the authorities have overall responsibility for resettlement. The NGO's role is supportive. We promote the 3<sup>rd</sup> sector role as a flexible and creative component which can create new models, a low cost but humane way to support the integration of resettled refugees.</p> <p>FRC concentrates on certain tasks, finding our own strengths in supporting refugees. Without proper financial funding even NGOs and volunteer organizations cannot do the work effectively so public funding is needed.</p>

## IRELAND

### NATIONAL CONTEXT FOR THE REFUGEE RESETTLEMENT PROGRAMME

Ireland accepts 10 cases per year (up to 40 persons). Selection is by Dossier submitted through the UNHCR. Our formal Resettlement Quota programme is in place since 2000 and so we are in the early stages of development. However, we have long experience of working with emergency evacuations such as the Bosnian and Kosovar programmes.

Persons admitted under the Resettlement Quota programme have the Status of “Programme Refugee” and have the same rights and entitlements as persons with Convention status. Up to now we have not set any strategic priorities in relation to selection criteria other than that they are considered, by UNHCR, to be in need of resettlement. In future programmes we may look at building communities and strategically selecting persons from the same country of origin as those recently admitted.

Our current practice is to place Resettlement Refugees, where possible, outside the Capital. This is strongly resisted by the refugees themselves but this practice is driven by (a) availability of accommodation (b) distributing the share of responsibility more widely particularly in relation the Health and Education services – some areas are over subscribed while others have little or not foreign nationals in the area. Provision of services also influences location as English Language Training at an adequate level may not be available in smaller cities and towns.

### DEPARTMENT/ORGANIZATION

Integration Unit  
Department of Justice Equality and Law Reform  
Ardilaun Centre  
112-114 St. Stephen’s Green West  
Dublin 2

The Reception and Integration Agency is responsible for the coordination of all matters in relation to the Reception and accommodation of asylum seekers and the integration of refugees and persons with leave to remain.

### Focal Persons and Contact Information

Martina Glennon  
[mglennon@justice.ie](mailto:mglennon@justice.ie)  
Tel 00-353-1-4183215

## PRE- DEPARTURE PHASE

### 1. OPERATIONAL ELEMENTS IN IDENTIFICATION AND SELECTION OF REFUGEES FOR RESETTLEMENT

#### IRELAND

##### We can offer the following:

- ✓ Current research
- ✓ Recent reports
- ✓ Upcoming conferences and meetings

##### Information and details on all of the above offers:

We are at the early stages of our Resettlement Programme and still trying to develop new structures. At present we

select our Quota by dossier submitted by UNHCR. In the Autumn of this year (2004) we will go on two selection missions with Finland to see how they process their Quota with a view to updating our expertise. We will share our experience – Report following the selection missions and lessons learned. In conjunction with the MORE project we will have a transnational workshop in November at which we will share our experiences. At the closing conference of the MORE project in Helsinki in March 2005) – the final report on our findings will be presented.  
www.more.fi

**We are interested in building our capacity in:**

Preparation for resettlement - prior to departure from country of asylum.

**Resources needed, (such as those listed above):**

**IRELAND NGO – LONGFORD WOMEN’S LINK**

**We can offer the following:**

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

Current research

**Resources needed, (such as those listed above):**

Reports

Notification of relevant conferences, seminars etc

**2. SELECTING AND DEVELOPING PLACEMENT COMMUNITIES AND SUPPORTING SOUND PLACEMENT CHOICES**

**IRELAND**

**We can offer the following:**

- ✓ Current research
- ✓ future reports
- ✓ Upcoming conferences and meetings
- ✓ Useful websites

**Information and details on all of the above offers:**

MORE project will document a new approach – just beginning - where we are engaging with local actors with a view to their taking responsibility for integration of persons admitted under the Resettlement Quota programme.

Findings will presented at final closing conference of More Project

www.more.fi

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

**IRELAND NGO – LONGFORD WOMEN’S LINK**

**We can offer the following:**

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

Preparation of communities in which resettled refugees are placed

**Resources needed, (such as those listed above):**

Opportunities for exchanges

Site visits

**4. PRE DEPARTURE COUNTRY / CULTURAL ORIENTATION**

**IRELAND**

**We can offer the following:**

**Information and details on all of the above offers:****We are interested in building our capacity in:**

We are interested in building our capacity in:  
Preparation for resettlement - prior to departure from country of asylum.

**Resources needed, (such as those listed above):****ARRIVAL AND RECEPTION****4. ARRIVAL AND RECEPTION****IRELAND****We can offer the following:**

- ✓ Current research
- ✓ Opportunities for exchange
- ✓ Upcoming conferences and meetings
- ✓ Useful websites.

**Information and details on all of the above offers:***Current research:*

We are currently engaged in a transnational research project called "MORE" (Modelling of National Resettlement Process and Implementation of Emergency Measures) with Finland, funded by the ERF. This project will look at the resettlement issue as a process with different phases, selection, reception, and integration, which are linked together to form the resettlement programme.

*Opportunities for exchange:*

We would be willing to facilitate an exchange or a site visit.

*Upcoming Conferences and Meetings:*

As part of the transnational project mentioned above, we will be hosting a "workshop" in Dublin in September/October and would welcome participation of others involved in this area. The title for the workshop is "Training for Local actors – with regard to employment and training.

*Websites:*

The MORE project [www.more.fi](http://www.more.fi) was launched in April 2004 and the Reception and Integration Agency website [www.ria.gov.ie](http://www.ria.gov.ie) is due to be launched in early summer (2004). will open a website in the first quarter of 2004 and the Reception and Integration Agency website is due to be launched early in the new year (2004).

**We are interested in building capacity in:**

Efficient use of Interpreters  
Children in education\ post arrival

**Resources needed, (such as those listed above):****5. EARLY SETTLEMENT AND SOCIAL SUPPORT****IRELAND****We can offer the following:**

- ✓ Opportunities for exchange
- ✓ Linkage with social support organizations

**Information and details on all of the above offers:**

We could facilitate and exchange of information or visit with Bosnian Community Development Project which was set up to enable persons admitted under the Bosnian programme to support their own community.

Visit to SPIRASI and NGO/Health Board partnership providing information on health services to new arrivals by

specially trained refugees.

We also coordinate the ERF and as such are involved with the many organizations working with refugees (mainly convention) in the area of social support. We could facilitate links and contacts.

Visit to Own Community voluntary bodies who support new arrivals in the early months after arrival. In some cases they provide voluntary language training while the new arrivals wait for a place on state provided language courses.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## 6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES

### IRELAND

**We can offer the following:**

- ✓ Programme information

**Information and details on all of the above offers:**

Persons admitted under Government programmes have the same rights and entitlements to Social Welfare payments as Irish Citizens.

**We are interested in building capacity in:**

Would welcome information on the recruitment, management and training of Interpreters during emergency evacuations.

## 7. ORIENTATION PROGRAMMES AND PROCESSES

### IRELAND

**We can offer the following:**

**Information and details on all of the above offers:**

**We are interested in building capacity in:**

Would welcome information on Structure Orientation programmes.

## 8. RESOURCES DEVELOPMENT OF ORIENTATION PROGRAMMES

### IRELAND

**We can offer the following:**

**Information and details on all of the above offers:**

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## 9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE

### IRELAND

**We can offer the following:**

- ✓ Recent study

**Information and details on all of the above offers:**

The City of Dublin Vocational Education Committee has conducted a study of Language and Literacy needs for asylum seekers which has some information relating to Resettlement refugees,.

Copies available: 00-353-668 0614

<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

## 10. TARGET LANGUAGE TRAINING AND ACQUISITION

<b>IRELAND</b>
<b>We can offer the following:</b>
<ul style="list-style-type: none"> <li>✓ Programme materials and information</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b>
<p>Integrate Ireland Language and Training (IILT) was set up through the Department of Education and Science to coordinate the provision of Language training for refugees and persons with leave to remain. They also provide a programme of support for teachers in primary and post-primary schools. Some of the publications produced by IILT include:</p> <ul style="list-style-type: none"> <li>▪ 2003 Post Primary Benchmarks,</li> <li>▪ 2003 Primary Benchmarks,</li> <li>▪ Reception1 and Reception 2 Portfolios for adult learners of English who wish to enter vocational or professional training or employment,</li> <li>▪ Post primary English Language Portfolio for non-English speaking pupils at post-primary level,</li> <li>▪ Primary School's English Language Portfolio for non-English speaking pupils at primary level.</li> <li>▪ ANSEA – English for living in Ireland – a book of activities for teachers working with adult learners.</li> </ul> <p>IILT website – <a href="http://www.IILT.ie">www.IILT.ie</a></p> <p>Visit to Own Community voluntary bodies who support new arrivals in the early months after arrival. In some cases they provide voluntary language training while the new arrivals wait for a place on state provided language courses.</p>
<b>We are interested in building capacity in:</b>
Opportunities for exchanges.
<b>Resources needed, (such as those listed above):</b>
Funding support to realize opportunities for exchanges.

## 11. A HEALTHY START: ACCESS TO HEALTH CARE

<b>IRELAND</b>
<b>We can offer the following:</b>
<ul style="list-style-type: none"> <li>✓ Project Information</li> </ul>
<b>Information and details on all of the above offers:</b>
<p>Health Information Project: A new programme developed to provide information on the health service in Ireland and how to access the various aspects of it. It is delivered by refugees who have been specially trained for this purpose.</p>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

## CAPACITY BUILDING IN THE RECEIVING COMMUNITY

### 12. BUILDING SOCIAL SUPPORT FOR NEWLY ARRIVED REFUGEES IN THE RECEIVING COMMUNITY

<b>IRELAND</b>
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**We can offer the following:****Information and details on all of the above offers:**

The Bosnian Community Development Project was set up to help persons admitted under the Bosnian programme in the early 90's to set up and run their own Community Development Project.

Carrick-on-Shannon Community group: A new voluntary support group set up to support newly arrived resettled refugees. The group is supported by the local 'partnership' which is a state funded local social inclusion agency.

**We are interested in building capacity in:****Resources needed, (such as those listed above):****13. PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES****IRELAND****We can offer the following:**

- ✓ Resource materials
- ✓ Site visits
- ✓ Current research
- ✓ Useful websites
- ✓ Recent reports
- ✓ Other

**Information and details on all of the above offers:**

Ireland has a very vibrant voluntary sector and many religious organizations are involved in welcoming newcomers into their areas.

Some have set up very successful NGO's who welcome and support the new arrivals.

Site visits/exchanges/research materials produced by these organizations can be provided

Excellent production REF WORLD – Ireland Directory of organizations working with refugees is a good example.

[www.spirasi.ie](http://www.spirasi.ie)

The RIA also has a small grant scheme to support local initiatives to welcome newcomers -

**We are interested in building our capacity in:****Resources needed, (such as those listed above):****IRELAND LONGFORD WOMEN'S LINK****We can offer the following:**

- ✓ Resource materials
- ✓ Opportunities for exchanges
- ✓ Site visits

**Information and details on all of the above offers:**

- Longford Women's Link has provided "Living in a Diverse Society", an inter-cultural awareness training programme to a mixed group of Irish and non-national women. The course covered gender and anti-racism training, Equality legislation, facilitation skills and group dynamics.
- At the end of the training module the group decided that they would form themselves into an intercultural group that will identify issues relevant to migrant women living in Longford. Among their aims: Increase respect for and understanding of diverse cultures within the community and work towards decreasing racist practices in the local community.
- Putting together a programme/information pack to raise awareness of racism in the wider community via visiting schools, clubs etc.
- Write articles about cultures, racism, interculturalism etc. in local papers, newsletters

**We are interested in building our capacity in:**

- strategies to engage and build the capacity of key local constituencies to support integration (e.g. employers, labour unions, faith-based communities, local authorities);
- strategies to strengthen ethno-cultural communities and cultural and religious institutions;
- planning and legislative frameworks to promote integration and cultural diversity;
- strategies to counter racism and xenophobia;

<ul style="list-style-type: none"> <li>▪ strategies to promote community awareness and understanding of refugee resettlement in the media;</li> </ul>
<b>Resources needed, (such as those listed above):</b> <ul style="list-style-type: none"> <li>▪ Research</li> <li>▪ Recent reports</li> <li>▪ Exchanges</li> <li>▪ Site visits</li> </ul>

## “MOVE ON” - TRANSITIONS TO SELF SUFFICIENCY

### 14. BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY

<b>IRELAND</b>
<b>We can offer the following:</b> Recent reports
<b>Report on Access to the labour Market produced by IBEC/Interact</b> (Irish Business Employers Confederation)
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

<b>IRELAND – LONGFORD WOMEN’S LINK</b>
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Training guidelines &amp; resources</li> </ul>
<b>Information and details on all of the above offers:</b> Longford Women’s Link has provided pre-employment and pre-enterprise training to refugee women which has enabled a significant number to move into employment, enterprise and further education/training.
<b>We are interested in building our capacity in:</b> <ul style="list-style-type: none"> <li>▪ To provide support to the women partners of migrant workers;</li> <li>▪ To provide or facilitate access to support with practical barriers (child care, transport, tools of trade);</li> <li>▪ To promote access to meaningful and sustainable employment.</li> </ul>
<b>Resources needed, (such as those listed above):</b> <ul style="list-style-type: none"> <li>▪ Exchanges</li> <li>▪ Site visits</li> </ul>

### 15. ACCESS TO SECURE AND AFFORDABLE HOUSING

<b>IRELAND</b>
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Recent reports</li> </ul>
<b>Information and details on all of the above offers:</b> Housing and refugees – the real picture” a report about the difficulties experienced by vulnerable refugees accessing housing <a href="http://www.vincentians.ie">www.vincentians.ie</a>
<b>We are interested in building our capacity in:</b>
<b>Resources needed (such as those listed above):</b>

**IRELAND NGO / LONGFORD WOMEN'S LINK****We can offer the following:**

- ✓ Training guidelines & resources

**Information and details on all of the above offers:**

Longford Women's Link is currently providing a peer education programme to refugee women. This programme aims to build the capacity of the trainees to deliver timely, accurate and relevant information to the refugee community in four key areas, accommodation, health, education and employment

**We are interested in building our capacity in:**

- professional development to officers responsible for allocating public sector housing,
- including training in cultural diversity and access and equity issues;
- housing developments that meet the needs of resettled refugees with special housing needs, including those with disabilities;
- legislation and programs to counter discrimination against resettled refugees in the housing market;
- rental subsidies and grants to meet the up-front and ongoing costs of rental accommodation.

**Resources needed (such as those listed above):**

- Research
- Relevant reports
- Exchanges
- Site visits

**16. PLANNING FOR OPTIMAL MENTAL HEALTH****IRELAND****We can offer the following****Information and details on all of the above offers:****We are interested in building our capacity in:**

More information about the impact on early resettlement interventions on the mental wellbeing and future integration prospects of refugees. Any recent research or reports.

**Resources needed, (such as those listed above):****IRELAND - LONGFORD WOMEN'S LINK****We can offer the following:****Information and details on all of the above offers:****We are interested in building our capacity in:****Housing:**

- reviewing protocols guiding the allocation of housing on a priority or urgent basis to ensure that refugee-related trauma and mental health are considered in assessment criteria.

**Employment:**

- intensive job search support for resettled refugees affected by trauma and torture and resettled refugees with mental illness.

**Health care**

- specialist services for trauma and torture survivors;
- culturally relevant approaches to addressing trauma and torture and other mental health concerns;
- professional development and awareness raising among mental health services concerning the needs of trauma and torture survivors with acute mental illness as well as those with other mental health conditions.

**Welcoming and hospitable communities:**

- promoting understanding in the wider community of the effects of refugee-related trauma and the role of a welcoming environment in recovery;

**Resources needed, (such as those listed above):**

- Research
- Reports
- Exchanges

- |   |
|---|
| <ul style="list-style-type: none"> <li>▪ Site visits</li> </ul> |
|---|

## RESETTLEMENT OF PARTICULAR GROUPS OF REFUGEES

### 17. TAKING ACCOUNT OF GENDER

#### IRELAND

**We can offer the following:**

**Information and details on all of the above offers:**

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

#### IRELAND - LONGFORD WOMEN'S LINK

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Recent reports

- ✓ Opportunities for exchanges
- ✓ Site visits
- ✓ Training guidelines & resources

**Information and details on all of the above offers:**

Longford Women's Link has built up an expertise in the issues facing women refugees. In addition to the barriers and obstacles faced by all refugees, women face specific issues that relate directly to their gender. We have developed strategies to facilitate the participation of refugee women in the local community, education and employment providing information relevant to the family and domestic sphere (e.g. child care services, child welfare issues, FGM, sexual orientation, health services and programs for women, family violence, family relationships, gender role changes, customs and laws);

**We are interested in building our capacity in:**

- the adequacy of existing legislative frameworks to prevent discrimination against women in the work force;
- home based micro-economic enterprises, especially for families with child care responsibilities;
- safety and security issues affecting women accessing employment (e.g. transport arrangements, working hours);

Welcoming and hospitable communities

- providing information about family relationships and the strengths, customs and practices of refugee women to receiving societies;
- providing information on the social customs and practices related to sexual orientation;
- fostering opportunities for refugee women's civic and community participation;
- gender sensitive community and recreation services(e.g. 'women only' swimming sessions).

General

- facilitating choice of gender of service provider for both men and women;
- professional development, training and awareness raising activities for key personnel and professionals to enhance their capacity to provide gender sensitive support.

**Resources needed, (such as those listed above):**

- Financial
- Research
- Notification of upcoming seminars
- Exchanges
- Site Visits

### 18. REFUGEE CHILDREN AND YOUNG PEOPLE

#### IRELAND

**We can offer the following**

**Information and details on all of the above offers:**

<b>We are interested in building our capacity in:</b>
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<b>Resources needed, (such as those listed above):</b>
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**19. REFUGEE ELDERS**

<b>IRELAND</b>
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<b>We can offer the following</b>
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<b>Information and details on all of the above offers:</b>
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<b>We are interested in building our capacity in:</b>
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Successful intervention for older refugees
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<b>Resources needed, (such as those listed above):</b>
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Information and Reports on successful intervention projects for older refugees
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## NETHERLANDS

### NETHERLANDS

In the Netherlands there is no difference between the integration support for resettled refugees and for refugees that have come through the regular asylum system. Therefore, all programs and initiatives on integration support all refugees. Also in legal status there is no difference, except for the fact that the status for resettled refugees will automatically become a permanent status (no conditions).

An overview of the Dutch system:

**The reception and integration of resettled refugees in the Netherlands is laid down in:**

- 1. The Aliens Act 2000**
- 2. The Integration of newcomers Act (WIN) (1998)**
- 3. The Handbook invited refugees (2001)**

#### 1. The Aliens Act 2000:

1.1. Under the Aliens Act 2000 there is a system of two consecutive residence permits; a temporary status and a permanent status. The temporary status has a maximum of five years. Resettled refugees will always receive a permanent status after five years unless new and serious facts become known to prevent that (participation in war crimes etc.)

1.2. Because the temporary status counts both for convention refugees as for admitted asylum seekers the package of rights and benefits attached to the temporary status has been standardized to the level of the package a convention refugee is entitled to. In this way the Dutch government's policy is in line with internationally binding agreements (a.o. 1951 Refugee convention)

1.3. This means that all refugees with a temporary status are treated equally (single status).

#### 2. The Integration of newcomers Act (1998)

All newcomers, including refugees with a temporary status, are obliged to follow courses in Dutch language and social orientation in the Dutch society. This is laid down in the Integration of Newcomers Act which aims at making the newcomer self-supporting as soon as possible. The course takes about one year of part-time study and is paid for by the government. Aforementioned studies are being provided by Regional education centers (ROCs). Orientation on the Dutch labour market is being provided by the Centers for Work and Income (CWI) who also mediate between job seeking refugees and employers.

In 2003 the new Cabinet (Balkenende II) decided to develop a totally new integration system, with more focus on the obligations newcomers have to learn Dutch and become acquainted with Dutch society. In 2004 a new law will be forwarded to parliament, stipulating that accepted asylum seekers will only receive permanent residence if they successfully pass integration examinations. A Newcomer has to pay his/her own integration course, but can receive half the money back after passing examinations. Specific regulations will be made for newcomers who do not have the necessary financial resources.

#### 3. The Handbook invited refugees (2001) (will be revised after adoption of new policies):

This Handbook is a product of all organizations (governmental and non-governmental) participating in the reception of resettled refugees. All the different roles, services, processes and actions are being described. The participating organizations are:

- Ministry of Foreign Affairs
- Ministry of Justice
  - Immigration and Naturalization Service (IND)
  - Agency for the reception of asylum seekers (COA)
- International Organization for migration (IOM)
- Dutch health service (GGD/MOA)
- Dutch Refugee Council (VluchtelingenWerk Nederland)
- Foundation for the guardianship of unaccompanied minors (Nidos)

If refugees are being granted a temporary status they can start looking for permanent housing in a municipality. If they don't succeed they must accept accommodation, offered by the local authorities.

Pilot Project "Integration in reception centres" (2004 – 2005):

Due to the fact that housing for the refugees is not always easy to find and therefore can lead to a prolonged stay in a reception centre, it is important a start can be made with the process of integration. The pilot project offers many hours of (professional) education and orientation. Diplomas and work experience obtained in the country of origin are translated, scaled and placed in the Dutch educational and labour market context. It also aims at building bridges between the refugee and the receiving community/municipality.

## NETHERLANDS

### Department / Organization:

Ministry of Justice:

- Co-ordination of the resettlement program
- admission, resettlement and reception
- co-ordination of Integration

Agency for the reception of asylum seekers (COA)

- reception in the Netherlands
- Lodging in reception centres
- Intake and medical programmes
- First (Dutch language) education and cultural orientation

Name of Focal Persons and contact information:

Ms. Liesbeth Bos  
Senior policy advisor  
Ministry of Justice  
Immigration Policy Department  
[l.h.bos@minjus.nl](mailto:l.h.bos@minjus.nl)

Mr. Thomas Hessels  
Senior policy advisor  
Ministry of Justice  
Co-ordination and integration of minorities department (DCIM)  
[a.hessels@minjus.nl](mailto:a.hessels@minjus.nl)

Mr. Lex Boogerd  
Senior policy advisor  
Ministry of Justice  
Agency for the reception of asylum seekers (COA)  
[lboogerd@coa.minjus.nl](mailto:lboogerd@coa.minjus.nl)

## PRE – DEPARTURE PHASE

### 1. INTEGRATION ELEMENTS IN IDENTIFICATION AND SELECTION OF REFUGEES FOR RESETTLEMENT

## NETHERLANDS

## 2. SELECTING AND DEVELOPING PLACEMENT COMMUNITIES AND SUPPORTING SOUND PLACEMENT CHOICES

### NETHERLANDS

#### *Immigratie en Naturalisatie Dienst (IND) Immigration and Naturalisation Service*

[www.ind.nl](http://www.ind.nl)

The Immigration and Naturalisation Service is responsible for the implementation of the immigration and asylum policies of the Minister for Immigration and Integration. From the expertise gained by executing the policies, it provides input for policy development.

There is a special unit within the IND for assessment of resettlement cases. The dossiers are assessed according to the criteria laid down in the Aliens Act 2000 and the country of origin information provided by the Ministry of Foreign Affairs. The IND is also responsible for the procedures and issuance of permits to resettled refugees.

## 3. PRE-DEPARTURE COUNTRY / CULTURAL ORIENTATION

### NETHERLANDS

## ARRIVAL AND THE FIRST FEW WEEKS

## 4. ARRIVAL AND RECEPTION

### NETHERLANDS

#### *International Organization for Migration (IOM) [www.iom-nederland.nl](http://www.iom-nederland.nl)*

##### **IOM The Hague**

The head office of IOM Nederland is located in The Hague. Activities that are undertaken in The Hague and are relevant for resettlement include:

- assistance with aliens arriving in the Netherlands in the context of family reunification and resettled refugees;
- where situations offer likely opportunities, assistance with the admission procedures of a third country;
- coordination of the implementation of the Return and Emigration of Aliens from the Netherlands (REAN) programme and specific re-integration programmes such as in the case of Afghanistan, Angola, and Iraq (REAN-plus);

In addition to carrying out the above activities, the IOM office in The Hague has regular contact with the Dutch government, private organizations, international organizations and IOM offices in other parts of the world.

##### **Schiphol: Logistical Unit**

The logistical unit at Schiphol Airport is responsible for travel organization and travel guidance and assistance. Tickets are booked and travel documents are checked.

The staff of the logistical unit assists migrants in the following situations:

- on arrival in the context of family reunification and when it concerns resettled refugees;
- persons who return to their own country voluntarily;
- persons who are resettling in a third country with the assistance of IOM and
- clients from other IOM offices who are in transit at Schiphol.

The staff of the logistical unit provides assistance to the IOM passengers and assists when (unexpected) problems arise.

#### *Centraal Orgaan opvang asielzoekers (COA) [www.coa.nl](http://www.coa.nl)*

The COA is the governmental organisation that is responsible for the reception of asylum seekers. Resettled refugees stay in COA reception-centres until they get independent housing.

The COA strives to provide reception/care that enables asylum seekers to prepare themselves as well as possible for their future, in which their inflow, stay and outflow run smoothly and through which public support for the reception of asylum seekers is maintained. The asylum seeker's individual responsibility and independence are crucial in the **vision** of the COA. The asylum seekers are expected to show their own initiative in order to make the best use of the time spent in the reception centre. The reception centre should be set up in such a way to stimulate the asylum seekers'

independence, with scope for their self development and ability to work actively on their own future, in the Netherlands or elsewhere.

#### Tasks

The primary task of the COA is to ensure:

- The housing of asylum seekers/resettled refugees in reception centres;
- Maintenance of the quality of life in the reception centres;
- The rightful and proper provision of material resources to asylum seekers/resettled refugees;
- Asylum seekers/resettled refugees achieve their full potential.

#### *Immigratie en Naturalisatie Dienst (IND) Immigration and Naturalisation Service* [www.ind.nl](http://www.ind.nl)

The Immigration and Naturalisation Service is responsible for the implementation of the immigration and asylum policies of the Minister for Immigration and Integration. From the expertise gained by executing the policies, it provides input for policy development.

There is a special unit within the IND for assessment of resettlement cases. The dossiers are assessed according to the criteria laid down in the Aliens Act 2000 and the country of origin information provided by the Ministry of Foreign Affairs. The IND is also responsible for the procedures and issuance of permits to resettled refugees.

## 5. EARLY SETTLEMENT AND SOCIAL SUPPORT

### NETHERLANDS

#### *Centraal Orgaan opvang asielzoekers (COA)* [www.coa.nl](http://www.coa.nl)

#### *Pharos Refugees and Health Centre of Expertise* [www.pharos.nl](http://www.pharos.nl)

Pharos offers knowledge, insight and skills for improving the quality of health care provided to refugees and asylum seekers. Pharos intends to help people who work with refugees and asylum seekers. Pharos is a national centre of expertise that concentrates on developing, studying and conveying knowledge - always practically applicable - in the field of health and health care for refugees.

The culture in which people grow up affects their attitude toward health and illness. Pharos helps health care professionals and teachers develop an 'intercultural professional attitude', and also offers special knowledge, skills and methods geared to the care needs of refugees. Pharos develops knowledge and methods for mental health care, medical care for asylum seekers (MOA), primary health care and youth services.

#### *Foundation VON (Refugees Organisations in the Netherlands)* [www.vluchtelingenorganisaties.nl](http://www.vluchtelingenorganisaties.nl)

VON is an umbrella organisation for organisations of refugees which focus on promoting the social participation of refugees in the Netherlands.

Main activities VON:

- to serve interests and to be a representing body for refugees in the Netherlands
- being a deliberation partner of the Dutch government on integration issues
- supporting national refugee organisations in their development by organizing courses, providing information and a support helpdesk.

#### *SMS (Stichting Mondiale Samenleving)* [www.sms.vluchtelingen.nl](http://www.sms.vluchtelingen.nl)

SMS is an organization of and for refugees in the Netherlands. SMS was started by 3 refugee organisations: CRAN(Kosovar-Albanian), DIR (Ethiopian) and FAVON (Afghan) . Nowadays 70 organisations are member of SMS.

#### *Activities SMS:*

- stimulate and optimize integration of refugees in all sections of Dutch society by organising activities, training courses, conferences (on topics such as: development issues, culture, environment), and cadre training.
- empowerment, support, development, refugee organisations
- helpdesk
  - providing access to social and governmental institutions.

#### *(Regionale) Steunfunctie / (Regional) Support Functions*

A number of websites of different Support Functions:

- [www.afsm.nl](http://www.afsm.nl) (Amsterdam)
- [www.imco-nh.nl](http://www.imco-nh.nl) (Noord-Holland)
- [www.i2d.nl](http://www.i2d.nl) (Drenthe)
- [www.miu.nl](http://www.miu.nl)

- [www.multiplechoice.org](http://www.multiplechoice.org)
- [www.osmose.nl](http://www.osmose.nl)
- [www.paletweb.nl](http://www.paletweb.nl) (Brabant)
- [www.rsazhw.nl](http://www.rsazhw.nl) (Zuid-Holland West)
- [www.smo-ov.nl](http://www.smo-ov.nl) (Overijssel)

Support Functions are organisations involved in welfare work for ethnic minorities in The Netherlands. Their activities:

- maintenance contact with self organisations of ethnic minorities, migrants and refugees.
- education, information
- representation of interests target group at local governments, organisations, companies in the field of e.g. education, work.

They work together with the CWI and give information and accompany people without a job in finding a job.

- also they have projects that aim at better access to the educational institutions and labourmarket.

#### ***Municipality / Bureau Nieuwkomers***

Most municipalities have a Bureau Nieuwkomers (newcomers) to coordinate the integrational activities in the municipality.

Activities:

- assisting, supporting migrants to built a life in the Netherlands.
- coordinate and implement the Act on Integration

## **6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES**

### **NETHERLANDS**

*Centraal Orgaan opvang asielzoekers (COA)* [www.coa.nl](http://www.coa.nl)

## **7. ORIENTATION PROGRAMMES AND PROCESSES**

### **NETHERLANDS**

## **8. RESOURCES DEVELOPMENT FOR ORIENTATION PROGRAMMES**

### **NETHERLANDS**

## **9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE**

### **NETHERLANDS**

## **10. TARGET LANGUAGE TRAINING AND ACQUISITION**

### **NETHERLANDS**

## **11. A HEALTHY START: ACCESS TO HEALTH CARE**

### **NETHERLANDS**

MOA/GGD Medical Health Organisation Asylum seekers [www.ggdkennisnet.nl](http://www.ggdkennisnet.nl)

MOA provides medical care at the COA accommodations.

MOA activities:

- medical intake at arrival
- tuberculosis screening
- vaccinations

- linking to social and mental healthcare services
- hygiene and safety inspections at the accommodations
- information about hygiene and safety at the accommodations

**Pharos Refugees and Health Centre of Expertise** [www.pharos.nl](http://www.pharos.nl)

Pharos offers knowledge, insight and skills for improving the quality of health care provided to refugees and asylum seekers. Pharos intends to help people who work with refugees and asylum seekers. Pharos is a national centre of expertise that concentrates on developing, studying and conveying knowledge - always practically applicable - in the field of health and health care for refugees.

The culture in which people grow up affects their attitude toward health and illness. Pharos helps health care professionals and teachers develop an 'intercultural professional attitude', and also offers special knowledge, skills and methods geared to the care needs of refugees. Pharos develops knowledge and methods for mental health care, medical care for asylum seekers (MOA), primary health care and youth services.

A group of specialists has been assembled to deal with each of these four programmes: methodology developers/researchers, prevention specialists, consultants/ trainers, and relations managers. These multidisciplinary teams maintain contact with organisations and collaboration partners.

*Development of knowledge*

It would be impossible to develop knowledge for improving refugee health care services without the help of the two groups concerned – the refugees and the health care and education professionals who work with this group on a daily basis. Pharos systematically involves both groups in its programmes.

*Conveying knowledge*

The end of the process of developing knowledge is conveying it, distributing the accumulated knowledge, which is another of Pharos' core tasks. Its staff convey new assistance and prevention methods through courses, training programmes and many other types of sessions. It is important that professionals who work with refugees and asylum seekers learn how to apply these instruments in their daily practice.

Some of the training material has been designed so that organisations can work with it on their own, in order for this expertise to reach as many people as possible.

Whether courses, training programmes, publications or other activities are concerned, the goal is always to substantially increase the quality of aid provided to refugees and asylum seekers.

*Collaboration*

Pharos has collaborative contacts with umbrella organisations such as [GGZ Nederland](#) (Dutch mental health care association) and the National GP Association. Collaboration partners include [NIGZ](#) (Nationaal Instituut voor Gezondheidsbevordering en Ziektepreventie – National institute for the promotion of health and prevention of disease) and [VluchtelingenWerk Nederland](#) (Dutch Refugee Council) and [Mikado](#), the migration and intercultural mental health care knowledge centre. Pharos also participates in the mental health care Platform Vluchtelingen en Asielzoekers (platform for refugees and asylum seekers), in which various knowledge centres are involved. In addition, it has collaboration agreements with scientific research institutes, such as [the Utrecht School of Governance](#).

Pharos is a [WHO](#) collaborating centre and a member of [ECRE](#) - European Council on Refugees and Exiles. Pharos is carrying out the Admira project in conjunction with [Transact](#) and [Icodo](#). The goal of this project is to improve assistance to women in former Yugoslavia, who are confronted with the consequences of war. Pharos believes this network indispensable for promoting an exchange of information and mutual support and inspiration in the process of developing knowledge.

Pharos is oriented toward a wide range of people in and outside of the health care services, people who deal in their work with refugee health problems. Pharos works for general practitioners and physicians, nurses, mental health care professionals, social workers, psychotherapists, staff in medical care services for asylum seekers, primary and secondary education teachers, child welfare personnel, Immigration and Naturalisation officials and other relief workers and supervisors. Of course, all efforts are geared to improving the health and well-being of refugees.

**De Vonk Clinic** [www.centrum45.nl/vonk](http://www.centrum45.nl/vonk)

De Vonk comprises a clinical, day clinic and out-patients treatment complex. Since August of 1994 traumatized refugees and asylum seekers are treated here, people who suffer from serious psychological problems as a result of traumatic experiences connected with being held prisoner, torture and/or war-time violence. These problems usually

manifest themselves in post traumatic stress disorders, depressive complaints and trauma-related somatoform disorders.

**Stichting De Gelderse Roos, geestelijke gezondheidszorg, Afdeling Phoenix** [www.degelderse.roos.nl](http://www.degelderse.roos.nl)  
Phoenix is a national service for the treatment of refugees and asylum seekers who are severely traumatized.

## CAPACITY BUILDING IN THE RECEIVING COMMUNITY

### 12. BUILDING SOCIAL SUPPORT FOR NEWLY ARRIVED REFUGEES IN THE RECEIVING COMMUNITY

#### NETHERLANDS

**Dutch Refugee Council** [www.vluchtelingenwerk.nl](http://www.vluchtelingenwerk.nl)

The Dutch Refugee Council is an independent organisation that represents the interests of refugees and asylum seekers in the Netherlands, from the moment they arrive until their integration in Dutch society.

Volunteers and paid staff of the Dutch Refugee Council promote the interests of refugees and asylum seekers. They provide guidance during the asylum procedure and in the municipality. They also provide information about the position of refugees and try to remove prejudices.

The Refugee Council does not only advocate a fair asylum procedure; it also works hard to ensure that refugees will be fully integrated in Dutch society. This means that they have the right to full legal status, adequate housing, education, training, health care and work. That is the point from which we depart in our contacts with the authorities and when we distribute information or hold campaigns. This also comes alive in our dealings with individual refugees.

**Foundation VON (Refugees Organisations in the Netherlands)** [www.vluchtelingenorganisaties.nl](http://www.vluchtelingenorganisaties.nl)

VON is an umbrella organisation for organisations of refugees which focus on promoting the social participation of refugees in the Netherlands.

Main activities VON:

- to serve interests and to be a representing body for refugees in the Netherlands
- being a deliberation partner of the Dutch government on integration issues
- supporting national refugee organisations in their development by organizing courses, providing information and a support helpdesk.

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**SMS (Stichting Mondiale Samenleving)** [www.sms.vluchtelingen.nl](http://www.sms.vluchtelingen.nl)

SMS is an organization of and for refugees in the Netherlands. SMS was started by 3 refugee organisations: CRAN(Kosovar-Albanian), DIR (Ethiopian) and FAVON (Afghan) . Nowadays 70 organisations are member of SMS.

Activities SMS:

- stimulate and optimize integration of refugees in all sections of Dutch society by organising activities, training courses, conferences (on topics such as: development issues, culture, environment), and cadre training.
- empowerment, support, development, refugee organisations
- helpdesk
  - providing access to social and governmental institutions

**Municipality / Bureau Nieuwkomers**

Most municipalities have a Bureau Nieuwkomers (newcomers) to coordinate the integrational activities in the municipality.

Activities:

- assisting, supporting migrants to built a life in the Netherlands.
- coordinate and implement the Act on Integration

### 13. PROMOTING WELCOMING AND HOS[ITABLE COMMUNITIES

#### NETHERLANDS

##### **Dutch Refugee Council** [www.vluchtelingenwerk.nl](http://www.vluchtelingenwerk.nl)

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##### **FORUM** [www.forum.nl](http://www.forum.nl)

Living together in one society requires mutual understanding. As an Institute for Multicultural Development, FORUM strives to promote understanding between people of different origins. Our ultimate goal is a society in which all members can take part, regardless of their religion, gender, skin colour, political ideas or sexual preference.

Participation in employment and education is the paramount concern. But people also need to feel at home in their neighbourhoods and be actively engaged in local developments. Nor does multicultural citizenship stop at the boundaries of local communities:

people need equal opportunities to contribute to society as a whole.

##### *Developing methods and strategies*

In the society envisaged by FORUM, ethnic minority people will have room to function more independently.

Organisations and jobs will be more accessible to all. Local residents will engage more actively in neighbourhood issues. Minority organisations will be more closely integrated into civic life.

Cultural diversity will be widely understood and accepted. FORUM develops methods and strategies to achieve these aims.

##### *Advising*

It is the duty of government to ensure conditions for a well-functioning society. FORUM actively monitors this process by commenting on government policy intentions and legislative proposals when they relate to the multicultural society. It acts both in response to official requests and on its own initiative.

##### *Educating*

As a centre of knowledge and expertise in the field of multicultural development, FORUM provides a vital support function. Through its training courses, periodicals, monographs, conferences, educational television programmes and websites, it disseminates the knowledge and experience it has acquired over the years.

##### *Informing*

Information on trends and developments in the multicultural society is regularly shared with a broader public through FORUM appearances in the media (often prompted by current events), as well as in our weekly magazine

##### *Contrast.*

##### *Organising public debates*

FORUM organises public debates on current affairs and other topics of social interest. These aim to develop longerterm perspectives and perceptions relating to the multicultural society. Such debates often coincide with new publications in the FORUM essay series.

##### *Developing expertise*

FORUM employs knowledge workers who have specialist expertise and extensive contact networks. They carry out the projects organised by FORUM. They also keep abreast of developments in policy and other areas, and they try to anticipate new developments.

##### *Monitoring*

A special unit at FORUM monitors and analyses trends in the multicultural society and keeps the staff informed. This enables FORUM to stay in close touch with its field of activity and to maintain a realistic vision of the multicultural society, both today and for the future. Groups, specialist institutes in multicultural development, as well as institutions in education, care and welfare.

##### **Stichting Nederlands Centrum Buitenlanders (NCB)** [www.ncbnet.nl](http://www.ncbnet.nl)

The Dutch centre for foreigners foundation is an independant nationwide project organization.. It aims at improving the position of migrants in the Dutch society. The NCB has 25 years of experience in developing and implementing projects for and by migrants in the area of labourmarket/employment, entrepreneurship, education and healthcare.

**Municipality / Bureau Nieuwkomers**

Most municipalities have a Bureau Nieuwkomers (newcomers) to coordinate the integrational activities in the municipality.

Activities:

- assisting, supporting migrants to built a life in the Netherlands.
- coordinate and implement the Act on Integration

**MOVE ON / TRANSITIONING TO SELF SUFFICIENCY****14. BUILDING BRIDGES TO ECONOMIC SELF SUFFICIENCY****NETHERLANDS****UAF The Foundation for Refugee Students** [www.uaf.nl](http://www.uaf.nl)

The Foundation for Refugee Students UAF supports refugees and asylum seekers during their studies in the Netherlands

**UAF Job Support**

The department UAF Job Support supports graduated clients in finding a job which suits the client's wishes and competences. Job Support can be reached by phone from Monday to Friday from 10.00 to 17.00 hrs at telephone number (030) 252 08 89.

**EMPLOOI** [www.emplooi.net](http://www.emplooi.net)

Emplooi assists refugees, who are allowed to work in the Netherlands, irrespective of origin, training and education, in finding a job. So they can build a future in the Netherlands. Emplooi is a mediation agency and works with advisors. Emplooi takes part in projects with other organisations and companies

**Stichting Nederlands Centrum Buitenlanders (NCB)** [www.ncbnet.nl](http://www.ncbnet.nl)

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**Regionale Opleidings Centra (ROC's) Regional Education Centres** [www.roc.nl](http://www.roc.nl)

Activities ROC:

- Providing information , clearing house vocational training in the Netherlands.
- offering vocational training courses, language courses

**CWI (Centrum voor Werk en Inkomen)** [www.cwinet.nl](http://www.cwinet.nl)

The Centre for Work and Income (CWI) is the first stop for job-seekers and employers. Employers can contact CWI for placement services and information on the labour market. CWI can help job-seekers find work or to apply for unemployment or supplementary benefits. The centre also issues dismissal and employment permits and provides information relating to labour law.

'Work before income' summarizes the remit given by the Ministry of Social Affairs and Employment on which CWI bases the design of its services. CWI does everything to help people find jobs. It invites employers to offer vacancies and activates job-seekers to find work in every possible way. 'Pro-activity' and 'personal responsibility' are concepts that play an important role here.

CWI acts as a 'gatekeeper'. This means two things: firstly, CWI provides people with maximum support in finding a job, before benefits are considered; secondly, CWI keeps track of whether people are (still) entitled to benefits. CWI checks whether people comply with all the commitments that relate to benefit entitlements, such as keeping appointments and making regular job applications. CWI notifies the chain partners of its findings.

CWI works to match supply and demand on the labour market. It links employers with job-seekers and offers job-seekers ways to find their way into employment. CWI also focuses on special groups of job-seekers, such as the elderly, people who return to the labourmarket, young people, ethnic minorities and the disabled. This requires up-to-date knowledge and information on the labour market. Accordingly, CWI researchers gather data on work and income on a daily basis. Our own consultants, as well as policymakers, employers and job-seekers, use that information to translate labour market opportunities in terms of their own situation. Accordingly, CWI's labour market data provide an important measure of the present situation in the labour market.

CWI pays special attention at making the labour market more accessible for ethnic minorities in order to stimulate integration in the Dutch society. To do so the CWI uses following instruments:

- support and advising employers
- increasing insight labour market for ethnic minorities
- organising activities in the field of naturalisation (**inburgering**), language, international evaluation and recognition of diplomas and degrees.

**SEON Foundation** [www.seon.nl](http://www.seon.nl)

SEON was founded in 1994 by a number of organisations which deal with business support and entrepreneurship development. The methodologies that were originally developed for business creation programmes in developing countries (a.o. Kenya, India, Phippines, Nepal, Zambia), were adjusted to the socio economic situation in the Netherlands. In this way special expertise was built on entrepreneurship development among ethnic minorities and refugees in the Netherlands.

**IntEnt Foundation** [www.intentbds.nl](http://www.intentbds.nl)

Internationalization of entrepreneurship. Offering support in building enterprises in the country of origin

EQUAL projects are projects co-financed by the EU; they have to be organized with other European organizations. They have themes like: "reintegration in the labourmarket" and "action against discrimination at the workplace" Some examples of EQUAL projects follow:

**NOSW** / [www.nosw.nl](http://www.nosw.nl)

Project: IMPACT, social inclusion through sheltered workshops,  
 Target group: Disabled people / long term unemployed / refugees  
 Project period: May 15 2002 – November 2004 NOSW / [www.nosw.nl](http://www.nosw.nl)  
 Transnational partners:

- Italy: Diversita'e sviluppo,
- Ireland: Rsccommon EQUAL partnership,
- Sweden: Diversity in Vasternorrland

**The City of Amersfoort** / [www.amersfoort.nl](http://www.amersfoort.nl)

Project: Nieuwkomers aan de slag / Newcomers to work  
 Project period: December 12 2001 – May 31 2004  
 Target Group: Somali, Afghan, Iraqi and Iranian migrants and refugees  
 Transnational partners:

- Germany: Migration und Arbeit Rhein-Main
- Austria: Qualification stärkt

**The city of Eindhoven** / [www.eindhoven.nl](http://www.eindhoven.nl)

Winnen voor Winners  
 Project period: May 15 2002 – November 15 2004  
 Project goal: Work for the participants in the project  
**Target group** Newcomers  
 Transnational partners:

- Denmark : Outsiders-insiders-employment-partnership-Aarhus
- Belgium: City workspace
- Finland: MAJAKKA
- Italy: INCLUSIONE

**The Province of Groningen** / [www.prvgron.nl](http://www.prvgron.nl)

Medina  
 Project period: May 15 2002 – November 15 2004  
 Project goal: Supporting migrant women towards starting their own bussiness  
 Target group: Migrant women  
 Transnational partners:

- Italy : Imprenditorialita' estrema per una vita indipendente
- Germany : Women into bussiness
- Sweden: Diversity in Entrepreneurship

**Stoas onderzoek BV** / [www.stoas.nl](http://www.stoas.nl)

Empowerment centre EVC  
 Project period: May 15 2002 – November 15 2004  
 Project goal ; Scaling foreign diploma's and work experience and placing them in the context of the Dutch educational system and/or labourmarket  
 Transnational partners  
 ▪ France : Re-co-naitre l'education permanente  
 Target group ; Migrants and refugees

*City of Amsterdam* / [www.zuidoost.amsterdam.nl](http://www.zuidoost.amsterdam.nl)

Women@Work

Project period: May 16 2002 – November 15 2004

Project goal: Stimulation of women in the labourmarket / individual empowerment for women

Target group Women from ethnic minority groups

Transnational partners

- Spain : Mujeres por la Conciliación
- France : L'entrepreneuriat au feminin
- France : Escala

## 15. ACCESS TO SECURE AND AFFORDABLE HOUSING

### NETHERLANDS

## 16. PLANNING FOR OPTIMAL MENTAL HEALTH

### NETHERLANDS

*MOA/GGD Medical Health Organisation Asylum Seekers* [www.ggdkenisnet.nl](http://www.ggdkenisnet.nl)

MOA provides medical care at the COA accommodations.

MOA activities:

- medical intake at arrival
- tuberculosis screening
- vaccinations
- linking to social and mental healthcare services
- hygiene and safety inspections at the accommodations
- information about hygiene and safety at the accommodations

*Pharos Refugees and Health Centre of Expertise* [www.pharos.nl](http://www.pharos.nl)

Pharos offers knowledge, insight and skills for improving the quality of health care provided to refugees and asylum seekers. Pharos intends to help people who work with refugees and asylum seekers. Pharos is a national centre of expertise that concentrates on developing, studying and conveying knowledge - always practically applicable - in the field of health and health care for refugees.

The culture in which people grow up affects their attitude toward health and illness. Pharos helps health care professionals and teachers develop an 'intercultural professional attitude', and also offers special knowledge, skills and methods geared to the care needs of refugees. Pharos develops knowledge and methods for mental health care, medical care for asylum seekers (MOA), primary health care and youth services.

Pharos is oriented toward a wide range of people in and outside of the health care services, people who deal in their work with refugee health problems. Pharos works for general practitioners and physicians, nurses, mental health care professionals, social workers, psychotherapists, staff in medical care services for asylum seekers, primary and secondary education teachers, child welfare personnel, Immigration and Naturalisation officials and other relief workers and supervisors. Of course, all efforts are geared to improving the health and well-being of refugees.

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The Dutch centre for foreigners foundation is an independent nationwide project organization.. It aims at improving the position of migrants in the Dutch society. The NCB has 25 years of experience in developing and implementing

projects for and by migrants in the area of labourmarket/employment, entrepreneurship, education and healthcare.

**De Vonk Clinic** [www.centrum45.nl/vonk](http://www.centrum45.nl/vonk)

De Vonk comprises a clinical, day clinic and out-patients treatment complex. Since August of 1994 traumatized refugees and asylum seekers are treated here, people who suffer from serious psychological problems as a result of traumatic experiences connected with being held prisoner, torture and/or war-time violence. These problems usually manifest themselves in post traumatic stress disorders, depressive complaints and trauma-related somatoform disorders.

**Stichting De Gelderse Roos, geestelijke gezondheidszorg, Afdeling Phoenix** [www.degelderse-roos.nl](http://www.degelderse-roos.nl)

Phoenix is a national service for the treatment of refugees and asylum seekers who are severely traumatized.

## RESETTLEMENT OF PARTICULAR GROUPS AND COMMUNITIES

### 17. TAKING ACCOUNT OF GENDER

#### NETHERLANDS

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Pharos is a [WHO](#) collaborating centre and a member of [ECRE](#) - European Council on Refugees and Exiles. Pharos is carrying out the Admira project in conjunction with [Transact](#) and [Icodo](#). The goal of this project is to improve assistance to women in former Yugoslavia, who are confronted with the consequences of war. Pharos believes this network indispensable for promoting an exchange of information and mutual support and inspiration in the process of developing knowledge.

**E-Quality** [www.e-quality.nl](http://www.e-quality.nl)

*for equality between women and men from every ethnic background in the Netherlands*

#### *Policy advice*

E-Quality's main task is providing advice, both requested and unrequested. Here, we mainly focus on the national government. Hence, each year we comment on the national budget, advise about parliamentary bills and evaluate the consequences of policy measures affecting both women and men. We also provide content-based advice to other parties, including politicians and social organisations, that wish to influence the emancipation and integration policies. In addition, we develop practical tools for the implementation of emancipation policy in the form of checklists, tool kits and manuals.

#### *Disseminating knowledge*

E-Quality's expertise is freely available to everyone seeking information about emancipation and integration policy. We also disseminate our knowledge through articles in the media and we support the emancipation process by means of public debates.

#### *Raising awareness*

Business and other organisations can approach us for lectures, discussions and workshops. Through our content-based contribution, our aim is to make people think about emancipation themes such as:

- policy stereotyping,
- women and pensions,
- and the importance of diversity policy

#### EQUAL Projects

**The Province of Groningen** / [www.prvgron.nl](http://www.prvgron.nl)

Medina

Project period: May 15 2002 – November 15 2004

Project goal: Supporting migrant women towards starting their own business

Target group: Migrant women

Transnational partners

- Italy : Imprenditorialita' estrema per una vita indipendente
- Germany : Women into bussiness
- Sweden: Diversity in Entrepreneurship

**City of Amsterdam** / [www.zuidoost.amsterdam.nl](http://www.zuidoost.amsterdam.nl)

Women@Work

Project period: May 16 2002 – November 15 2004

Project goal: Stimulation of women in the labourmarket / individual empowerment for women

Target group Women from ethnic minority groups

Transnational partners

- Spain : Mujeres por la Conciliación
- France : L'entreprenariat au feminin
- France : Escala

## 18. REFUGEE CHILDREN AND YOUNG PEOPLE

### NETHERLANDS

**NIDOS** [www.nidos.nl](http://www.nidos.nl)

Nidos arranges guardianship for unaccompanied asylum seekers and refugees below 18. Nidos-workers accompany minors, protect their rights, fulfil the role of confidential agent, take care of shelter/accommodation, represent their interests, supervise upbringing and education, and act as a contact person for schools and the like.

Minors who's stay is focused on integration live in families, community housing or small living units, under daily supervision of foster families or employees of welfare organizations for the youth.

At the moment a minor becomes 18 Nidos guardianship comes to an end.

**UAF The Foundation for Refugee Students** [www.uaf.nl](http://www.uaf.nl)

The Foundation for Refugee Students UAF supports refugees and asylum seekers during their studies in the Netherlands by means of:

- Scholarships and contributions towards the costs of the preparation and of the studies.
- Individual advice and guidance by student counsellors.
- Support to graduated UAF clients in finding a job.
- Advice to governmental and educational institutions about suitable paths for higher educated refugees.

*Language - Study - Work*

Education is the key to a successful naturalization of refugees. Not only language teaching, but especially participation in regular higher education is important for refugees. It offers them a chance to acquire a fulfilling place in the Dutch society. Our experience is that more than 85% of the graduated refugees obtains a job which matches their education within one year.

*Student counselling*

UAF gives guidance to students during their entire study. The student counsellors support clients when they choose a study, prepare for a study and when solving problems which interfere with the progress of the study. They stimulate refugees to look ahead again and to work on a new future. A student counsellor is the client's person of confidence and, if necessary, acts as a mediator with the educational institute, the local social services, the Employment Exchange or other authorities.

*Preparation*

A good preparation to a study is a transition year (also called a preparatory year, pre-university year or a language and transition course), in which, besides the Dutch language, other necessary subjects are addressed. It offers, a good opportunity to get acquainted with the Dutch educational system. UAF is able to contribute towards the costs of the preparation for one year.

*Financing*

The manner of financing of the study depends on someone's situation, in which age and residence permit are of importance. What also plays a part is whether the study is full-time or part-time. In general, refugees younger than 30 years of age can start a full-time study. Refugee students who are older than 30 years should study part-time. There is a brochure available with extensive information on student grants for refugee students. Acceptance as a client of the UAF does not automatically entail that financial support is granted. This will depend on one's situation and one's own (and/or one's partner's) income.

*Reimbursement*

In general, 60% of the costs of study paid for by UAF to a client is a gift and 40% is an interest-free loan. The client has

to start reimburse his or her loan after the study has ended.
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## 19. REFUGEE ELDERS

<b>NETHERLANDS</b>

## 20. OTHER

<b>NETHERLANDS</b>
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**NUFFIC** [www.nuffic.nl](http://www.nuffic.nl)

Nuffic is a non-profit, professional organization aimed at making education more accessible all over the world, especially in countries where educational infrastructure is lagging behind. Education is crucial for fostering global socio-economic development, improving the quality of life, and increasing intercultural understanding. Nuffic strives to be the intermediary between the education community of the Netherlands and the international community.

Nuffic's main areas of activity are:

1. *Development cooperation.* Nuffic helps to strengthen teaching and research infrastructure in the South by facilitating international cooperation between higher education institutions. It supports national strategies for human capacity-building by administrating fellowship programmes for study in the North.
2. *Internationalization of higher education.* Nuffic fosters the internationalization of higher education, with special emphasis on programmes for international student and staff mobility and on the internationalization of curricula that prepare students for professional and academic careers.
3. *International recognition and certification.* Nuffic facilitates access to national and international education and labour markets by helping to eliminate problems related to the international evaluation and recognition of diplomas and degrees.
4. *Marketing of Dutch higher education.* Nuffic provides accurate, up-to-date information about Dutch higher education, which it disseminates abroad. It promotes foreign participation in Dutch higher education and helps Dutch higher education institutions to compete on the world education market.

## NORWAY

### NORWAY - NATIONAL CONTEXT FOR THE REFUGEE RESETTLEMENT PROGRAMME

Among Norway's population of 4,5 million people, about 7 % are of ethnic minority background, largely immigrants or descendants of immigrants from 1970 onwards. In 2003 about 15.000 acquired residence permits either through asylum claims, the UN resettlement program or through family reunification. Since 2003 Norway has received 750 refugees annually through the UNHCR resettlement program. Simultaneously the government has increasingly stressed the need for refugees to be able to integrate or be able to participate and live independently. In the guidelines for the Norwegian resettlement policy it is stated that in addition to protection needs the refugees should be able to integrate in Norway.

Norway is a wealthy and stable country with a low unemployment rate. However, the unemployment rate is higher among refugees and immigrants than ethnic Norwegians. The government tries to challenge the unfavorable situation in which a comparatively high number of refugees and immigrants are dependent on social welfare. An important political instrument is the implementation of an introduction program through new legislation for newly arrived refugees. From 1 September 2004 all refugees between 18 and 55 in need of basic qualifications, have a right to follow a full-time introductory program for up to two years (exceptionally three years). The programme consists of Norwegian language training, Norwegian society studies and measures preparing for further studies or for working life. Every refugee develops an individual plan for the future in co-operation with refugee service staff in the municipality.

It is also broadly acknowledged that persons of ethnic minority background are vulnerable to discrimination in the labor market and other societal fields in Norway. The governmental body The Norwegian Centre for Combating Ethnic Discrimination was founded in 1998 to help improve the legal assistance available to persons who suffer from discrimination and to document and monitor the situation with respect to the nature and scope of discrimination. The center and several non-governmental organizations have documented that racism and xenophobia continue to occur in Norway. Currently the authorities are particularly concerned with access and equity in public services and monitoring of ethnic discrimination.

## NORWAY

### DEPARTMENT/ORGANIZATION: The Norwegian Directorate of Immigration (UDI)

The Ministry of Local Government and Regional Development has the overall responsibility for resettlement and integration of refugees. UDI has the operational responsibility for resettlement of refugees, including selecting refugees and designating receiving municipalities. Moreover, UDI is in charge of developing guidelines for integration of refugees including providing an introductory program and interpreter assistance. The municipalities are responsible of providing accommodation and an introductory program.

#### Name of Focal Persons and contact information:

Sidsel Rønning, Head of Division, Department of Integration, UDI,  
P.O.Box 8108 Dep, N-0032 Oslo, Norway. *E-mail:* [sjr@udi.no](mailto:sjr@udi.no)

Kjell Østby, Senior Adviser, Ministry of Local Government and Regional Development,  
P.O.Box 8112 Dep, N-0032 Oslo, Norway. Email: [kjell.oestby@krd.dep.no](mailto:kjell.oestby@krd.dep.no)

## PRE-DEPARTURE PHASE

### 1. INTEGRATION ELEMENTS IN IDENTIFYING AND SELECTING REFUGEES

NORWAY	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Shared selection missions</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p><i>Guidelines for policy &amp; program development</i>            UNHCR Resettlement Handbook – Chapter of Norway:</p> <ul style="list-style-type: none"> <li>▪ The majority of cases are submitted by UNHCR either as individual UNHCR dossier submissions for selection or as individual UNHCR dossier submissions for in-country selection.</li> <li>▪ As of June 2004 Norway will accept a substantial number of cases based on basic information (registration, identification and refugee status determination) presented by UNHCR before in-country selection.</li> <li>▪ NGOs have a minor role in the process of resettlement to Norway. Yet, we do accept a small number of cases on request of international organizations or Norwegian embassies.</li> <li>▪ Norway will accept maximum 70 refugees on emergency protection grounds in 2004. We accept maximum 20 refugees with special medical needs. In addition we accept a number of women at risk and a few single minors. We give priority to refugees with close family settled in Norway.</li> </ul> <p><i>Shared selection missions</i>            Norway is willing to offer shared selection missions with new resettlement countries.</p> <p><i>Opportunities for exchanges</i>            WGR – Working Group on Resettlement            NSHF – Nordic co-operation on resettlement</p>	
<p><b>We are interested in building our capacity in:</b>            Facilitate alternatives to resettlement for remaining refugees in co-operation with the UNHCR, Ministry of Foreign Affairs, international organizations and other countries.</p> <p>Follow up program development; please see point no. 2 above.</p>	
<p><b>Resources needed, (such as those listed above):</b></p> <p>Opportunities for development and exchanges / recent reports / current research to gather information on alternatives to resettlement and group submissions.</p>	

### 2. SELECTING AND DEVELOPING PLACEMENT COMMUNITIES AND SUPPORTING SOUND PLACEMENT CHOICES

NORWAY	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> </ul>	
<p><b>Information and details on all of the above offers:</b></p> <p><i>Guidelines for policy &amp; program development</i></p> <ul style="list-style-type: none"> <li>▪ Norway aims to “match” refugees with appropriate resettlement communities.</li> <li>▪ A great majority of the refugees are settled in municipalities with people of the same nationality and/or ethnicity.</li> <li>▪ In general resettled refugees are not actively involved in deciding their placement, yet, refugees who are interviewed by Norwegian authorities get the opportunity to express placement preferences. It depends on the housing capacity etc. whether we are able to meet their preferences. Moreover, it should be noted that most</li> </ul>	

- refugees lack extensive knowledge about Norway to assess placement preferences.
- Norway aims to receive resettled refugees within 6 months after selection and it may take some time before a receiving municipality is ready. Accordingly, the refugees do not receive information about where in Norway they are going to live until close to departure.
- Resettled refugees are expected to stay in their receiving municipality and attend a full-time introductory program for two years.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

### 3. PRE DEPARTURE COUNTRY / CULTURAL ORIENTATION

#### NORWAY

**We can offer the following:**

- ✓ Guidelines for pre-departure country / cultural programmes
- ✓ Resource materials

- ✓ Opportunities for exchanges
- ✓ Site visits
- ✓ Useful websites

**Information and details on all of the above offers:**

***Guidelines for pre-departure country / cultural programmes***

The cultural orientation program is run by IOM Oslo and funded by the Norwegian Government. The program offers 4 days pre-departure information seminars to the majority of the Norway-bound refugees taught by a bi-cultural trainer. In addition the program offers information seminars to receiving municipalities in Norway.

The program guidelines are written in the contract between UDI and IOM from February 2004. If you require a copy, please contact UDI.

***Resource materials***

IOM Oslo has draft written and video materials that are used during the seminars. For further information, please contact UDI.

***Opportunities for exchanges***

Norway has shared our experience with the cultural orientation program with the other Nordic countries and is interested in opportunities for exchanges with other resettlement countries.

***Site visits***

It may possibly be arranged to follow one of IOM's orientation seminars, in West Africa or South-East-Asia. Please contact UDI.

***Useful websites***

IOM Oslo's website with information on the Norwegian cultural orientation program: [www.iom.no](http://www.iom.no)

**We are interested in building our capacity in:**

In 2004 Norway will expand its cultural orientation program to children between 8 and 15 who will receive 2 days training prior to departure. We are interested in building a good cultural orientation program for children as well as for adult refugees.

**Resources needed, (such as those listed above):**

- Opportunities for exchanges
- Current research
- Recent reports

## ARRIVAL AND THE FIRST FEW WEEKS

### 4. ARRIVAL AND RECEPTION

NORWAY	
<b>We can offer the following:</b>	
✓ Training guidelines & resources,	
<b>Information and details on all of the above offers:</b>	
<b>Training guidelines &amp; resources</b>	
The NGO Norwegian People's Aid welcomes on the arrival at Oslo airport and assists them in transiting to other domestic destinations.	
Local refugee service staff meets the refugees at their final destination, accompanied by interpreter if required.	
The resettled refugees are settled directly in the municipalities. Long-term accommodation is arranged prior to arrival.	
Some resettled refugees are offered a health check carried out by IOM prior to arrival.	
Municipalities are obliged to give refugees a health check within two weeks after arrival. A tuberculosis check is compulsory.	
Municipalities that receive refugees with special medical needs are granted additional financial support from the central government.	
<b>We are interested in building capacity in:</b>	
Preparing arrangements for identifying resettled refugees with intensive needs, in particular psychological problems and infectious diseases.	
<b>Resources needed, (such as those listed above):</b>	
Detailed health information from UNHCR and in some cases IOM prior to arrival in order to prepare the local health services.	
Health care consultants with expertise in health issues of particular concern to refugees.	

## 5. EARLY SETTLEMENT AND SOCIAL SUPPORT

NORWAY	
<b>We can offer the following:</b>	
✓ Guidelines for policy & program development	✓ Opportunities for exchanges
✓ Current research	✓ Site visits
✓ Recent reports	✓ Useful websites
<b>Information and details on all of the above offers:</b>	
<b>Guidelines for policy &amp; program development</b>	
The municipalities receive financial support for every refugee for five years from the central government.	
The refugees have access to educational, health and social services on equal terms with nationals. The municipalities are responsible for implementing social support programmes at local level. See UNHCR Resettlement Handbook, country chapter on Norway, section 14: Domestic Settlement and Community Services, <a href="http://www.unhcr.ch">www.unhcr.ch</a>	
From 1 September 2004 all refugees between 18 and 55 years old have a right to follow a full-time introductory programme for up to two years (exceptionally three years). The programme consists of Norwegian language training, of Norwegian society studies and measures preparing for further studies or for working life. Every refugee develops an individual plan for the future in co-operation with refugee service staff. See <a href="http://www.krd.dep.no">Information on Norwegian Refugee and Immigration Policy No. 1-2003, www.krd.dep.no</a> (the Ministry's website).	
Refugees have family reunification rights according to the Immigration Act. Normally, only spouses, co-habitants who have lived together for at least two years and children under 18 are granted family reunification. See UNHCR Resettlement Handbook, country chapter on Norway, section 10: Family Reunification of Refugees, <a href="http://www.unhcr.ch">www.unhcr.ch</a>	
Recent report "From social benefits to paid qualification" Findings from 26 trial-projects with compulsory introductory programs for newly arrived refugees, FAFO Institute for Applied Social Science, October 2003, to be published at FAFOs website: <a href="http://www.fafon.no">www.fafon.no</a>	
<b>We are interested in building capacity in:</b>	
Enhance competence among local providers of elements in the introductory programs.	

Establish connections with local companies and governmental agencies in order to facilitate employment opportunities for refugees.

**Resources needed, (such as those listed above):**

Establish qualification requirements for refugee service staff.  
Strengthen co-operation with the business and governmental sector.

## 6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES

NORWAY	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p><b>Guidelines for policy &amp; program development</b> Refugees receive basic material assistance from the municipality when they arrive in Norway. Refugees following an introductory program are entitled to an introduction benefits. Refugee elders have access to old age pension.</p>	
<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

## 7. ORIENTATION PROGRAMMES AND PROCESSES

NORWAY	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Training guidelines &amp; resources</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p><b>Guidelines for policy &amp; program development</b> Norway funds a cultural orientation program for Norway-bound refugees carried out by IOM. The program aims to offer refugees information about Norwegian society upon departure. In 2004 children from 8 years old will receive cultural orientation (replacing the old program offering orientation to refugees from 15 years of age).</p> <p><b>Training guidelines &amp; resources</b> Bi-cultural trainers from the same region as the refugees hold a 20 hours / 4 days course by using interactive learning methodology. Refugee service staff in the receiving municipalities can request IOM to provide cultural orientation courses on the refugees' cultural background.</p> <p><b>Useful websites</b> Information on the cultural orientation program is available on IOM Oslo's website from January 2004: <a href="http://www.iom.no">www.iom.no</a></p>	
<p><b>We are interested in building capacity in:</b> By recognizing that resettled refugees have different information needs, we wish to adapt the program to the needs of vulnerable groups such as women and children.</p>	
<p><b>Resources needed, (such as those listed above):</b> Promote professional guidelines and appropriately trained expertise.</p>	

## 8. RESOURCES DEVELOPMENT OF ORIENTATION PROGRAMMES

NORWAY	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b> <p><b>Recent reports</b></p> <ul style="list-style-type: none"> <li>▪ “For you – coming to Norway”, December 2000. Brochure aimed at resettled refugees to be received upon departure. In English, French, Arabic and Persian.</li> <li>▪ “For you who are starting an introductory program”, December 2003. Brochure aimed at newly arrived refugees attending the introductory program. As of yet in English, Somali and Arabic. This information will be available on UDI’s website, <a href="http://www.udi.no">www.udi.no</a>, new English edition in January 2004.</li> </ul>	
<b>We are interested in building capacity in:</b> Websites providing orientation information.	
<b>Resources needed, (such as those listed above):</b> Opportunities for exchanges	

## 9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE

NORWAY	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b> <p><b>Guidelines for policy &amp; program development</b></p> <ul style="list-style-type: none"> <li>▪ Norway offers a one-semester course in interpreting at university level, and the University of Oslo offers an accreditation exam for interpreters.</li> <li>▪ UDI as the technical authority on community interpreting in Norway aims to strengthen and secure the legal safeguard for ethnical minorities in Norway by quality assurance of community interpreting.</li> <li>▪ Education, National Directory of Qualified Interpreters, bilingual screening and training guidelines for civil servants are the major measures to reach this aim.</li> <li>▪ Training guidelines &amp; resources</li> <li>▪ Brochure: “Conversing via an interpreter” (available in 15 languages)</li> <li>▪ Upcoming conferences and meetings</li> <li>▪ “Critical link”, Stockholm May 2004</li> <li>▪ Useful websites: <a href="http://www.udi.no/talking">www.udi.no/talking</a> <a href="http://www.tolkonline.no">www.tolkonline.no</a></li> </ul> <p><b>Research</b></p> <p><b>Frøli, Jorunn (2001).</b> Signals at the transition place: The interpreter’s turn-taking in dialogues. In: Hvenekilde, Anne &amp; Jacomine Nortier (eds.). <i>Meetings at the Crossroads. Studies of multilingualism and multiculturalism in Oslo and Utrecht</i>. Oslo. Novus forlag, 136-157</p> <p><b>Mortensen, Diane E. (1998).</b> <i>Establishing a scheme for interpreter certification. The Norwegian Experience. The Norwegian Interpreter Certification Examination</i>. Oslo: University of Oslo. Department of Linguistics.</p> <p><b>Nilsen, Anne Birgitta (2001).</b> Linguistic minorities and communication in the Norwegian administration of justice. In: Hvenekilde, Anne &amp; Jacomine Nortier (eds.). <i>Meetings at the Crossroads. Studies of multilingualism and multiculturalism in Oslo and Utrecht</i>. Oslo. Novus forlag. 91-105</p> <p><b>Skaaden, Hanne (2001).</b> On-screen interpreting. 67-79 in Nordby, Knut &amp; May Krosby (eds.). <i>Proceedings. 18<sup>th</sup> International Symposium on Human Factors in Telecommunication</i>. Bergen November 5-7, 2001 2001</p> <p>——— (2000c) Immigration, Integration and Interpreting in Norway: Principles and Practices. 30-39 in <i>Proceedings from The 1<sup>st</sup> Babelea Conference on Community Interpreting, Vienna, November 3<sup>rd</sup> – 5<sup>th</sup> 1999</i></p>	

—— (1999b). Lexical knowledge and interpreter aptitude. 77-97 in: *International Journal of Applied Linguistics*. Vol. 9, No. 1, 1999

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## 10. TARGET LANGUAGE TRAINING AND ACQUISITION

### NORWAY

**We can offer the following:**

- ✓ Guidelines for programme development
- ✓ Recent reports

- ✓ Opportunities for exchanges
- ✓ Site visits

**Information and details on all of the above offers:**

#### Guidelines for policy & program development

Language training is gradually linked with social studies, further education and employment placement in the introductory programs.

The government proposes: From 2005 refugees are by law obliged to attend 300 hours of Norwegian language training. 50 hours are social studies of Norway taught in a familiar language.

Participation in language training will then become a prerequisite for permanent residence permit and citizenship.

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## 11. A HEALTHY START: ACCESS TO HEALTH CARE

### NORWAY

**We can offer the following:**

- ✓ Guidelines for policy and programme development
- ✓ Training guidelines and resources

- ✓ Site visits

**Information and details on all of the above offers:**

#### Guidelines for policy & program development

Refugees have equal access to health services as Norwegian citizens including the right to see a doctor. The service is affordable.

#### Training guidelines & resources and useful websites

**Psychosocial Centre for refugees** offers teaching and assistance to students at the University of Oslo and personnel within the psychiatric services. See their English website: [www.med.uio.no/ipsy/pssf](http://www.med.uio.no/ipsy/pssf). From January 2004 the center becomes part of a broader center on violence and trauma research.

There are four regional **Psychosocial Teams for refugees** offering assistance to local health care consultants.

**NAKMI** is a national center on minority health issues that primarily provides assistance to health care consultants.

The governmental project **OK Care and knowledge against female circumcision** offers teaching, health information, advice and cultural activities on female circumcision. Website in English and Somali:

[www.okprosjekt.no](http://www.okprosjekt.no)

**We are interested in building capacity in:**

- Develop strategies for ensuring that the wider health care system is sensitive to the needs of refugees.
- Promote understanding of the health concerns of refugee populations, countering negative concerns and enhancing community capacity to provide support.

**Resources needed, (such as those listed above):**

Training guidelines

## BUILDING CAPACITY IN THE RECEIVING COMMUNITY

### 12. BUILDING SOCIAL SUPPORT FOR NEWLY ARRIVED REFUGES IN THE RECEIVING COMMUNITY

NORWAY	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for policy and programme development</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Training guidelines and resources</li> <li>✓ Site visits</li> </ul>
<b>Information and details on all of the above offers:</b> <p><b>Guidelines for policy &amp; program development</b> Several immigrant organizations and religious communities receive governmental funding and do a comprehensive job in building social support for refugees and fighting racism and discrimination.</p> <p><b>The Contact Committee for Immigrants and the Authorities (KIM)</b> is a government appointed advisory body consisting of representatives from immigrant organizations, political parties and relevant governmental agencies and ministries. See <a href="http://www.kim.no">www.kim.no</a></p> <p><b>Training guidelines &amp; resources</b> In co-operation with the Red Cross or another NGO, many municipalities offer newly arrived refugees a personal <b>refugee guide</b>. These volunteer guides introduce the refugees to the local community and are matched with the refugees according to qualifications and wishes. Some municipalities facilitate access to activities by removing practical barriers such as childcare and transport.</p>	
<b>We are interested in building capacity in:</b> <p>Build connections and supportive relationships between refugees and wider local communities.</p>	
<b>Resources needed, (such as those listed above):</b> Training guidelines Opportunities for exchanges	

### 13. PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES

NORWAY	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Resource materials</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Current research</li> <li>✓ Useful websites</li> <li>✓ Recent reports</li> <li>✓ Other</li> </ul>
<b>Information and details on all of the above offers:</b> <p><b>Resource materials</b></p> <ul style="list-style-type: none"> <li>▪ White paper no. 17 (1996-97) on Immigration Policy and Multicultural Norway (in Norwegian only)</li> <li>▪ <a href="#">National Plan of Action to Combat Racism and Discrimination (2002-2006)</a></li> <li>▪ White paper no. 21 (1999-2000) on Human Rights (in Norwegian only)</li> <li>▪ Upcoming White paper on Immigration Policy and Multicultural Norway (2004)</li> <li>▪ Upcoming law against ethnic discrimination</li> </ul> <p><b>Opportunities for exchanges</b> Metropolis Conference 2004</p> <p><b>Useful websites</b></p> <ul style="list-style-type: none"> <li>▪ The Norwegian Centre for Combating Ethnic Discrimination: <a href="http://www.smed.no">www.smed.no</a></li> <li>▪ The Contact Committee for Immigrants and the Authorities: <a href="http://www.kim.no">www.kim.no</a></li> <li>▪ The Antiracist Centre in Norway: <a href="http://www.antirasistisk-senter.no">www.antirasistisk-senter.no</a></li> </ul>	

**Recent reports**

- "Racism and discrimination i Norway 2001-2002" - A summary of the report from The Norwegian Direktoratet of Immigration.. Soon available at [www.udi.no](http://www.udi.no)
- "The nature and scope of racism and discrimination i Norway 1999-2000", UDI. Soon available at [www.udi.no](http://www.udi.no)
- "Moving towards a better protection", The Norwegian Centre for Combating Ethnic Discrimination. 2002. [www.smed.no](http://www.smed.no)
- "Sunshine and Shadow" – Sixteenth Periodic Report submitted by Norway under Article 9 of the International Convention on the Elimination of All Forms of Racial Discrimination, The Norwegian Centre for Combating Ethnic Discrimination. 2002. [www.smed.no](http://www.smed.no)

**Other**

In 2003-2004 UDI initiated a so-called "Liberia-project" aimed at providing public information and concern about the Liberian refugees and refugees in general and engage civil society, in particular Church communities and sports organisations. UDI arranged seminars throughout Norway, developed school material and succeeded in gaining positive media coverage.

**We are interested in building our capacity in:**

- Involve resettled refugees – and other refugees and immigrants – in the planning and monitoring of integration and cultural diversity programs and strategies
- Develop guidelines and training to ensure access and equity in public services
- Develop monitoring tools for documentation of ethnic discrimination

**Resources needed, (such as those listed above):**

- Opportunities for exchanges
- Current research
- Recent reports

**“MOVE ON” TRANSITIONS TO SELF-SUFFICIENCY****14. BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY****NORWAY****We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Recent reports

- ✓ Opportunities for exchanges
- ✓ Training guidelines & resources

**Information and details on all of the above offers:****Guidelines for policy & program development**

- [Information on Norwegian Refugee and Immigration Policy No. 1-2003](#) - New Introductory Act.

See also part 5 for information on strategies to prevent discrimination.

**Recent report /current research**

- "From social benefits to paid qualification" Findings from 26 trial-projects with compulsory introductory programs for newly arrived refugees, FAFO Institute for Applied Social Science, 2003, to be published at FAFOs website: [www.fafo.no](http://www.fafo.no)
- Upcoming report from UDI analysing how the local communities work with the introductory program.

**Training guidelines & resources**

- "For you who are starting an introductory program", 2003. Brochure aimed at newly arrived refugees attending the introductory program. As of yet in English, Somali and Arabic. This information will be available on UDI's website, [www.udi.no](http://www.udi.no)
- Report to local politicians with information about the introductory program, UDI (in Norwegian only)

**Opportunities for exchanges**

Nordic co-operation. Meeting in Finland in September 2004.

**We are interested in building our capacity in:**

Establish connections with local companies and governmental agencies in order to facilitate employment opportunities for refugees.

Provide support sensitive to the needs of refugee women.

**Resources needed, (such as those listed above):**

- Strengthen co-operation with the business and governmental sector.
- Establish qualification requirements for refugee service staff.
- Research, reports on projects and best practices, conferences, work shops

**15. ACCESS TO SECURE AND AFFORDABLE HOUSING**

**NORWAY**

**We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:**

*Guidelines for policy & program development*

The municipalities are free to decide how many refugees they will be receiving each year.

- The receiving municipalities provide accommodation for refugees until they are self-sufficient.
- UDI co-operates with the government housing authority (*Husbanken*) to provide housing arrangements applicable for refugees.

*Training guidelines & resources*

Several brochures on the housing authority's arrangements for settlement of refugees, in Norwegian only.

**We are interested in building our capacity in:**

Provide housing for single refugees who have to wait in the reception centers for several months after they received residence permit.

**Resources needed (such as those listed above):**

Opportunities for exchanges, reports, good practices

**16. PLANNING FOR OPTIMAL MENTAL HEALTH**

**NORWAY**

**We can offer the following:**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul> | <ul style="list-style-type: none"> <li>✓ Training guidelines &amp; resources</li> <li>✓ Useful websites</li> </ul> |
|---|--|

**Information and details on all of the above offers:**

*Guidelines for policy & program development*

Norway has a social system that ensures income support provisions for all, included those affected by severe trauma or other mental illness.

*Training guidelines & resources*

- Norwegian Centre on Violence and Traumatic Stress offers teaching and assistance to students at the University of Oslo and personnel within the psychiatric services.
- There are four regional Psychosocial Teams for refugees offering assistance to local health care consultants.
- Norwegian Centre for Minority Health Research is concerned with minority health issues in Norway, especially competence concerning somatic and mental health care of immigrants and refugees.

*Recent report*

"The triple burden of trauma, uprooting and settlement", Birgit Lie, 2004

*Useful websites*

Norwegian Centre for Minority Health Research: [www.nakmi.no](http://www.nakmi.no)

**We are interested in building our capacity in:**

Extend specialist services for trauma and torture survivors

**Resources needed, (such as those listed above):**

Opportunities for exchanges  
Current research

## RESETTLEMENT OF PARTICULAR GROUPS OF REFUGEES

### 17. TAKING ACCOUNT OF GENDER

#### NORWAY

**We can offer the following:**

✓ Guidelines for policy & program development

✓ Useful websites

**Information and details on all of the above offers:**

*Guidelines for policy & program development*

- Child-care services for refugee families.
- Compulsory introductory program for both men and women.
- Income support for single parents.

*Useful websites*

- The governmental project OK Care and knowledge against female circumcision offers teaching, health information, advice and cultural activities on female circumcision. Website in English and Somali: [www.okprosjekt.no](http://www.okprosjekt.no)
- The MiRA Centre gives assistance in legal and social matters to immigrant and refugee women: [www.mirasenteret.no](http://www.mirasenteret.no)

**We are interested in building our capacity in:**

Strategies to foster the participation of refugee women

**Resources needed, (such as those listed above):**

Opportunities for exchanges/reports/research

### 18. REFUGEE CHILDREN AND YOUNG PEOPLE

#### NORWAY

**We can offer the following:**

✓ Guidelines for policy & program development

✓ Other

**Information and details on all of the above offers:**

*Guidelines for policy & program development*

- Intensive settlement support and alternative care arrangements for separated or unaccompanied refugee minors.
- Several NGOs such as Save the Children work with refugee children
- Targeted orientation programs for children by UDI /IOM, see Part 2/3

*Other*

Projects on methods identifying language problems at health survey of pre-school immigrant children, systematizing experiences and sharing them with health personnel at other child health centers.

**We are interested in building our capacity in:**

Professional development, training and awareness raising activities for key personnel to enhance their capacity to support refugee children and young people (e.g. teachers, child welfare professionals, nurses, youth workers).

**Resources needed, (such as those listed above):**

Opportunities for exchanges/reports/research

**19. REFUGEE ELDERS****NORWAY****We can offer the following:**

- ✓ Guidelines for policy & program development

**Information and details on all of the above offers:***Guidelines for policy & program development*

- Resettled refugees are required retirement income and access to social and health services
- Refugees above 55 are not obliged to follow an introductory program, but are encouraged to attend free Norwegian language classes
- Several NGOs offer community support services to refugee elders

**We are interested in building our capacity in:**

Professional development, training and awareness raising activities for key personnel and professionals to enhance their capacity to support refugee elders.

**Resources needed, (such as those listed above):**

Opportunities for exchanges/reports/research

## SWEDEN

### SWEDEN: NATIONAL CONTEXT FOR THE REFUGEE RESETTLEMENT PROGRAMME

Since 1950, Sweden has accepted persons for organised resettlement in Sweden within the framework of a special refugee resettlement quota. This quota is used for transferring persons seeking refuge or others in particularly vulnerable situations. The general guidelines on which application of the quota are based are established by the Government each fiscal year after approval by the Swedish parliament.

The responsibility for the selection and transfer of quota refugees to Sweden rests with the Migration Board. Transportation and other practical matters are handled by the International Organisation for Migration (IOM) as instructed by the Migration Board. Refugees are selected for resettlement in Sweden in close cooperation with UNHCR, and it is primarily on the basis of UNHCR's assessment that the Board plans its selection. In matters of overall policy, the Governments of the Nordic countries meet for regular consultations within the framework of the Nordic Council for Refugee Affairs (NSHF).

Starting in fiscal year 1993/94, the Swedish parliament established that quota funds could be used more flexibly. Consequently, funds should no longer necessarily be limited merely to the selection and transfer of refugees to Sweden. For 2004 the Swedish parliament, as recommended by the Government, has allotted funds corresponding to the resettlement in Sweden of 1,700 quota refugees.

In 1998, the Swedish Immigration Board divided into two bodies – Migration and Integration Board. The Integration Board is responsible for all national reception and integration matters together with implementing local actors.

Local governments decide, on a voluntary basis, if they want to accept refugees for settlement and NGO:s are not frequently involved. There is a distinction between national ambitions and local motivation (read financial) to accept refugees. Politicians want a faster introduction into the Swedish society and faster contact with the labour market.

#### **Integration policy**

The Swedish Riksdag decided on integration policy in 1997. This decision was based on the Government bill Sweden, the future and diversity – from immigration policy to integration policy (1997/98:16). The point of departure for integration policy is that general policy should be based on society's ethnic and cultural diversity. It should encourage individuals to support themselves and take part in society, safeguard fundamental democratic values, contribute to equal rights and opportunities for women and men and prevent and combat ethnic discrimination, xenophobia and racism. [http://naring.regeringen.se/pressinfo/infomaterial/pdf/N2002\\_038e.pdf](http://naring.regeringen.se/pressinfo/infomaterial/pdf/N2002_038e.pdf)

#### **Integration and minority issues**

All members of society, regardless of their ethnic and cultural background, should enjoy equal rights and opportunities.

#### **Equal rights and opportunities for all**

Sweden is moving from immigration policy to integration policy. Society's ethnic and cultural diversity is the starting point for overall policy in every sector of society. Stopping segregation in Swedish society is a high priority, as are measures to combat racism, xenophobia and ethnic discrimination. More stringent legislation against ethnic discrimination and active measures on the part of government agencies in the area are intended to help counteract discrimination in the labour market. The Government has proposed a new law on Swedish citizenship intended to facilitate integration.

#### **Aims of integration policy**

Equal rights and opportunities for all, regardless of ethnic and cultural background.

Social fellowship based on the diversity of society.

Social development, characterised by mutual respect and tolerance, which all members of society irrespective of background should take part in and be jointly responsible for.

<http://justitie.regeringen.se/inenglish/issues/integration/index.htm>

The Ombudsman against ethnic discrimination (DO) is appointed by the government. The DO shall work to prevent the occurrence of ethnic discrimination in society. The term ethnic discrimination means unfair or offensive treatment due to race, skin colour, national or ethnic origin or religious faith. <http://www.do.se/o.o.i.s?id=618>

## SWEDEN

### DEPARTMENT/ORGANIZATION

#### SWEDISH MIGRATION BOARD SWEDISH INTEGRATION BOARD

Since 1989, the great majority of resettled refugees have been provided with immediate municipal settlement. The Migration Board compiles what are known as settlement dossiers and sends them to the municipal settlement case officers at the Integration Board. This information is subsequently used as a basis for the Office's contacts with local authorities prepared to take in the refugees.

The Integration Board has agreements with a number of Sweden's local authorities regarding the intake of refugees. The officers responsible primarily contact these local authorities when new resettled refugees are to be settled. When a settlement dossier reaches the Municipal Settlement Department, a suitable local authority is contacted and advised about the persons in line for municipal reception and introduction.

If the local authority is able to take them in, the Integration Board sends it a set of particulars – an augmented settlement dossier – as formal confirmation of the decision. These particulars are also sent to the Migration Board, whereupon its Quota & Administration Department takes the necessary steps to effect the transfer.

The augmented dossier provides the Migration Board with information about the recipient local authority and, in cases where the local authority cannot settle the refugees immediately, about the earliest possible reception date. Other contacts prior to intake are the responsibility of the Migration Board and the local authorities.

Name of Focal Person and Contact Information:  
Bo Ljung (e-mail: [bo.ljung@integrationsverket.se](mailto:bo.ljung@integrationsverket.se))

Box 633, SE-601 14 Norrköping  
Sweden  
Tel. +46 11 36 14 26  
Fax. +46 11 36 13 01

## PRE- DEPARTURE PHASE

### 1. INTEGRATION ELEMENTS IN IDENTIFICATION AND SELECTION OF REFUGEES FOR RESETTLEMENT

#### SWEDEN

##### We can offer the following:

- ✓ Program information

##### Information and details on all of the above offers:

Information and details on all of the above offers:

- Quota places relate to arrivals, not decisions
- No spill over turn of FY
- Extended convention status accepted
- Urgent and emergency places, world wide, on dossier basis. 25 of these on medical grounds
- Special Need cases available within the quota
- Tribunal Cases within the quota
- 750 on selection mission and the balance on dossier basis
- Submissions via UNHCR HQ and agreed Branch Offices
- Extended families are accepted if they are submitted at the same time
- Not submitted family members are considered outside the quota, within the family reunification regulations

<ul style="list-style-type: none"> <li>▪ Flexible/alternative use of quota allocation is permitted after governmental decision</li> <li>▪ NGOs are not involved in the selection procedure</li> <li>▪ Group-processing is carried out in a pilot project during 2004</li> <li>▪ Guidelines for decisions on resettlement matters are decided by the Swedish Migration Board</li> </ul>
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

## 2. SELECTING AND DEVELOPING PLACEMENT COMMUNITIES AND SUPPORTING SOUND PLACEMENT CHOICES

SWEDEN	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b>	
The Swedish Migration Board is responsible for the quota planning, selection and transfer to Sweden, The Swedish Integration Board is responsible for planning of reception and integration in local municipalities where the introduction program is created in close consultation between the refugee and the responsible local authority.	
<p>“Bounds of Security” – a report of the reception of Quota Refugees in Sweden  <a href="http://www.integrationsverket.se/upload/Publikationer/kvoteng5.pdf">http://www.integrationsverket.se/upload/Publikationer/kvoteng5.pdf</a></p>	
UNHCR Resettlement Handbook, Sweden country chapter	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

## 3. PRE DEPARTURE COUNTRY / CULTURAL ORIENTATION

SWEDEN	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Guidelines for pre-departure country / cultural programmes</li> </ul>	<ul style="list-style-type: none"> <li>✓ Resource materials</li> </ul>
<b>Information and details on all of the above offers:</b>	
Information materials for Cultural Orientation	
<b>We are interested in building our capacity in:</b>	
Exchange of experiences	
<b>Resources needed, (such as those listed above):</b>	

## ARRIVAL AND THE FIRST FEW WEEKS

### 4. ARRIVAL AND RECEPTION

SWEDEN	
<b>We can offer the following:</b>	
<ul style="list-style-type: none"> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Upcoming conferences</li> </ul>
<b>Information and details on all of the above offers:</b>	
National Conference planned in March 2004 concerning Resettled Refugees. Target group: Municipalities receiving resettled refugees.	

Report: Bounds of security - The reception of quota refugees in Sweden (2001) Swedish Orientation Program; a handbook in Swedish
<b>We are interested in building capacity in:</b> <ul style="list-style-type: none"> <li>▪ Guideline for policy and program development</li> <li>▪ Current research</li> <li>▪ Opportunities for exchanges</li> </ul>
<b>Resources needed, (such as those listed above):</b>

## 5. EARLY SETTLEMENT AND SOCIAL SUPPORT

SWEDEN	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for policy and programme development</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b> Goals for orientation programs for new immigrants, Agreement concerning development of the introduction for refugees and other immigrants,	
<b>We are interested in building capacity in:</b> Opportunities for exchanges.	
<b>Resources needed, (such as those listed above):</b>	

## 6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES

SWEDEN	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for policy and programme development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Training guidelines and resources</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b> Most information is written in Swedish, but information is possible to get in English when visiting e.g. authorities. Responsible for above mentioned area are local authorities. Governmental grants are supposed to cover the municipalities costs for reception of refugees and new immigrants concerning income support, language training, cultural orientation etc.during a period of 2 years.	
<b>We are interested in building capacity in:</b> Exchanging experiences and information within above mentioned areas.	
<b>Resources needed, (such as those listed above):</b>	

## 7. ORIENTATION PROGRAMMES AND PROCESSES

SWEDEN	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for policy and programme development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Training guidelines and resources</li> <li>✓ Useful websites</li> </ul>
<b>Information and details on all of the above offers:</b> Responsible of the above mentioned areas are municipalities and local authorities. Information on programmes can be arranged upon contact with municipalities.	
<b>We are interested in building capacity in:</b>	

Opportunities to exchange information at visits or by mail.

**Resources needed, (such as those listed above):**

## 8. RESOURCES DEVELOPMENT OF ORIENTATION PROGRAMMES

### SWEDEN

**We can offer the following:**

- ✓ Guidelines for policy and programme development
- ✓ Opportunities for exchanges

- ✓ Training guidelines and resources
- ✓ Useful websites

**Information and details on all of the above offers:**

In the curriculum of the Swedish language education, it indicates that orientation programme should be included

**We are interested in building capacity in:**

Opportunities to exchange information at visits or by mail.

**Resources needed, (such as those listed above):**

## 9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE

### SWEDEN

**We can offer the following:**

- ✓ Guidelines for policy and programme development

Information and details on all of the above offers:

We are interested in building capacity in:

**Resources needed, (such as those listed above):**

## 10. TARGET LANGUAGE TRAINING AND ACQUISITION

### SWEDEN

**We can offer the following:**

- ✓ Guidelines for policy and programme development

**Information and details on all of the above offers:**

The curriculum of training and education in the Swedish language.

- Report of a recent review of the Swedish language programme
- Teaching in the refugees mother-tongue

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## 11. A HEALTHY START: ACCESS TO HEALTH CARE

### SWEDEN

**We can offer the following:**

- ✓ Guidelines for policy and programme development
- ✓ Recent reports

**Information and details on all of the above offers:**

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## CAPACITY BUILDING IN THE RECEIVING COMMUNITY

## 12. BUILDING SUPPORT FOR NEWLY ARRIVED REFUGEES IN THE RECEIVING COMMUNITY

<b>SWEDEN</b>
<b>We can offer the following:</b> ✓ Guidelines for policy and programme development.
<b>Information and details on all of the above offers:</b>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

## 13. PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES

<b>SWEDEN</b>	
<b>We can offer the following:</b> ✓ Resource materials	✓ Useful websites
<b>Information and details on all of the above offers:</b> <i>A good start</i> Newly arrived resettled refugees deserve a good start upon their arrival in Sweden, including a fair chance to support themselves and participate in society. The Swedish Integration Board is in charge of reaching agreements with local governments in regard to providing introduction/residence for the newly arrived. The Integration Board decides on and provides information concerning state grants for local governments. The Integration Board is also in charge of developing and following up the methods for receiving newly arrived immigrants, as well as giving publicity to these results. The municipalities have been required to draw up plans for the introduction and integration of refugees into Swedish society on an individual basis.	
<b>We are interested in building our capacity in:</b>  Exchange of experiences from other resettlement countries	
<b>Resources needed, (such as those listed above):</b>	

## “MOVE ON” TRANSITIONS TO SELF-SUFFICIENCY

### 14. BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY

<b>SWEDEN</b>	
<b>We can offer the following:</b> ✓ Guidelines for policy & program development	✓ Useful websites
<b>Information and details on all of the above offers:</b>  <u>Full-time orientation program for everyone</u> The Swedish Integration Board recommends that the goals of the orientation program apply to all new arrivals (both refugees and other new arrivals) in need of an orientation program. The Swedish Integration Board also recommends that the orientation program be full-time and that the municipalities offer compensation in compliance with the law (SFS 1992:1068), as an alternative to public assistance. The aim is to provide a form of compensation that resembles a salary as much as possible. Compensation for the orientation program should also give the individual the opportunity to influence his or her economic situation, e.g. by reducing housing costs or by earning a wage. <a href="http://www.integrationsverket.se/upload/introduktion/introduktion_mal/03-04-08_Introduktion-en.pdf">http://www.integrationsverket.se/upload/introduktion/introduktion_mal/03-04-08_Introduktion-en.pdf</a>	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed, (such as those listed above):</b>	

## 15. ACCESS TO SECURE AND AFFORDABLE HOUSING

SWEDEN	
<b>We can offer the following:</b> ✓ Recent reports	✓ Useful websites
<b>Information and details on all of the above offers:</b> Resettled refugees are settled directly in a municipality, only rarely having to pass through a clearance or residential centre. Unless otherwise requested, the Integration Board always attempts to locate a place in a municipality close to other relatives already settled in Sweden. Refugees are otherwise free to settle anywhere in Sweden, although if they need help in finding permanent accommodation they must accept a home in the municipality allocated to them. Most of the resettled refugees are allocated a flat or other form of accommodation in a municipality before their arrival to Sweden. <a href="http://www.integrationsverket.se/templates/ivPublication_2740.aspx">http://www.integrationsverket.se/templates/ivPublication_2740.aspx</a>	
<b>We are interested in building our capacity in:</b>	
<b>Resources needed (such as those listed above):</b>	

## 16. PLANNING FOR OPTIMAL MENTAL HEALTH

SWEDEN	
<b>We can offer the following:</b> ✓ Guidelines for policy & program development	✓ Site visits
<b>Information and details on all of the above offers:</b> Good health and equal access to health services for everyone are the goals of the Swedish health care system. A fundamental principle is that the provision and financing of health services for the entire population is a public sector responsibility. Resettled refugees enjoy the same degree of access to the national health services as do Swedish citizens. There is no qualifying period once a residence permit has been granted. <a href="http://www.sweden.se/templates/FactSheet_6856.asp">http://www.sweden.se/templates/FactSheet_6856.asp</a>  Medical Care for Refugees is a specialist unit at Linköping University Hospital. The clinic is a competence centre and one of the country's surgeries for treating refugees who have been tortured or traumatized in war.	
<b>We are interested in building our capacity in:</b> Exchange of experiences from other resettlement countries	
<b>Resources needed, (such as those listed above):</b>	

## RESETTLEMENT OF PARTICULAR GROUPS OF REFUGEES

### 17. TAKING ACCOUNT OF GENDER

SWEDEN	
<b>We can offer the following:</b> ✓ Recent reports	✓ Useful websites
<b>Information and details on all of the above offers:</b> In a recent survey, major differences were observed between the sexes in terms of the quality and scope of the introduction. Generally speaking, men are provided with a better, more comprehensive introduction than women. Employment offices are more involved in the introduction of men than of women. An important explanation of the differences observed between the sexes may be that there is a significantly higher proportion of poorly educated women than there is of men. The report shows that those of little education tend to receive a lesser introduction than	

the better educated and that this applies in particular to women whose level of educational attainment is low.

[http://www.integrationsverket.se/upload/Publikationer/2004-01\\_var-god-droj/2004-01.pdf](http://www.integrationsverket.se/upload/Publikationer/2004-01_var-god-droj/2004-01.pdf)

**We are interested in building our capacity in:**

Experiences from other resettlement countries

**Resources needed, (such as those listed above):**

## 18. REFUGEE CHILDREN AND YOUNG PEOPLE

### SWEDEN

**We can offer the following:**

- ✓ Useful websites

**Information and details on all of the above offers:**

In the orientation program for children and young people, the following interim goals shall be achieved.

- Childhood conditions for children and adolescents shall be taken into account and their needs met.
- Young people aged sixteen to nineteen shall participate in and benefit from Swedish upper secondary school education.
- Preschool children and school children shall participate in and benefit from preschool and school activities. Parents shall have an established contact person at their child(ren)'s preschool or school.
- The special needs of children who have come to Sweden without legal guardians shall be met.
- The health and well-being of both adults and children shall be attended to. Healthcare and/or rehabilitative services have been offered when necessary.

[http://www.integrationsverket.se/upload/introduktion/introduktion\\_mal/03-04-08\\_Introduktion-en.pdf](http://www.integrationsverket.se/upload/introduktion/introduktion_mal/03-04-08_Introduktion-en.pdf)

The Swedish National Agency for Education is the central administrative authority for the Swedish public school system for children, young people and adults, as well as for preschool activities and child care for school children.

<http://www.skolverket.se/english/about.shtml>

Education program for school-children (Syllabuses for the compulsory school)

<http://www.skolverket.se/pdf/english/compsyll.pdf>

**We are interested in building our capacity in:**

Exchange of experiences from other resettlement countries

**Resources needed, (such as those listed above):**

## 19. REFUGEE ELDERS

### SWEDEN

**We can offer the following:**

- ✓ Guidelines for policy & program development

- ✓ Useful websites

**Information and details on all of the above offers:**

In the orientation program for elderly people, the following interim goals shall be achieved;

- The special needs of the elderly shall be recognized so that they can benefit from public services and participate based on their situation .

[http://www.integrationsverket.se/upload/introduktion/introduktion\\_mal/03-04-08\\_Introduktion-en.pdf](http://www.integrationsverket.se/upload/introduktion/introduktion_mal/03-04-08_Introduktion-en.pdf)

Maintenance Support for the elderly is intended for persons of retirement age whose basic maintenance needs are not satisfied through other benefits in the national pension system. Since a forty-year period of residence in Sweden before the age of 65 is required for full guarantee pension, newly arrived resettled refugees do not qualify. The Maintenance Support therefore guarantees a certain minimum standard of living for the elderly.

[http://www.forsakringskassan.se/pdf-broschyr/afs\\_eng.pdf](http://www.forsakringskassan.se/pdf-broschyr/afs_eng.pdf)

<b>We are interested in building our capacity in:</b>
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<b>Resources needed, (such as those listed above):</b>
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## UNITED KINGDOM

### UNITED KINGDOM: NATIONAL CONTEXT FOR THE REFUGEE RESETTLEMENT PROGRAMME

The aim of the Gateway Protection Programme is to offer a managed legal route to the UK and engage refugees at the earliest opportunity to maximize their chances of eventual resettlement and self-sufficiency in the UK. It is also part of a balanced immigration strategy to tackle abuse of the asylum system by those not in need of protection. The Programme works in partnership with the United Nations High Commission for Refugees (UNHCR) to build on similar schemes, run by UNHCR, in conjunction with countries around the world.

### UNITED KINGDOM

#### DEPARTMENT/ORGANIZATION

Social Policy Unit, Refugee Integration Section, Immigration and Nationality Directorate

#### Name of Focal Person and contact information:

Catherine Ashfield.  
 Refugee Integration Section,  
 Gateway Resettlement Programme,  
 4<sup>th</sup> Floor, Apollo House, Wellesley Road,  
 Croydon, CR3 3RR, UK.  
 Tel: 020 8760 8408  
 Email: [catherine.ashfield@homeoffice.gsi.gov.uk](mailto:catherine.ashfield@homeoffice.gsi.gov.uk)

## PRE-DEPARTURE PHASE

### 1. OPERATIONAL ELEMENTS IN IDENTIFICATION AND SELECTION OF REFUGEES FOR RESETTLEMENT

#### UNITED KINGDOM

##### We can offer the following:

- ✓ Shared selection missions
- ✓ Opportunities for exchanges

- ✓ Shared caseload information
- ✓ Current research

##### Information and details on all of the above offers:

**Shared selection missions** - we would be interested in participating in selection missions with other resettlement states if UNHCR capacity permits. However, the UK would not be able to identify and select individuals post-interview with another resettlement state given differences in UK criteria and selection.

**Opportunities for exchanges with other states** – we'd welcome exchange of staff to observe and gain understanding of the process of identification and selection pre-mission (including best practice in preparing for a mission).

**Shared caseload information** – we would welcome exchange of information with other states on caseloads although only have limited experience ourselves.

##### We are interested in building our capacity in:

Individual submissions from other organisations  
 Capacity to consider special needs cases, women at risk, minors, elders  
 Ensuring family unity and reunification  
 Counseling on destining options

**Resources needed, (such as those listed above):**

Information on best practice in selection missions  
Experience of other states' procedures in selection of caseloads.

## 2. SELECTING AND DEVELOPING PLACEMENT COMMUNITIES AND SUPPORTING SOUND PLACEMENT CHOICES

**UNITED KINGDOM****We can offer the following:**

✓ Guidelines for policy & program development

✓ Training guidelines & resources

**Information and details on all of the above offers:**

As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.

**We are interested in building our capacity in:**

The UK is in the process of building capacity to place refugees and is currently working on a long-term strategy. We would therefore be interested in guidelines for policy and programme development in this area.

**Resources needed, (such as those listed above):**

Learning how others have applied themselves in this area would be useful and possibly training guidelines may prove helpful.

## 3. PRE DEPARTURE COUNTRY / CULTURAL ORIENTATION

**UNITED KINGDOM****We can offer the following:****Information and details on all of the above offers:**

As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.

**We are interested in building our capacity in:**

The International Rescue Committee currently provides the pre departure orientation programme. The UK is keen to ensure that we provide a quality service. We would therefore be interested in comparing our service with those offered by others to see where improvements can be made.

**Resources needed, (such as those listed above):**

We would be interested in guidelines and useful web-sites.

## ARRIVAL AND THE FIRST FEW WEEKS

### 4. ARRIVAL AND RECEPTION

**UNITED KINGDOM****We can offer the following:**

✓ Guidelines for policy & Program development

✓ Useful websites

**Information and details on all of the above offers:**

The Gateway Programme is the official name given to the UK's resettlement programme – aiming to resettle up to 500 refugees per year.

Although work began last year it was officially launched on 19 March 2004 when the first part of 19 refugees arrived in the UK. Due to the early stage of the programme we are not in a position to offer information.

**We are interested in building capacity in:**

As a new programme we are still in the process of testing the robustness and overall effectiveness of our policy and procedures. However, we would be interested in looking at others ways to identify early – those with possible long-term issues.

**Resources needed, (such as those listed above):**

As a result of this we would be interested to learn about other similar programmes, particularly guidelines for policy and program development.

## 5. EARLY SETTLEMENT AND SOCIAL SUPPORT

UNITED KINGDOM	
<b>We can offer the following:</b> ✓ Guidelines for policy & program development	✓ Useful websites
<b>Information and details on all of the above offers:</b> Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building capacity in:</b> We are looking to enhancing our strategy for enhancing the capacity of refugee communities to strengthen the support for newcomers. This also applies to monitoring and placement polices.	
<b>Resources needed, (such as those listed above):</b> Guidelines for policy and program development – with which to review the policy we hold in this area and test its overall robustness.	

## 6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES

UNITED KINGDOM	
We can offer none of the options at this time:	
<b>Information and details on all of the above offers:</b> Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building capacity in:</b> We are working closely with other Government departments to ensure that access to public services and support is in place to meet the needs of the newly arrived refugees. This includes providing appropriate documentation and advice.	
<b>Resources needed, (such as those listed above):</b> None at this stage.	

## 7. ORIENTATION PROGRAMMES AND PROCESSES

UNITED KINGDOM	
<b>We can offer the following:</b> ✓ Current research ✓ Useful websites	
<b>Information and details on all of the above offers:</b> Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building capacity in:</b> The Government currently fund a Non Government Organisation to deliver this service, however, we would be interested in learning more about meeting individual needs to ensure so that the orientation programme is fully effective.	
<b>Resources needed, (such as those listed above):</b> We agree that this is an important factor in the early integration of refugees and are therefore interested to review our practices in order to develop this further.	

## 8. RESOURCES DEVELOPMENT: ORIENTATION PROGRAMMES

UNITED KINGDOM	
<b>We can offer the following:</b> ✓ Guidelines for policy & program development	✓ Training guidelines only ✓ Useful websites

√ Current research
<b>Information and details on all of the above offers:</b> Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.
<b>We are interested in building capacity in:</b> As a newly formed programme we are interested in building capacity in the monitoring and evaluation of the orientation programs.
<b>Resources needed, (such as those listed above):</b> To share information on best practice.

## 9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE

<b>UNITED KINGDOM</b>
<b>We can offer the following:</b> √ Guidelines for policy & program development
<b>Information and details on all of the above offers:</b> Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.
<b>We are interested in building capacity in:</b> Access to language assistance is provided by Non-Government Organisations as part of the pre-arrival and post arrival process. However, the full needs in this area have yet to be established and will become apparent once the programme has been reviewed.
<b>Resources needed, (such as those listed above):</b> Guidelines for policy and program development will alert us to areas that we may not have already included and which needs to be taken into account in the long term.

## 10. TARGET LANGUAGE TRAINING & ACQUISITION

<b>UNITED KINGDOM</b>
<b>We can offer the following:</b> √ Current research
<b>Information and details on all of the above offers:</b> As a relatively small programme, in comparison to other integration programmes, we have concentrated resources on immediate needs. Non Government Organisations currently provide interpreters and access to language trainers.
<b>We are interested in building capacity in:</b> The programme would be interested in reviewing the service it provides to identify ways that it can improve.
<b>Resources needed, (such as those listed above):</b> It would be ideal to learn more about both the needs of the refugee in order to wider our understanding and better access the services we offer.

## 11. A HEALTHY START: ACCESS TO HEALTH CARE

<b>UNITED KINGDOM</b>	
<b>We can offer the following:</b> √ Guidelines for policy & program development	√ Current research √ Useful websites
<b>Information and details on all of the above offers:</b> Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building capacity in:</b> We are interested in increasing our understanding of the needs and sensitivities, to be taken into account, specific to health care.	

**Resources needed, (such as those listed above):**

Information pertaining to the unique service requirements in healthcare provision for both newly arrived refugees.

**CAPACITY BUILDING IN THE RECEIVING COMMUNITIES****12. BUILDING SOCIAL SUPPORT FOR NEWLY ARRIVED REFUGEES IN THE RECEIVING COMMUNITY**

UNITED KINGDOM	
<b>We can offer the following:</b> ✓ Guidelines for policy & program development	✓ Current research ✓ Useful websites
<b>Information and details on all of the above offers:</b> Unfortunately, as a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building capacity in:</b> We are keen to understand what systems are in place in other countries to enable us to review our programme and evaluate our long-term settlement component.	
<b>Resources needed, (such as those listed above):</b> To understand how other countries have approached this issue.	

**13. PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES**

UNITED KINGDOM	
<b>We can offer the following:</b> ✓ Current research	
<b>Information and details on all of the above offers:</b> As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building our capacity in:</b> We are in the process of documenting and further developing our integration programme - including working with non-government departments. However, we would be interested to learn from the experiences of other countries.	
<b>Resources needed, (such as those listed above):</b> We would be interested in the experience of other countries and the results of current research in this area.	

**MOVE ON TRANSITIONS TO SELF-SUFFICIENCY****14. BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY**

UNITED KINGDOM	
<b>We can offer the following:</b> ✓ Guidelines for policy & programme development	
<b>Information and details on all of the above offers:</b> As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building our capacity in:</b> We are looking to engage refugees at the earliest opportunity to maximize their chances of eventual self-sufficiency. As part of this strategy we are still in the process of developing further and would welcome input.	
<b>Resources needed, (such as those listed above):</b> Information on strategies, guidelines for policy and programme development from other countries that have already	

successfully established a working model.

## 15. ACCESS TO SECURE AND AFFORDABLE HOUSING

UNITED KINGDOM	
<b>We can offer the following:</b> ✓ Guidelines for policy & program development	✓ Useful websites
<b>Information and details on all of the above offers:</b> As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building our capacity in:</b> We are establishing and strengthening partnership working with other government departments, voluntary organisations and service providers to secure affordable housing. However, we would be interested to learn more about cultural diversity and equity issues.	
<b>Resources needed (such as those listed above):</b> To enable a robust and effective policy/processes we would be interested in learning more about services offered in other countries, particularly protocols, policy and programme development.	

## 16. PLANNING FOR OPTIMAL MENTAL HEALTH

UNITED KINGDOM	
<b>We can offer the following:</b> ✓ Guidelines for policy & program development	✓ Useful websites
<b>Information and details on all of the above offers:</b> As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building our capacity in:</b> Debriefing for relevant personnel, service provider networks to promote information exchange and coordinated support and professional development, training and awareness.	
<b>Resources needed, (such as those listed above):</b> We would be interested in learning about other countries experiences.	

## RESETTLEMENT OF PARTICULAR GROUPS AND COMMUNITIES

### 17. TAKING ACCOUNT OF GENDER

UNITED KINGDOM	
<b>We can offer the following:</b> ✓ Guidelines for policy & program development	✓ Useful websites
<b>Information and details on all of the above offers:</b> As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building our capacity in:</b> As with other areas mentioned above, as a newly developing programme we are interested to see how other countries have addressed these issues to provide us with a tool with which to gauge our own programme and look for ways of improving it.	
<b>Resources needed, (such as those listed above):</b> As outlined above.	

### 18. REFUGEE CHILDREN AND YOUNG PEOPLE

UNITED KINGDOM	
<b>We can offer the following:</b> ✓ Guidelines for policy & program development	✓ Useful websites ✓ Other
<b>Information and details on all of the above offers:</b>  As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building our capacity in:</b>  The care and services offered to children is of paramount importance to us. We would therefore be interested to know about strategies, guidelines for policy development and other country's experiences to address children's needs.	
<b>Resources needed, (such as those listed above):</b> See above.	

## 19. REFUGEE ELDERS

UNITED KINGDOM	
<b>We can offer the following:</b>	
<b>Information and details on all of the above offers:</b>  As a newly established resettlement programme we are not in a position to provide any of the above. However, we are happy to share information once the programme has been reviewed at the end of its first year.	
<b>We are interested in building our capacity in:</b> We are already working to provide the services outlined in the 'good-practice' guide.	
<b>Resources needed, (such as those listed above):</b> N/A	

## OTHER.

As outlined above the UK resettlement programme is in the early stages of implementation. The first party of refugees arrived in the UK on 19 March 2004. Whilst we are keen to be part of the 'Next Steps in Supporting Integration Initiatives Project' we are conscious of the fact that we have yet to test the processes and practices we have put in place. Having said that, we would like to learn how to improve our services and use the information to help us review the services we provide. After the review has taken place we would be happy to share experiences and information.

**UNITED STATES OF AMERICA**

**UNITED STATES OF AMERICA:  
NATIONAL CONTEXT FOR THE REFUGEE RESETTLEMENT PROGRAMME**

**REFUGEE COUNCIL USA**

The Report to Congress submitted on behalf of the President of the United States for fiscal 2004 states “The United States remains steadfast in its commitment to offer resettlement to refugees in need”. “As in the past, in FY 2004 we will focus on maintaining the United States government’s continuing global leadership on refugee resettlement even in the current difficult environment.” The US Refugee Program (USRP) has a proud history of both bipartisan support in Congress, and strong grass roots support of the American people. During the Cold War, the USRP was a significant element of US Foreign Policy, but with the ending of the Cold War, the USRP has focused more and more on the humanitarian aspects of the Refugee Resettlement Program, and has sought to increase resettlement for some of the most vulnerable people who lack other durable solutions. While emphasizing the humanitarian nature of the program, the US is keenly aware of security concerns in today’s world. In FY 03 the Worldwide Refugee Admissions Processing System (WRAPS) was deployed. This is the State Department’s automated case information tracking system that now functions in thirteen overseas processing locations. This system has already enhanced the security of the admissions program by allowing more thorough cross-checking of referrals, double-checking of security clearance requirements, and real time access to processing information on any given case. (For more information see [www.state.gov/g/prm/](http://www.state.gov/g/prm/) and [www.uscis.gov/graphics/services/refugees](http://www.uscis.gov/graphics/services/refugees))

The USRP is based on a strong public/private partnership between the US Government and various NGO’s who have entered into a cooperative agreement with the State Department to resettle refugees. These NGO’s are dedicated to maintaining this positive view and grass roots support of the refugee program by working in the communities where resettlement takes place. They emphasize the positive elements refugees bring to the community, and how refugees enhance rather than put a drain on society. Refugees are mainstreamed in to US society through the work of these NGO’s via community organizations, religious institutions, and ethnic mutual assistance organizations (MAA’s). NGO’s work with the local educational system as well as the law enforcement community and the health care community to provide good understanding between the current residents and the refugee new comers. Through an intense program designed to encourage early employment for refugees, the goal of the USRP is to make refugees self-sufficient as soon as possible.

Much of the USRP involves the reuniting of families, and so many refugees join other family members that are already in the US. There is, however, a significant portion of the USRP that have no friends or relatives in the US. These particular resettlement cases are targeted by the NGO’s for placement into communities where low cost housing is available, where opportunities for employment make early employment an attainable goal, and where local communities are open to the resettlement of new groups of refugees. Special care is taken to avoid “impacting” a particular community with more refugees than the infrastructure of education and public health can manage.

**DEPARTMENT/ORGANIZATION: REFUGEE COUNCIL USA**

The Refugee Council USA (RCUSA) is a coalition of U.S. non-governmental organizations focused on refugee protection. RCUSA provides focused advocacy on issues affecting the protection and rights of refugees, asylum seekers, displaced persons, victims of trafficking and victims of torture in the United States and across the world. Particular areas of concern are adherence to international standards of refugee rights, the promotion of the right to asylum, political and financial support for UNHCR, and the promotion of durable solutions, including resettlement to the United States.

The Refugee Council USA serves as the principal consultative forum for the national resettlement and processing

agencies as they formulate common positions conduct their relations with the U.S. Government and other partners, and support and enhance refugee service standards.

RCUSA member organizations formed a working group and together drafted the contents of this inventory.

Reference: [www.refugeecouncilusa.org](http://www.refugeecouncilusa.org)

**Names of Focal Persons and member organizations:**

- Center for Applied Linguistics, Sanja Bebic and Anne Costello
- Church World Services, Jennifer Hendrick
- Hebrew Immigrant Aid Society, Harvey Paretzky
- Immigration and Refugee Services of America
- International Rescue Committee, Jackie Mize-Baker
- Lutheran Immigration and Refugee Services, Florentina Chiu
- Refugee Council USA, Berta Romero and Sasha Bennett
- U.S. Catholic Conference of Bishops Migration and Refugee Services, Greg Scott
- World Relief, Dan Kosten and Michelle Cooper

**PRE-DEPARTURE PHASE**

**1. INTEGRATION ELEMENTS IN IDENTIFICATION AND SELECTION OF REFUGEES FOR RESETTLEMENT**

**REFUGEE COUNCIL USA**

**We can offer the following:**

- ✓ Opportunities for exchanges
- ✓ Shared caseload information

- ✓ Guidelines for policy & program development
- ✓ Recent reports
- ✓ Upcoming conferences and meetings

**Information and details on all of the above offers:**

The U.S. Refugee Program requires that individual interviews be conducted with those refugees under consideration for resettlement. The Department of Homeland Security (DHS) is vested with the authority to conduct refugee status determinations. Overseas Processing Entities (OPEs)/Joint Voluntary Agency (JVA) function to provide pre- and post-DHS processing services for qualifying refugees. The role of the OPE/JVA involves pre-screening of refugee applicants to determine suitability of a case for presentation to DHS. OPE/JVAs may work with two different types of refugee populations – those that are processed in-country and those that are processed from the country of asylum. In either case, part of the process involves an interview with each applicant to gather information on the refugee’s story of persecution in his/her home country, and subsequent flight. Documentation of the refugee’s story becomes the basis of the applicant’s case file. Once the case file is prepared, OPE/JVA schedules applicants to be interviewed by a representative of DHS. This generally takes place through regularly scheduled circuit rides, in which OPE/JVA and DHS process refugees in their location in the country of asylum. For those processed in-country, a preliminary questionnaire must be submitted to the OPE/JVA for consideration.

OPE/JVAs are at work around the world, processing refugees for the U.S. Refugee Program in accordance with the Department of State’s priority system. This priority system categorizes individuals in need of resettlement, and is broken down into three priorities. Priority 1 refers to refugees referred for third-country resettlement by UNHCR or a U.S. embassy. Priority 2 applies to designated groups of special humanitarian concern to the U.S. Priority 3 consists of refugees from designated countries who have close family in the U.S. OPE/JVAs may also process Refugee/Asylee Relative Petitions. Further information on these priorities can be found at <http://www.state.gov/g/prm/asst/rl/rpts/25691.htm>.

OPE/JVAs also manage data entry and file maintenance for the cases adjudicated by DHS in their respective regions. In addition, OPE/JVAs work with the International Organization for Migration (IOM) to coordinate travel schedules for

refugees approved for resettlement. The ten national resettlement agencies working in the U.S. are all represented by the OPE/JVAs, although a single agency administers each OPE/JVA.

**Exchanges:** Cultural Orientation exchanges and Standard Operational Guidelines used in monitoring refugees.

**Shared caseload information:** If we are resettling the same groups of refugees, we can share our experiences and best practices of resettling these groups in the US. Also, we may have additional information that we may share such as: cultural info, research or capacity building needs assessments and/or best practices.

**Guidelines for policy & recent reports:**

- The US government submits their annual report: *Proposed Refugee Admissions – Report to Congress*. This report provides the basis for the US refugee admissions program. Moreover, it lists entire refugee groups for consideration, as well as NGO involvement. This extensive document is submitted to the U.S. Congress from the Department of State (DOS), Department of Homeland Security (DHS) and Department of Health and Human Services (HHS).
- The Office of Refugee Resettlement (ORR) under HHS, submits their annual report to Congress outlining the resettlement program domestically, as well as various programs to assist refugees in their host communities.
- The Refugee Council USA *Recommendations for the US Refugee Admissions program* for each fiscal year. This document is sent to our federal partners (DOS, DHS, ORR) as well as our international partners (UNHCR, IOM and other refugee councils). This report can be obtained at: [www.refugeecouncilusa.org](http://www.refugeecouncilusa.org).

**Upcoming conferences and meetings**

Refugee Council USA members have annual and regional conferences each year. ORR holds an annual conference or consultation for all the national and local resettlement providers. Refugee Council USA works closely with the Congressional Bipartisan Refugee Caucus in the US House of Representatives/US Congress in holding hearings and briefings on key refugee protection and resettlement issues.

**We are interested in building our capacity in:**

A broader knowledge base on

- how other resettlement countries work – how selection missions are determined; the role of that country’s NGOs; the criteria used;
- The effectiveness of NGO referrals to other countries ;
- The effectiveness of emergency resettlement programs in other countries;

Collaborative efforts on advocacy to increase the admissions quotas for all resettlement countries, particularly to look at refugees in protracted situations. To find creative alternatives to having refugees warehoused for over 10 years – to have resettlement as a more accepted norm for more refugees than current.

**Resources needed, (such as those listed above):**

We would like to obtain information on resettlement in other countries and continue to share information and expertise on building a robust resettlement program that benefits more refugees worldwide.

**2. SELECTING AND DEVELOPING PLACEMENT COMMUNITIES AND SUPPORTING SOUND PLACEMENT CHOICES**

<b>REFUGEE COUNCIL USA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Some of the strategies that have demonstrated effectiveness in helping to establish effective resettlement sites and positive integration outcomes within the United States refugee resettlement program are described below:</p>	

**Strategy 1: Planning For Resettlement Site Development and Capacity**

Placing newly arrived refugees in those initial resettlement sites that have the greatest capacity to meet their immediate and longer-term needs is vital to their successful integration. The process of identifying and developing those potentially effective resettlement sites is far more of an art than a science. Since an effective resettlement site is potentially any community that has both readily accessible services and an attitude of openness to strangers, the selection of placement sites should be based on a careful assessment of the public and private resources that can be deployed at that site on behalf of newly arrived refugees, the availability of potential partners, and the local economic and social environment.

A variety of factors should be explored in assessing each potential site's strengths and weaknesses.

Among these are:

- *Availability of Affordable Housing:* does the potential site offer housing opportunities with rental costs that are within the refugees' earnings potential?
- *Access to Employment Opportunities:* does the potential site present opportunities for initial employment? Recognizing that early employment does not always translate to economic self-sufficiency, are there opportunities for job advancement?
- *Presence of Appropriate Cultural and Religious Supports:* does the potential site offer the newly arrived refugee an opportunity to meet his/her needs for cultural and religious continuity? Are there pre-existing ethnic self-help organizations that can be drawn into the resettlement process?
- *Commitment of Community Participation:* is the local community willing to participate in the resettlement and integration process by providing volunteers, mentors and other local supports? Are there local leaders willing to serve as advocates or spokespersons for the refugee resettlement initiative?
- *Sufficient Capacity:* does the potential site have the infrastructure to resettle sufficient numbers of refugees to make the site cost effective in both human and financial terms?
- *Availability of Key Resettlement Services:* does the potential site offer easily accessible, adequately funded and linguistically appropriate services such as language instruction, medical care, employment counseling and training? Can key resettlement staff positions be filled by local professionals or will transfers from headquarters be necessary?
- *Partnership Potential:* does the potential site have local social service agencies, NGO's, civic or religious organizations who can be partnered with to provide services and supports to newly arrived refugees?
- *Attitude and Environment:* does the community exhibit openness to strangers and a respect for religious and cultural diversity?

**Strategy 2: Development of Resettlement Protocols**

Having a full complement of resettlement resources available at any given resettlement site does not in and of itself make that site a suitable placement site for newly arrived refugees. As most refugees arrive at resettlement sites without the immediate ability to fully take control of their own resettlement, it is the degree to which resettlement personnel can engage refugees in the process, and the way resources are structured and employed on behalf of the refugee, that determines, in part, a site's capacity to effectively integrate refugees.

While there may be a high degree of uniformity between sites in such resettlement essentials as financial support and access to basic health care, each resettlement site has its own character and flavor. The differences between sites may be based on nothing more than a high level of enthusiasm of resettlement staff and local volunteers, or it may be based on the local presence of an institution or employer with a fondness for assisting refugees. Through the development of placement site-specific resettlement protocols, plans that define and describe the roles of refugees and staff, the allocation of resources and the sequential steps that taken as a whole constitute the resettlement process at that site, it is possible to capitalize on each site's unique characteristics and strengths.

To the degree that refugees can be placed in sites with resettlement protocols that are supportive of their most immediate needs, they will be better able to develop a real sense of comfort and security from participating in an engaging resettlement process that allows them to make informed choices, rather than experience resettlement as something that is done to or for them.

A necessary adjunct to the resettlement protocol is a forward looking management system that can plan for the future while making efficient use of resources, encouraging additional support, monitoring progress and developing

proactive interventions as required to help refugees attain their objectives. It is also essential that national and local management systems be sufficiently flexible and adaptive so as to allow for modifications as global and local circumstances change.

**Strategy 3:      *Matching Refugees to Resettlement Site Profiles***

Like the need to understand the strengths and weaknesses of each initial resettlement site, it is equally important to develop some depth of understanding of the personal characteristics of the refugees to be resettled. If as part of the process for selecting refugees for resettlement, the collection of additional data relating to the refugees' education, life skills that can be utilized in occupational settings, language capabilities and other personal characteristics can be accomplished, it would be of potential benefit in making effective initial resettlement placements.

Whenever it is possible to "match" a refugee's life experiences to the environment of a resettlement site, it may be possible to provide an additional layer of personal security during a period of significant transition. For instance, how much more complicated is the resettlement process for a refugee from a small, rural, agrarian setting who is thrust into a major resettlement site in a large, industrial urban setting?

Similarly, it is critical to match any special needs of an arriving refugee with a resettlement site that has the capability of providing needed specialized services. This matching is particularly important in situations where a refugee arrives with an immediate need for extensive medical, psychological or rehabilitative facilities and services. It is equally important to recognize that for refugees to fully benefit from these interventions there must be a significant ability to communicate with the refugee in a common language so that the refugee can fully understand and participate in his/her treatment. Matching may also play a significant role for refugees who have unique talents or skills that can better be utilized as part of the integration process in only one community or region within his/her new homeland.

Another use of matching strategies is in those situations in which an arriving refugee has family or clan members already residing in a community within the country of resettlement. Based on the willingness of the family or clan members to participate in the resettlement process, this placement strategy holds the potential for significant benefits in that the refugee is immediately welcomed into the midst of a family support system and can draw upon the strength of meaningful relationships to cope with the effects of change as well as the primary resettlement process.

**Strategy 4:      *Targeted Interventions***

Targeted interventions are typically specially designed service enhancements that are made available to initial resettlement sites to respond to shortfalls in resources or gaps in service delivery capability. As resettlement is often perceived as a "front-end loaded" service delivery system under the theory that a resettlement program should concentrate its resources on providing services immediately after arrival, with later cost savings being derived from preventing long-term or chronic dependency, targeted interventions allow for additional resources to be made available during the critical initial resettlement period.

As a placement strategy, utilizing targeted interventions may allow for refugees to be placed in a resettlement site that might otherwise not be particularly appropriate for them. Therefore, the intervention should be directly related to meeting the perceived needs of the refugees being targeted for assistance and should be sharply focused on achieving a desirable outcome, such as self-sufficiency.

Within this context, such targeted interventions might be initiated to provide short-term but highly specific job skills training to a group of newly arrived refugees, to allow them to take advantage of developing employment opportunities at one particular resettlement site. Or making available micro-enterprise loans to newly arrived refugees might be an intervention best suited to refugees with a greater potential for developing an income from a small, self-owned business rather than securing an hourly-wage position in local commerce or industry.

Another form of targeted intervention might relate to the broader communal context in which educational techniques are employed to help prepare a community for the arrival of a specific group of refugees. By exposing community members to the history, culture and arts that the refugees will bring with them, it is possible to increase communal understanding of the refugee experience and thereby develop increased communal support for the refugees and the resettlement process.

<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b> Opportunity to share best practices.

### 3. PRE DEPARTURE COUNTRY / CULTURAL ORIENTATION

REFUGEE COUNCIL USA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for pre-departure country / cultural programmes</li> <li>✓ Resource materials</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Useful websites</li> <li>✓ Recent reports</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p><b>Background:</b> The United States Department of State has been funding Cultural Orientation for refugees to be resettled to the United States since 1980. CO is currently an integral part of pre-departure processing, and is offered whenever possible. Attendance by refugees is not mandatory. Various entities conduct CO trainings, including Church World Service (CWS), International Organization for Migration, Hebrew Immigrant Aid Society, International Catholic Migration Commission, and Embassy Officials.</p> <p><b>Resource materials:</b> Curricula for CO programs are developed independently by each entity contracted by DOS to conduct CO classes. However, all are based on <u>Welcome to the United States: A Guidebook for Refugees</u>, developed by the Center for Applied Linguistics under contract with DOS. The book has been translated into 11 languages, and is given to refugees prior to their departure for the United States. Programs also use the companion video, <u>Welcome to the United States: A Refugee Orientation Video</u>. ICMC, CWS, and IOM have developed extensive curricula, which include sample interactive exercises, student workbooks, teacher training materials, and visuals. CAL has developed a set of slides illustrating major topics covered in CO.*</p> <p><b>Opportunities for Exchanges:</b> DOS funds a yearly CO Exchange Program, administered by CAL, through which 10 pre-departure CO trainers visit resettlement sites in the United States, and 3 domestic trainers are seconded to 3 overseas CO programs for periods of 2 weeks. The program can serve as a model exchange program. CWS, ICMC, and IOM CO Programs have extensive training capabilities, as does CAL.</p> <p><b>Site visits:</b> Most of the CO training sites have extensive experience hosting visitors.</p> <p><b>Useful websites:</b> <a href="http://www.Culturalorientation.net">www.Culturalorientation.net</a> offers information on pre-departure CO programs, including update of sites, topics covered in CO, and sample class activities.</p> <p><b>Recent reports:</b> Reports from secondees' visits to overseas CO programs are posted yearly, and include detailed information on CO classes and refugee processing.</p> <p>10 essential topics are covered in the majority of overseas CO programs:</p> <ul style="list-style-type: none"> <li>▪ • Role of the Resettlement Agency</li> <li>▪ • Rights and Responsibilities of Refugees</li> <li>▪ • Transit</li> <li>▪ • Employment Priority</li> <li>▪ • Budgeting</li> <li>▪ • Public Assistance Benefits</li> <li>▪ • Cultural Adjustment</li> </ul>	

<ul style="list-style-type: none"> <li>▪ • Education</li> <li>▪ • Health Care</li> <li>▪ • Housing</li> </ul>
<p><b>We are interested in building our capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ Teacher training;</li> <li>▪ Use of computer technology in the classroom (where available).</li> </ul>
<p><b>Resources needed, (such as those listed above):</b></p> <ul style="list-style-type: none"> <li>▪ Visual aids, especially videos on refugee experiences;</li> <li>▪ Additional exchange opportunities;</li> <li>▪ CO curricula from other countries, for comparison and training purposes.</li> <li>▪ Research and evaluation of existing programs</li> <li>▪ Sharing for promising practices</li> </ul>

## ARRIVAL AND THE FIRST FEW WEEKS

### 4. ARRIVAL AND RECEPTION

REFUGEE COUNCIL USA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>In the United States, the U.S. government works in collaboration with ten national non-profit organizations to provide initial Reception and Placement (R&amp;P) services for refugees upon their arrival in the United States. Every year the organizations write proposals to the U.S. government in order to be approved and receive funding for providing initial services during the refugees’ first 90 days in the U.S. The organizations participating in the program are also called Voluntary Agencies (VOLAGS) and work with networks of affiliate agencies located throughout the country. Currently 10 VOLAGs participate in the R&amp;P program. Participation in the program requires each VOLAG to sign a Cooperative Agreement with the U.S. Department of State. The Cooperative Agreement states the services all VOLAGS are required to provide to refugees arriving to the U.S.</p> <p>VOLAGs are required to provide the following “Arrival and Reception” services:          Ensure that the refugees are met at the airport by the refugees’ family members, local agency staff members or community volunteers.          Ensure that the refugees have decent, safe and sanitary housing upon arrival. This can include a variety of forms, including temporary housing, housing with volunteers, housing with refugees’ family members, and placement into permanent housing.          Provide refugees with an initial orientation with appropriate language interpretation within 5 working days of arrival, including topics such as role of the local agency, public services, personal and public safety, public transportation, information on permanent resident alien status, repayment of the IOM travel loan, and orientation to the apartment, among other things.          Assist the refugees with the following: applying for Social Security cards, cash assistance, medical assistance and food stamps, registering children for school, and partnering with local health providers to ensure that every refugee has an initial health screening within 30 days, among other things.          Refer refugees to employment services, ESL classes and other services to help address barriers to self-sufficiency.</p>	
<p><b>We are interested in building capacity in:</b>          A more systematic information sharing with other NGOs in the traditional and new emerging resettlement countries.</p>	
<p><b>Resources needed, (such as those listed above):</b>          Information from other resettlement NGOs outside the United States on “good practices” and challenges faced by the</p>	

refugees being resettled as well as the challenges being faced by the resettlement staff.  
Additional financial resources

**5. EARLY SETTLEMENT AND SOCIAL SUPPORT**

<b>REFUGEE COUNCIL USA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Opportunities for exchanges</li> </ul>	<p>Site visits</p> <ul style="list-style-type: none"> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Resettlement agencies are funded by the Department of State to provide early settlement and social support to newly arriving refugees as part of the Reception &amp; Placement program. To this end, resettlement agencies conduct assessments of individual needs shortly after arrival, as part of an intake and orientation process. This generally entails a face-to-face interview with the refugee, during which questions are asked regarding the refugee’s health status, linguistic capacities, literacy levels, education, and work history. This information allows resettlement agencies to develop a resettlement plan to utilize local resources to meet the specific needs of the individual client, in the best manner possible. Resettlement plans take into consideration resources available through federal, state, and local government agencies, nonprofit organizations, ethnic communities, and mainstream communities.</p> <p>Economic self-sufficiency is the primary goal of early settlement and social support provided to newly arriving refugees through the U.S. Refugee Program. Due to this fact, the resettlement plan focuses on identification of barriers that might inhibit an individual’s ability to become self-supporting. The plan usually consists of a series of actions—often including referrals to programs and service providers—that will assist the refugee in overcoming his/her barriers to self-sufficiency through access to English as a Second Language classes, childcare providers, pre-employment skills training, mental health services, and so forth. Refugees also receive intensive employment orientation, which engages each individual in a discussion of the need to become financially independent, the benefits of self-sufficiency, the culture of U.S. workplaces, local job market conditions, and access to job training and counseling programs. Referrals are provided to programs that can help the refugee prepare for the workplace and secure job placement. Resettlement agencies follow-up on individual progress in achieving self-sufficiency through ongoing communication with clients during the initial resettlement period.</p> <p>While some services are offered in-house by local resettlement agencies, others involve coordination with outside service providers. To facilitate coordination, most resettlement communities promote a high level of collaboration among and between resettlement agencies and service providers. This is often facilitated through regular meetings (monthly, quarterly, or semi-annual) and reinforced through ongoing communication. Collaborative efforts involve planning services to ensure that the initial needs of refugees are met in a timely manner. Much of this coordination occurs on the state level, with oversight from the State Refugee Coordinator.</p> <p>Initially, most services and support are provided through mechanisms designed specifically to address the needs of newly arriving refugees. Funding for programs and services that support refugees in the early phases of resettlement is available through a variety of sources, both public and private. Further details on some of these programs and services can be found on the Office of Refugee Resettlement’s website at <a href="http://www.acf.hhs.gov/programs/orr/programs/index.htm">http://www.acf.hhs.gov/programs/orr/programs/index.htm</a>, as well as on the Department of State’s website at <a href="http://www.state.gov/g/prm/">http://www.state.gov/g/prm/</a>.</p> <p>Bridging the gap between refugee and mainstream communities is a goal that the majority of refugee-specific programs aim to achieve. Therefore, toward the end of the service period, many programs connect refugees with those services and support systems available to the public. To further facilitate this transition and to assist in meaningful integration, resettlement agencies seek involvement of members from local mainstream and ethnic communities throughout the resettlement period. Many individuals become involved in volunteer activities to support newly arriving refugees, as mentors and friends, offering their help with a broad array of issues, from school enrollment for children to opening bank accounts and learning price comparison methods for shopping. Additionally, numerous resettlement agencies have participated in strengthening ethnic communities and organizing mutual assistance associations (MAAs), which provide a vehicle for ethnic communities to support newly arriving refugees.</p>	

Further information on these types of organizations abounds on the internet, on sites such as Hmong National Development at <http://www.hndlink.org/>, EthioView at <http://www.ethioview.com/communities.shtml>, and Somali Bantu Community Organization at <http://www.somalibantu.com/>, among others.

Refugees are offered the opportunity to reunite with their family members through either the family reunification resettlement priority (P-3) or through filing a Refugee/Asylee Relative Petition (I-730) with U.S. Citizenship and Immigration Services. Each year the Department of State identifies eligible populations for the family reunification resettlement priority, which are outlined in the Annual Report to Congress. This category extends eligibility for a refugee interview to nationals of the identified countries, and for certain relatives of individuals who hold or have held refugee or asylee status in the U.S. Further details regarding the P-3 resettlement criteria can be found on the Department of State's website at <http://www.state.gov/g/prm/asst/rl/rpts/25691.htm>. Those individuals admitted to the U.S. as a refugee or gaining asylee status within the previous two years may file an I-730 form as an application to have their spouse and/or unmarried children under the age of 21 join them in the U.S. Further information about the Refugee/Asylee Relative Petition and the I-730 can be found at <http://uscis.gov/graphics/formsfee/forms/i-730.htm>.

Faith-based resettlement models seek community involvement through collaboration with faith groups. Agencies employing the faith-based model approach such groups to recruit support for newly arriving refugees. This often involves a wide array of activities that create a welcoming environment for refugees, such as setting up apartments, donating furniture, clothing, and household goods; assisting in job search; providing transportation to various appointments; offering childcare; enrolling children in school; mentoring; tutoring; supplementing cultural orientation; and so forth. Relationship established with faith groups assist refugees in building bridges to the wider host community.

Faith-based organizations often engage local communities in educational activities and other forms of outreach to raise awareness regarding the global plight of refugees and the local opportunities to become involved in resettlement. Training is provided to faith groups working with refugees, along with ongoing oversight and support from resettlement agencies.

Although faith-based organizations generally work with a limited range of faith groups, they promote tolerance and diversity in their communities. Faith-based organizations resettle the entire spectrum of refugee populations, regardless of ethnicity, religion, or race. Respect for individuals and diversity is emphasized.

A number of conferences of federal, state, and nonprofit agencies that work with resettlement agencies and refugee service providers are being held in the coming months. They include the following:

*African Refugees: Reexamining Practices, Partnerships, and Possibilities* – Ethiopian Community Development Council's (ECDC) Tenth National Conference May 24-26, 2004 at the Hilton Crystal City Hotel in Arlington, Virginia. Information can be found at <http://www.ecdcinternational.org>.

*2004 National Refugee Program Consultation* – U.S. Department of Health and Human Services/Office of Refugee Resettlement's Annual Consultation June 23-25, 2004 at the Marriott Wardman Park Hotel in Washington, DC. Information can be found at <http://www.afyainc.com/orrconsultation.htm>.

*Keeping the Beacon Bright: Building a Resilient Refugee Resettlement Program* - 2004 State Coordinators of Refugee Resettlement (SCORR) and Association of Refugee Health Coordinators (ARHC) Conference July 12-15, 2004 at the Biltmore Hotel in Coral Gables, FL. Information can be found at <http://www.meetingmakersinc.com>.

Further information on faith-based resettlement agencies resettling in the U.S. can be found on their individual websites, as follows:

Church World Service – <http://www.churchworldservice.org>

Domestic and Foreign Missionary Society/Episcopal Migration Ministries – <http://www.episcopalchurch.org/emm.htm?menupage=17165>

<p>Hebrew Immigrant Aid Society – <a href="http://www.hias.org">http://www.hias.org</a></p> <p>Lutheran Immigration and Refugee Service – <a href="http://www.lirs.org">http://www.lirs.org</a></p> <p>United States Conference of Catholic Bishops/Migration and Refugee Services – <a href="http://www.usccb.org/mrs/index.htm">http://www.usccb.org/mrs/index.htm</a></p>
<p><b>We are interested in building capacity in:</b>          Knowing what is available in other resettlement countries.          Identification of key NGO contacts in the settlement countries.</p>
<p><b>Resources needed, (such as those listed above):</b>          Information from other settlement countries – good practices, challenges, any academic research or data collection on successful resettlement and integration.</p>

**6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES**

<b>REFUGEE COUNCIL USA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>The goals of the R&amp;P Program (the core program of refugee resettlement in the United States) include, but are not limited to, "assisting refugees in achieving economic self-sufficiency through employment as soon as possible in coordination with publicly- supported refugee service providers and assistance programs, and, to the extent practicable in the context of local public assistance regulations and practices, precluding any necessity for reliance by refugees on cash assistance authorized under section 412 (e) of the Immigration and Nationalities Act (INA) during the first thirty days that they (the refugees) are in the United States." Services include orientation, housing, school enrollment, health screening, application for social security cards and public benefits programs (Food Stamps and Medicaid, for example) and basic needs support such as food and clothing. After the first 30 days refugees are eligible for Refugee Cash Assistance. Refugees receive assistance with housing needs, utility bill payment, transportation, and other personal needs. Assistance is provided until the client becomes employed, and is earning sufficient income.</p> <p>As an alternate program to Refugee Cash Assistance is the federally funded Matching Grant program. This is an early self-sufficiency initiative for new refugee arrivals. The Matching Grant program is a public/private partnership in that each \$1.00 (in cash or in-kind contributions of goods or volunteer services) is “matched” with \$2.00 in federal resources. The Matching Grant program includes the following services, which are provided for newly-arriving refugee families through their first four to six months in the United States:</p> <p>In-kind contributions consisting of donated goods and volunteer time are an integral part of the Matching Grant program. As one of the primary program requirements, the NGO is responsible for generating a minimum of \$1,000 for every refugee resettled into the program. Twenty percent of these contributions must be in cash. For more information see: <a href="http://www.acf.dhhs.gov/programs/orr/">www.acf.dhhs.gov/programs/orr/</a></p>	
<p><b>Other examples of financial support programs are:</b></p> <p><b><u>INDIVIDUAL DEVELOPMENT ACCOUNTS</u></b></p> <p>Refugees in the U.S. face many challenges in gaining economic self-sufficiency. Transportation, the need for computer training or education, and housing are all critical issues faced by refugees as they build new lives in the U.S. To meet these needs some NGO’s have, through funding from the U.S. Federal Government, designed and implemented Individual Development Account (IDA) programs.</p> <p>IDA programs provide dedicated, matched savings accounts and financial literacy training for participants. Through this program, refugees received financial training in the critical areas of U.S. banking systems, credit and debt, and purchasing assets. Clients also open a bank account and begin saving for a specific asset – a vehicle, home, computer, micro-enterprise, or education. Once their savings goal has been reached, the NGO will match their savings at a 1:1</p>	

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**FINANCIAL LITERACY PROGRAMMING:** Refugees often come to the U.S. without the skills or knowledge necessary to navigate the complex banking, credit, and financial regulations they face. Topics covered by these trainings include information on employment, credit, budgeting, consumer awareness, banking, and purchase of assets.

Financial literacy programs are especially designed to meet the needs of the people at the resettlement site and may focus on women, youth, entrepreneurs, or the general population. NGO's have prepared their own training materials as well as working in collaboration with financial institutions. Some of the curricula that the International Rescue Committee has developed is:

Common Cents, a five-module course for arrivals with little or no English level

Pathways to Financial Freedom, a series of financial literacy courses for low to high English language learners (for more information contact the IRC website at [www.theirc.org](http://www.theirc.org))

FDIC, *Money Smart: an Adult Education Program: Building Knowledge, Security, Confidence*  
[www.fdic.gov](http://www.fdic.gov)

International Institute St. Louis, *Banking with a Financial Institution: What I Need to Learn to Keep My Money Safe and Help It Grow.* (Booklet)

National Endowment for Financial Education - [www.nefe.org](http://www.nefe.org)

**MICROENTERPRISE**

For current research on refugee microenterprise outcomes and practices visit [www.ised.org](http://www.ised.org)

**We are interested in building capacity in:**

We are interested in building capacity in new and innovative ways to help refugees achieve self-sufficiency.

**Resources needed, (such as those listed above):**

Information on how self-sufficiency is defined by other countries and how this is achieved.

**7. ORIENTATION PROGRAMMES AND PROCESSES**

<b>REFUGEE COUNCIL USA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Policy &amp; program information</li> <li>✓ Current research</li> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p><i>Policy:</i></p> <p>1. The State Department's Bureau of Population, Refugees, and Migration (PRM) funds voluntary agencies (VOLAGS) to provide resettlement core services, including orientation, during the first 30-90 days after refugees' arrival. PRM sets minimum standards for orientation during the first 30 days, primarily the requirement for housing and personal safety orientation.</p> <p>2. The Department of Health and Human Services' Office of Refugee Resettlement (ORR) grants social services funds to states and agencies that incorporate orientation in language training and employment services. Occasionally grants are made for orientation as a stand-alone activity to serve special needs populations.* Some grants also include efforts to orient receiving communities to the cultural practices of resettled refugees, such as a recent grant to prepare communities for the arrival of the Somali Bantu refugees. All grants require that services be culturally and linguistically appropriate to the refugee population(s) being assisted.</p> <p><i>Programs:</i></p> <p>Some VOLAGS, states, and local resettlement offices have developed their own orientation programs that go beyond the minimum standards, based on local needs. *Five such programs are: Jewish Family &amp; Children's Services of</p>	

Tucson, Arizona; Catholic Charities Refugee Services of St. Louis, Missouri; Catholic Social Services of Lansing, Michigan; YMCA of Houston, Texas; and Lutheran Community Services of Southwest Oregon, among others.

*Web sites:*

PRM’s Reception and Placement page: <http://www.state.gov/g/prm/rls/other/14613.htm>

ORR’s general overview page:

<http://www.acf.hhs.gov/programs/orr/programs/overviewrp.htm>

CAL’s Cultural Orientation Web site, for information about current programming:

<http://www.culturalorientation.net/domestic.html>

*Recent reports:*

*Report of the First ‘Good Practices in Refugee Resettlement’ Roundtable* from the Forced Migration Laboratory at the Center for Comparative Immigration Studies at the University of California, San Diego looked at local refugee resettlement practices and includes recommendations to create new methods for disseminating information to refugees and asylees.

*The Impact of Orientation on Refugee Resettlement: Current Orientation Practices in U.S. Resettlement Agencies* (Phase One of the CAL study) is currently available.

*Current research:*

A study currently underway at the Center for Applied Linguistics (CAL) will report current orientation practices in the U.S. and their impact on refugee adaptation.

*Exchanges, Site Visits, and Conferences:*

Exchanges can be arranged through VOLAGS individually or through the Center for Applied Linguistics, which currently organizes an annual exchange between overseas and domestic U.S. orientation providers. These include site visits to local resettlement agencies, specifically showcasing orientation programs. VOLAGS also hold annual national conferences, and ORR sponsors a national consultation, that can include orientation among the agenda items.

*Resources:*

The International Rescue Committee’s Community Collaborative for Refugee Women and Youth has developed a Blueprint for Integration, a guide for the successful integration of these groups:

<http://intranet.theirc.org/docs/Community%20Collaboratives%20Blueprint%20for%20Integration.pdf>

CAL’s Culture Profiles orient receiving communities to the beliefs, cultural practices, and past refugee experiences of newly arriving refugee groups:

<http://www.culturalorientation.net/pubs.html>

**We are interested in building capacity in:**

Supporting, planning, coordinating, and resourcing orientation as a critical component of resettlement programs.

Incorporating mechanisms for monitoring and updating orientation programs in consultation with refugee communities and service providers.

**Resources needed, (such as those listed above):**

Information from other NGOs in the resettlement countries; and information from resettled refugees in those countries on what worked best to ease their acculturation into a new society.

Reference should be given to the UNHCR Handbook: Refugee Resettlement-An International Approach to Reception and Integration – which resulted from the 2001 International Conference on the Reception & Integration of Resettled Refugees.

**8. RESOURCES DEVELOPMENT ORIENTATION PROGRAMMES**

<b>REFUGEE COUNCIL USA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for program development</li> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> </ul>	<ul style="list-style-type: none"> <li>✓ Training guidelines &amp; resource</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>

**Information and details on all of the above offers:***Guidelines for program development:*

Early resources outlined important program development principles in *Refugee Orientation Program Components and Models of Orientation for Refugees, Sponsors, and Service Providers* (Indochinese Refugee Action Center, 1981), *Planning and Implementing Cross-Cultural Orientation Programs for Refugees*, and the training of trainers manual, *Providing Effective Cultural Orientation: A Training Guide* (CAL, 1982). The Spring Institute's *Cultural Adjustment, Mental Health, and ESL*, among others, incorporates elements of orientation in language training programs.

*Exchanges and Site Visits:*

Exchanges can be arranged through VOLAGS individually or collectively through the Refugee Council USA. In addition, the Center for Applied Linguistics, currently organizes an annual exchange between overseas and domestic U.S. orientation providers. These include site visits to local resettlement agencies, specifically showcasing orientation programs.

*Training guidelines and resources:*

## For Orientation Providers:

There are numerous course outlines, resources, and manuals developed by VOLAGS, states, local resettlement agencies, and other service providers, for orientation providers. The Immigration and Refugee Services of America (IRSA) developed the *Journey of Hope* curriculum to guide orientation programs for women. Several VOLAGS also produce orientation manuals for volunteers resettling refugees around the U.S. (Church World Service, International Rescue Committee, Lutheran Immigration and Refugee Services, U.S. Catholic Conference of Bishops, World Relief). The *Newcomers to America: Refugee Orientation* video series was developed with ORR funding by the State of Oregon but is designed to be used throughout the U.S. It includes facilitator's guides and is available in nine refugee languages.

Several local resettlement agencies (See above in #4 for a few references) have developed their own orientation curricula and manuals. Some incorporate the use of other settings to provide orientation to specific services (health care, education), and/or engage volunteers or social service providers in orientation delivery. These curricula, among others, are available upon request.

CAL has developed an orientation training course for refugee service providers. Spring Institute currently conducts courses for language training providers which include orientation components. Both programs include teaching resources such as activities.

The National Multicultural Institute has two videos that present the challenges of adaptation for adolescent refugees, including intergenerational conflict. The accompanying facilitator's guides include some activities (<http://www.nmci.org/store/videos.htm>) The International Refugee Research Institute has also completed an orientation trainers' manual for emergency resettlement situations.

*For Resettled Refugees:*

Several VOLAGS have their own agency-specific orientation materials for refugees (CWS, HIAS, LIRS, USCCB, WR), usually available in several languages. Some also focus on specific topics, such as financial literacy, or specific groups, such as HIAS's materials for the elderly.

Orientation initiatives at the state level include Making Your Way in Florida: An Orientation Guide for Refugees which is available in several languages.

The CAL publication *Welcome to the United States: A Guidebook for Refugees* and its companion video, developed primarily for use in pre-arrival orientation, are also distributed and used in the U.S., and are available in 11 languages. CAL has also recently updated a 1982 publication *Helping Refugees Adjust to Their New Life in the U.S.*, for refugees and their sponsors, which will be translated into other languages.

*Useful Web sites:*

CAL's Cultural Orientation Web site includes orientation resources, such as activities, for free download: <http://www.culturalorientation.net/field.html>. CAL also sponsors the Refugee electronic discussion list, an

information-sharing tool for U.S. orientation service providers overseas and throughout the U.S.
<b>We are interested in building capacity in:</b> Formal post-arrival orientation programs Systems for monitoring and evaluating orientation programs
<b>Resources needed, (such as those listed above):</b>

**9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE**

REFUGEE COUNCIL USA	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> </ul>
<p><b>Information and details on all of the above offers:</b>                  In preparing to resettle refugee groups, local agencies must demonstrate language capacity. Upon arrival in the U.S. refugees should have access to interpreter and translation services. Typically, a newly arrived refugee is served by a case manager who is able to speak the refugee’s language or the case manager works with an interpreter. In addition, if federal funds are used to provide a service to a refugee entities must ensure that persons with limited English efficiency have access to a translator at no cost to the refugee.</p> <p>Effective local resettlement agency practices have included:</p> <ul style="list-style-type: none"> <li>▪ Creating interpreter banks where other service providers can call and request a translator or interpreter</li> <li>▪ Conducting outreach and education – working to ensure that service providers understand the legal requirement to provide an interpreter</li> <li>▪ Providing cross-cultural communication training to enable English speakers and limited English proficient persons to effectively communicate</li> <li>▪ Providing multilingual individuals with specialized interpreter training (interpreter basics, medical interpretation, court interpretation, etc.)</li> <li>▪ Establishing interpreter guidelines and interpreter ethics</li> <li>▪ Working with local employers to translate safety materials and/or personnel manuals into a refugee’s native language</li> </ul> <p><i>Policy Guidance:</i>                  For information on Title VI of the Civil Rights Law Prohibition Discrimination Affecting Limited English Proficient (LEP) Persons visit <a href="http://www.hhs.gov/ocr/lep/lepfactsheet.html">http://www.hhs.gov/ocr/lep/lepfactsheet.html</a></p>	
<p><b>We are interested in building capacity in:</b>                  How to better inform refugees of their rights to an interpreter.                  Evaluation of interpreter services and interpreter training.                  Perspectives from resettled refugees on existing programs and their suggestions for improvement</p>	
<p><b>Resources needed, (such as those listed above):</b>                  Reference: The UNHCR Handbook: Refugee Resettlement-An International Approach to Reception and Integration – which resulted from the 2001 International Conference on the Reception &amp; Integration of Resettled Refugees.</p>	

**10. TARGET LANGUAGE TRAINING & ACQUISITION**

REFUGEE COUNCIL USA	
<b>We can offer the following:</b> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> <li>✓ Other</li> </ul>

**Information and details on all of the above offers:**

Language acquisition is vital to a refugees sustained self-sufficiency and civic engagement. Resettlement agencies work to ensure that each refugee has access to English Language Training. Soon after arrival, refugees are referred to an appropriate ELT program. Many agencies offer classes in-house, partner with other community based organizations, adult basic education programs or community colleges to provide ELT. To adequately address barriers to self-sufficiency, ELT curriculums focus on survival English with lessons on basic life skills acquisition. Given the emphasis on early employment, refugees often participate in intensive ELT programs until they are employed. Vocational or workplace ELT programs have proven successful and have fostered partnerships between language service providers and employers.

To accommodate the schedules of refugees, English classes are often offered during the day, evenings and on weekends if funding is available. Alternatives to classroom learning exist. Computer labs at some agencies have been set up and refugees can study English using interactive software, and study at their own pace. Other agencies have developed self-study materials with workbooks and audio tapes so that refugees can study at home and at their own pace. For a refugee parent caring for a child or other homebound refugees, community volunteers might be trained to provide in-home ELT.

*Helpful web resources:*

Spring Institute for Intercultural Learning

<http://www.spring-institute.org/>

Publications and reports available online: <http://www.spring-institute.org/?AreaID=37&ParentAreaID=20>

U.S. Department of Education, Office of Vocational and Adult Education (OVAE)

<http://www.ed.gov/about/offices/list/ovae/index.html>

National Reporting System (NRS) for Adult Education

<http://www.nrsweb.org/default.asp>

Center for Applied Linguistics (CAL)

<http://www.cal.org/>

The National Center for ESL Literacy Education (NCLE), housed at CAL

<http://www.cal.org/ncle/about.htm>

National Institute for Literacy (NIFL)

<http://www.nifl.gov/>

Literacy Information and Communication System (LINCS), at NIFL

<http://www.nifl.gov/lincs/>

LINCS ESL Special Collection

<http://literacynet.org/esl/home.html>

LINCS Equipped for the Future (EFF) Special Collection

<http://www.nifl.gov/lincs/collections/eff/eff.html>

National Center for Family Literacy (NCFL)

<http://www.famlit.org/>

National Center for the Study of Adult Learning and Literacy (NCSALL)

<http://www.gse.harvard.edu/~ncsall/>

National Center on Adult Literacy (NCAL), Literacy Online

<http://www.literacyonline.org/ncal.html>

ProLiteracy Worldwide  
<http://www.proliteracy.org/about/index.asp>

Verizon Literacy University (VLU)  
<http://www.vluonline.org/index.asp>

The Council for Advancement of Adult Literacy (CAAL)  
<http://www.caalusa.org/>

Teachers of English to Speakers of Other Languages (TESOL)  
<http://www.tesol.edu/>

Arlington (Virginia) Education and Employment Program (REEP)  
[http://www.arlington.k12.va.us/instruct/ctae/adult\\_ed/REEP/](http://www.arlington.k12.va.us/instruct/ctae/adult_ed/REEP/)

**We are interested in building capacity in:**

**Resources needed, (such as those listed above):**

## 11. A HEALTHY START: ACCESS TO HEALTH CARE

### REFUGEE COUNCIL USA

We can offer the following:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Recent reports</li> </ul> | <ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul> |
|---|--|

**Information and details on all of the above offers:**

The Cooperative Agreement requires health screening for all refugees within 30 days of arrival. The Office of Refugee Resettlement has individual contracts with all states resettling refugees to provide initial health screening and up to 8-months and medical benefits. The local resettlement agencies typically partner with local health providers to provide the health screening. Agencies also assist refugees in applying for Medicaid (health insurance for low-income individuals) and provide orientation to the U.S. healthcare system.

Resettlement agencies also work with community-based health care providers to ensure refugees have access to culturally and linguistically appropriate health services. When possible, resettlement agencies provide information sessions, trainings or materials on preventative health, HIV/AIDS, nutrition, family planning, and other topics as identified by the refugee and/or the agency. Resettlement agencies also provide information to health providers on the conditions, needs and concerns of refugee groups.

*Web Resources –*

Journey of Hope Curriculum section on health - [http://www.refugeesusa.org/who/hm\\_toc.cfm](http://www.refugeesusa.org/who/hm_toc.cfm)

Resources on working with refugees who are HIV positive - [http://www.refugeesusa.org/who/prog\\_info\\_mc.cfm](http://www.refugeesusa.org/who/prog_info_mc.cfm)

University of Washington’s Health Tips for refugees - <http://www.son.washington.edu/students/rewa/>

Web Resources on government funded health programs available to refugees - <http://www.cms.hhs.gov/default.asp?>  
 SCHIP – [www.insurekidsnow.org](http://www.insurekidsnow.org)

**We are interested in building capacity in:**

How to better ensure refugees have access to culturally and linguistically appropriate health services.  
 Reaching out to health care providers and providing information on the health needs of refugees.

**Resources needed, (such as those listed above):**

Bi-lingual medical staff, interpreters/translators; funding.

## CAPACITY BUILDING IN THE RECEIVING COMMUNITY

### 12. BUILDING SOCIAL SUPPORT FOR NEWLY ARRIVED REFUGEES IN THE RECEIVING COMMUNITY

REFUGEE COUNCIL USA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Opportunities for exchanges</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>To ensure refugees have access to adequate social support, each refugee case (or family) is assigned a case manager prior to arrival in the United States. <b>Case Management</b> services include assisting refugee families with day-to-day needs throughout the service period, including counseling, financial management, enrollment in training and other educational programs, scheduling medical and other appointments, making appropriate referrals for other services and aiding the case in connecting with their new community.</p> <p>Within 10 days after the arrival the case manager and the refugee(s) will develop a 'resettlement plan' whereby together they will outline the skills, experiences, and barriers to self-sufficiency for each refugee in the case. The case manager will work to develop a case management plan for each member of the case outlining needed services and will make necessary referrals (for job placement assistance, ESL, healthcare, childcare, transportation services, school enrollment, etc.). The case manager and the refugee clients will all sign off on the document and use it to guide the provision of service to the refugee. At any time during the resettlement process, the 'resettlement plan' can be reviewed and revised as needed.</p> <p>Agency staff work to provide refugees with <b>Acculturation Services</b>. These services include orienting families to life in the United States and helping them to form connections with their new community. Many community volunteers and/or church groups assist refugees with using the public transportation system, visiting the local library, attending community events, etc. all of which help to foster self-sufficiency and positive acculturation.</p>	
<p><b>We are interested in building capacity in:</b></p> <p>Learning how other countries (NGOs and government) do case management and learning what role resettled refugees take with new refugee arrivals in their communities.</p>	
<p><b>Resources needed, (such as those listed above):</b></p>	

### 13. PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES

REFUGEE COUNCIL USA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Resource materials</li> </ul>	<ul style="list-style-type: none"> <li>✓ Useful websites</li> <li>✓ Other information</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Discrimination in employment, public services, housing, public education etc. on account of race, religion, or nationality is forbidden in both state and federal laws in the US. Making sure that these laws are observed both in letter and spirit is one of the tasks of the local refugee resettlement programs. In the US, refugee resettlement activities are coordinated by the NGO community and is funded by a combination of private and government funds. Good orientation upon arrival to public services as well as cultural orientation to the community is very important in maintaining a positive environment between the newly arrived refugees and the community where they resettle. Many methods used by local resettlement offices focus on mainstreaming refugees into the community at large. Some examples follow:</p>	

**Public Relations:** Local agencies and Voluntary Agencies (VOLAG) work to foster positive relations with the general community including political leaders, members of the media, business leaders, church groups, service providers including schools, civic organizations, general community etc. Agencies may set up a program whereby refugees tell their stories in local schools. This promotes education about the countries that refugees come from, but also puts a personal face on this very public story. Other agencies host festivals and fairs where refugee groups come together to share their culture and experience with their new community. Open community meetings have proven successful as well as media coverage of newly arriving refugee groups or success stories.

**Sponsorship programs via local faith based organizations:** Local congregations sponsor refugee families usually through the faith based resettlement agencies. The congregations accept the refugee families into their community. Because congregations cover a broad spectrum of society, many resources for becoming a part of the community are offered. Often a sponsoring congregation will be able to assist with early employment and collecting needed household furniture. Also, volunteers will often work with the family to practice using the English language, etc. Sometimes this sponsorship is done in cooperation with a local resettlement office with each party taking on specific resettlement tasks.

Faith-based resettlement models seek community involvement through collaboration with faith groups. Agencies employing the faith-based model approach such groups to recruit support for newly arriving refugees. This often involves a wide array of activities that create a welcoming environment for refugees, such as setting up apartments; donating furniture, clothing, and household goods; assisting in a job search; providing transportation to various appointments; offering childcare; enrolling children in school; mentoring; tutoring; supplementing cultural orientation; and so forth. Relationships established with faith groups assist refugees in building bridges to the wider host community.

Faith-based organizations often engage local communities in educational activities and other forms of outreach to raise awareness regarding the global plight of refugees and the local opportunities to become involved in resettlement. Training is provided to faith groups working with refugees, along with ongoing oversight and support from resettlement agencies.

Although faith-based organizations generally work with a limited range of faith groups, they promote tolerance and diversity in their communities. Faith-based organizations resettle the entire spectrum of refugee populations, regardless of ethnicity, religion, or race. Respect for individuals and diversity is emphasized.

Further information on faith-based resettlement agencies resettling in the U.S. can be found on their individual websites, as follows:

- Church World Service – <http://www.churchworldservice.org>
- Domestic and Foreign Missionary Society/Episcopal Migration Ministries – <http://www.episcopalchurch.org/emm.htm?menupage=17165>
- Hebrew Immigrant Aid Society – <http://www.hias.org>
- Lutheran Immigration and Refugee Service – <http://www.lirs.org>
- United States Conference of Catholic Bishops/Migration and Refugee Services – <http://www.usccb.org/mrs/index.htm>

**Mentoring programs:** Each refugee is matched with a trained volunteer from the community. The mentor assists the refugee in learning about the community at large, and helps to introduce the refugees to people outside of the resettlement office. Together they might do things like go to a shopping mall, attend a local high school sports event, go to the public library, etc.

**Ethnic Community Self-Help:** Mutual Assistance Associations (MAA) are often established by refugee groups to provide services to their refugee community to help make the transition into American culture, economy, and environment. As the needs of the ethnic community change so does the focus of the MAA. MAAs in partnership with resettlement agencies play an integral role in promoting and maintaining hospitable communities. The MAAs are now called Ethnic Community Based Organizations (ECBO).

**Adjustment of Status:** Refugees are eligible for permanent resident status one year after arrival in the U.S. The local resettlement

agency often will assist the refugee in filing the necessary paperwork. Five years after arrival refugees are eligible for U.S. citizenship.

For more information on naturalization - <http://uscis.gov/graphics/services/natz/>

The guide on naturalization issued by the U.S. Citizenship and Immigration Services - <http://uscis.gov/graphics/services/natz/guide.htm>

For more information on these or other welcoming projects done by NGO's in the US see:

[www.refugeecouncilusa.org/members.html](http://www.refugeecouncilusa.org/members.html)

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

Ideas on how other resettlement countries prepare communities, work with local officials and local media.

## “MOVE ON” TRANSITIONS TO SELF-SUFFICIENCY

### 14. BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY

#### REFUGEE COUNCIL USA

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Opportunities for exchanges

- ✓ Site visits
- ✓ Training guidelines & resources
- ✓ Upcoming conferences and meetings
- ✓ Useful websites

**Information and details on all of the above offers:**

The Federal Department of Health and Human Services funds a national Matching Grant Program. The purpose of the Matching Grant Program is to help eligible clients attain self-sufficiency within 120 to 180 days after date of eligibility for Matching Grant services, without accessing public cash assistance. Participating agencies agree to match the Office of Refugee Resettlement (ORR) grant with cash and in-kind contributions of goods and services from the community.

Services must be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background.

The Matching Grant program core maintenance services, which include the provision of food, housing, cash allowance and transportation assistance, must be provided by the grantee to eligible clients or family units (cases) through funds authorized by the Matching Grant for a minimum of 90 days from the date of enrollment, not to end prior to the individual's 120th day from date of eligibility, unless the client voluntarily leaves the program or becomes economically self-sufficient.

Objective: To place employable clients as quickly as possible into appropriate jobs which will enable the client household unit to become self-sufficient within 120-180 days. Employment services are to be provided to employable adult clients starting upon enrollment in the Matching Grant program and continuing as needed through the 180th day. Federal policy requires that, if necessary, clients accept "entry level" employment.

Grantees shall communicate to employable clients who lack English language competency that they must exert a good faith effort to obtain employment while acquiring the competency in English to facilitate self-sufficiency and retain employment.

Grantees shall attempt to find employment for all employable members of the family unit when requested and/or is necessary to have more than one wage earner employed in order for the family to be economically self-sufficient.

Services provided under the Matching Grant Program are:

Job development: an ongoing process of networking with employers to develop prospective job openings for clients.

Job counseling: ongoing interaction between the client and the person responsible for job development regarding questions and concerns that clients have about the world of work, job search, the need for early employment, job retention, and the consequences of refusing an appropriate offer of employment.

Direct job placement assistance: assisting the client to identify and contact prospective places of employment, scheduling appointments for job interviews, preparing clients for interviews, and following up on results of interviews. Each locale must have a staff person who is responsible for providing or overseeing provision of these services to assist clients to become employed. This person may receive assistance from sponsors and volunteers in locating employment.

Resettlement programs focus on employment as an essential component to successful refugee resettlement. The

activities conducted in this area include:

- Employer outreach and recruitment
- Vocational training
- Computer literacy programs
- Orientation programs to introduce refugees to American work, culture, and customs
- Secondary wage earner programs
- Job readiness workshops focusing on conducting job searches, completing applications, interviewing, communication and job retention skills, resume preparation, budgeting and finance, the importance of financial independence
- One-on-one job counseling and assistance with applications, interviews, and transportation
- Job placement
- Post-placement follow-up and support
- Re-certification
- Volunteer mentoring

Best Practices:

- *Catholic Collaborative Refugee Network:* USCCB/MRS joined with the Catholic Health Association and Catholic Charities USA to establish this collaborative to help refugees receive access to health care and to health-related employment opportunities. Seven diocesan refugee resettlement programs participated in this initiative in 2002, twelve in 2003, and plans are to establish more local sites in coming years.
- *Job Readiness:* In Dallas, Texas, the resettlement program staged a Mock Job Fair Training to prepare refugees to attend such fairs in the future and to market themselves appropriately. The mock job fair provided tips and training on: dressing for success, on-the-spot interviewing, filling out job applications, finding job leads, and writing resumes.
- *Vocational Training:* Through an innovative partnership with Sears department store, the San Jose resettlement staff screened and prepared a dozen refugee clients for a six-week training program in kitchen refinishing, paid at \$15/hour. The refugees are now Sears employees.

**We are interested in building our capacity in:**

**Resources needed, (such as those listed above):**

Information how other resettlement countries determine and measure self-sufficiency  
Research and evaluation

## 15. ACCESS TO SECURE AND AFFORDABLE HOUSING

### REFUGEE COUNCIL USA

**We can offer the following:**

- ✓ Guidelines for policy & program development
- ✓ Current research
- ✓ Recent reports
- ✓ Opportunities for exchanges

- ✓ Site visits
- ✓ Training guidelines & resources
- ✓ Upcoming conferences and meetings
- ✓ Useful websites

**Information and details on all of the above offers:**

Affiliate staff are responsible for ensuring that refugee families have access to safe, sanitary and decent housing upon arrival. Initial housing may consist of either temporary housing, housing with volunteers, housing with refugees' family members or direct placement into permanent housing. Refugees have access to different housing options depending on the area and state. Housing prices also vary greatly throughout the United States. Staff help refugees to secure appropriate housing, taking the size of the family and medical conditions into consideration. Staff will often use grants from the U.S. government and private resources to pay for a portion of the initial rent cost.

Depending on the refugee's income, they may also be eligible and receive publicly subsidized housing including:

- Public Housing; <http://www.hud.gov/renting/phprog.cfm>;

<ul style="list-style-type: none"> <li>▪ Section 8 housing: <a href="http://www.hud.gov/offices/pih/programs/hcv/index.cfm">http://www.hud.gov/offices/pih/programs/hcv/index.cfm</a></li> <li>▪ The Low Income Housing Tax Credit program administered by State Housing Finance Authorities: <a href="http://www.ncsha.org/section.cfm/4/39/187">http://www.ncsha.org/section.cfm/4/39/187</a></li> </ul> <p>Best practices would include locations where NGO staff has established good relationships with local landlords and can get apartments with reduced or no security deposits; discounted rent.; units provided rent-free for a period of time; waived credit checks; and preferential treatment for completion of renter training. Best housing locations would include areas that have affordable and available housing.</p>
<p><b>We are interested in building our capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ Securing affordable and available housing in Metropolitan areas.</li> <li>▪ Accessing subsidized housing</li> <li>▪ Improving the quality of housing in high cost areas</li> <li>▪ Better linking employment potential and housing costs in placement decisions</li> <li>▪ Increasing opportunities for refugee homeownership</li> <li>▪ Strengthening partnerships with local housing authorities, resources centers, and the federal housing agency (HUD)</li> </ul>
<p><b>Resources needed (such as those listed above):</b></p> <ul style="list-style-type: none"> <li>▪ Advocacy</li> <li>▪ Increased subsidies for housing within and outside refugee resettlement funding sources</li> </ul>

**16. PLANNING FOR OPTIMAL MENTAL HEALTH**

<b>REFUGEE COUNCIL USA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Guidelines for policy &amp; program development</li> <li>✓ Current research</li> <li>✓ Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Resettlement organizations often have mental health professionals on staff; if not, they sometimes partner with mainstream mental health providers to provide services, and at times pro bono services. There is also an opportunity for on-site trainings of resettlement organizations and refugee communities about mental health issues.</p> <p>Site visits would be helpful in allowing visitors to see some of the best services available for refugees, especially those where mental health is mainstreamed into their activities from the time of intake of refugees and as long as services are provided. It is important that this is done in a culturally sensitive way and in a way that does not stigmatize the client. Refugees have experienced trauma in varying degrees and it is important to see this as a mental health issue, not a mental illness issues.</p> <p>Treatment is also available in special centers for the treatment of torture victims who meet the criteria for services. Resettlement organizations often refer clients to these centers when the scope of treatment needed is beyond what is offered elsewhere.</p> <p>Web resources:  <a href="http://www.refugeesusa.org/help_ref/help_ref_connections.cfm">http://www.refugeesusa.org/help_ref/help_ref_connections.cfm</a>  <a href="http://www.refugeesusa.org/help_ref/lessons_field_manual.pdf">http://www.refugeesusa.org/help_ref/lessons_field_manual.pdf</a>  <a href="http://www.refugeesusa.org/help_ref/esl_manual.pdf">http://www.refugeesusa.org/help_ref/esl_manual.pdf</a>  <a href="http://www.nyu.edu/trauma.studies">http://www.nyu.edu/trauma.studies</a>  <a href="http://www.geh.ox.ac.uk/rsp">http://www.geh.ox.ac.uk/rsp</a>  <a href="http://www.cmhsweb.org">www.cmhsweb.org</a>  <a href="http://www3.baylor.edu/~Charles_Kemp/refugee_mental_health.htm">http://www3.baylor.edu/~Charles_Kemp/refugee_mental_health.htm</a>  <a href="http://www.hprr-cambridge.org">http://www.hprr-cambridge.org</a></p>	
<p><b>We are interested in building our capacity in:</b></p>	

Facilitating knowledge and raising sensitivity of all organizations and individuals serving refugees to the special psychological needs that need attention; in addition, facilitating the ability of providing appropriate outreach and services.

Training and using interpreters  
 Increasing access and availability of mental health services  
 Advocacy  
 Funding

## RESETTLEMENT OF PARTICULAR GROUPS OF REFUGEES

### 17. TAKING ACCOUNT OF GENDER

REFUGEE COUNCIL USA	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Guidelines for policy &amp; program development</li> <li><input checked="" type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> <li>✓ Training guidelines &amp; resources</li> </ul>
<p><b>Information and details on all of the above offers:</b></p> <p>Resettlement agencies recognize cultural differences in gender role definition and work to ensure that case management, orientation, and other services meet the needs of the whole family including the needs of refugee women. Through resettlement planning, a refugee women’s barriers to self-sufficiency are explored, along with all other members of the case. Childcare options are explored as well as the need for job training, orientation to the US work environment, etc. Many agencies are able to also refer women to appropriate community services including health care, family planning, small business start up, parenting and the bi-cultural child, counseling, domestic violence assistance when needed, among others. A successful practice has been the provision of tutoring and support for women becoming Child Development Associates, a two year program with Early Head Start in an effort to place refugee women in child care facilities, thereby creating a child care resource where refugee families are more likely to leave their children. To address isolation of refugee women, agencies often create home-based ESL programs or offer women only ESL and life skills classes.</p> <p>To respond to the specific needs of refugee women, many refugee women’s groups have been established. National non-profit organizations such as the Refugee Women Network are dedicated to the special needs of refugees women through leadership training, education, micro enterprise and microloans, health promoter training and advocacy. The development of Mutual Assistance Associations such as the Somali Women’s Association in Oregon, The Women’s Empowerment Project in Chicago, or License to Freedom in San Diego have helped to meet the needs of refugee women locally.</p> <p>Refugee Women’s Organizations (partial list) -  <a href="http://www.riwn.org/">http://www.riwn.org/</a>  <a href="http://www.rewa.org/">http://www.rewa.org/</a></p> <p>Cultural orientation resource for refugee women - <a href="http://www.refugeesusa.org/who/hm_toc.cfm">http://www.refugeesusa.org/who/hm_toc.cfm</a></p>	
<p><b>We are interested in building our capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ Strengthening partnerships to meet the needs of refugee girls.</li> <li>▪ Working with men as head of the household.</li> </ul>	
<p><b>Resources needed, (such as those listed above):</b></p> <ul style="list-style-type: none"> <li>▪ Sharing of best practices</li> <li>▪ Ideas for advocacy</li> <li>▪ Ideas for program design and implementation</li> <li>▪ Funding</li> </ul>	

### 18. REFUGEE CHILDREN AND YOUNG PEOPLE

REFUGEE COUNCIL USA	
<p><b>We can offer the following:</b></p>	<ul style="list-style-type: none"> <li>✓ Upcoming conferences and meetings</li> </ul>

✓ Program information	✓ Useful websites
<p><b>Information and details on all of the above offers:</b>                      A successful national level partnership between LIRS and USCCB is “Bridging Refugee Youth &amp; Children Services” (BRYCS), which provides technical assistance and information resources for service providers to better meet the needs of refugee youth &amp; children. Their website &amp; clearinghouse is at: <a href="http://www.brycs.org">www.brycs.org</a></p> <p>BRYCS has advocated for public policy changes within general government agencies and refugee-specific agencies and NGOs.                      Examples:</p> <ul style="list-style-type: none"> <li>• Culturally appropriate services by public child welfare</li> <li>• Stopping use of children as interpreters</li> <li>• Enhanced services to separated children (new)</li> </ul> <p>Program areas include:</p> <ul style="list-style-type: none"> <li>• Refugee parent support</li> <li>• Foster care</li> <li>• Guardianship</li> <li>• Child-rearing practices</li> <li>• Family breakdowns</li> <li>• Referral phone line between Child Welfare and Refugee agencies</li> </ul> <p>Future events: Separated Children’s forum on Thursday, July 29, 2004, being hosted by ISIM at Georgetown University. There are other forums, conferences throughout the year and could be expanded to include international concerns.</p> <p>LIRS network of foster care programs for Unaccompanied Refugee Minors also have a wealth of experience and knowledge. They would be available for site visits, exchanges on local practices.</p> <p>Additional web resources:  <a href="http://www.brycs.org/">http://www.brycs.org/</a>  <a href="http://www.acf.dhhs.gov/programs/orr/tehasst/2brycsinf.htm">http://www.acf.dhhs.gov/programs/orr/tehasst/2brycsinf.htm</a>  <a href="http://www.cwla.org/articles/cv0207culturalcompetence.htm">http://www.cwla.org/articles/cv0207culturalcompetence.htm</a>                      Beyond the Fire <a href="http://www.beyondthefire.net">www.beyondthefire.net</a></p>	
<p><b>We are interested in building our capacity in:</b></p> <ul style="list-style-type: none"> <li>▪ Services to children who arrive in the US or join adult caregivers who are not their parents or previous guardian. We are looking at how to develop additional support services to these families.</li> <li>▪ Parenting and the multi-cultural child</li> <li>▪ Strengthening partnerships with local child welfare advocates and workers</li> <li>▪ Refugee adolescent identity formation.</li> </ul>	
<p><b>Resources needed, (such as those listed above):</b>                      Exchange/ sharing of promising practices</p>	

**19. REFUGEE ELDERS**

<b>REFUGEE COUNCIL USA</b>	
<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>✓ Opportunities for exchanges</li> <li>✓ Site visits</li> </ul>	<ul style="list-style-type: none"> <li>✓ Training guidelines &amp; resources</li> <li>✓ Upcoming conferences and meetings</li> <li>✓ Useful websites</li> </ul>
<p><b>Information and details on all of the above offers:</b>                      Refugees who enter the U.S. and are over 65 are classified as non-employable and are eligible for Supplemental Security Income (SSI). Refugee elders have access to the same resettlement services including case management. Resettlement agencies are aware of their changing roles and the potential for isolation. In many cases, resettlement agencies are able to make referrals to other programming and services for senior citizens including meals on wheels, and access to senior center programs, among others. Many are supported by family or members of their ethnic community. Examples of promising practices with refugee elders include: creating a volunteer program where refugee elders can give back to their ethnic community by working with youth. Other agencies have been able to set up refugee senior centers and offered a place for seniors to congregate, others have created specialized ESL, citizenship, and life</p>	

skills classes which have been well-received.
<b>We are interested in building our capacity in:</b> This is an area where the number of programs available does not come close to meeting the need.
<b>Resources needed, (such as those listed above):</b> Sharing of best practices Research/ evaluation

## APPENDIX 1

### NATIONAL CONTEXTS FOR REFUGEE RESETTLEMENT PROGRAMMES

In order to set the national contexts for why countries have active refugee resettlement programmes, contributors to the inventory were asked the following question:

*Please provide information on the national context that has driven your country's resettlement and integration programmes and how this has guided the development, capacity and focus of the integration processes for resettled refugees. (You may wish to consider aspects such as the political priorities, the economy, labour force needs, diverse populations, presence of racism and xenophobia, regional stability etc.)*

The following are the responses by country:

#### **AUSTRALIA**

Australia has a non-discriminatory immigration program that consists of three major streams; skilled, family and humanitarian. These programs balance the competing demands for migration to Australia and are maintained within our economic and social capacity.

The Humanitarian Program is one of the ways in which Australia participates in the system of international protection in which countries choose to share responsibility to protect and find orderly resolution for the plight of refugees and others in humanitarian need. Australia also makes a significant contribution to this system through aid, peace keeping, and participation in international fora.

The size and composition of the Humanitarian Program is decided annually after consultations with the United Nations High Commissioner for Refugees (UNHCR), peak refugee and humanitarian bodies and overseas posts. It takes into account UNHCR's projection of global resettlement needs, the views of individuals and groups in Australia and our capacity to provide a high level of support to refugee and humanitarian entrants.

The Australian Government is committed to border control and a fair migration system. In 2004-05, the Refugee and Humanitarian Program will increase to 13,000 places (up from 12,00), including a fifty percent increase in the refugee component (up from 4,000 to 6,000).

The government is also actively encouraging regional migration to meet the needs of employers in regional areas and avoid overcrowding in Australia's major cities. Where people are resettled in Australia under the Humanitarian Program and do not have family or community ties in a particular area, they maybe encouraged to settle in a regional community.

#### **BENIN**

BENIN is a party to the 1951 Geneva Convention and the 1969 OAU Convention. Given the commitments it has made in ratifying these conventions and particularly given its tradition of hospitality, its openness and its reputation as a democratic state, Benin has in practice welcomed a certain number of resettled refugees, despite the absence of legal formalities and of the necessary institutional framework.

In addition, the arrival in Benin in July 1997 of Mr Shelly PITTERMAN, Chief of the UNHCR Resettlement Division, to present the Benin authorities with a refugee resettlement plan designed to assist Benin in managing economically those refugees who were already resettled, as well as those who might be received in the near future (through material and financial support) explains Benin's participation in the resettlement program.

*APPENDIX 1*  
*NATIONAL CONTEXTS FOR REFUGEE RESETTLEMENT PROGRAMMES*

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However, it needs to be pointed out that Bénin has very limited opportunities in the job market even though its policy towards refugees is very generous. As for the diversity of the population, almost all the nationalities of the world can be found in BENIN. We can add that there are living in Benin refugees of 33 different nationalities, mostly African. In conclusion, Bénin remains strongly attached to its values of solidarity and hospitality and its constant concern is to live up to them despite its limited economic means.

## **BRAZIL**

The focus of resettled refugee integration in a developing economy, like ours, should necessarily consider the economic and labor aspects. Considering Brazil has no problem of reception and integration, because it is a multi-social society, the guidelines for resettled refugees must include considerations of their capacity to achieve self-sufficiency.

## **CANADA**

### ***CIC - NHQ – Refugee Resettlement:***

#### ***National Context***

The Government of Canada's foreign policy agenda is based on three central themes one of which is global peace and security. Under this broad public policy agenda, human rights is, and has long been, a central theme of Canadian foreign policy.

Canada has been a consistently strong voice for the protection of human rights and the advancement of democratic values, from our central role in the drafting of the [Universal Declaration of Human Rights](#) in 1947-8 to our work at the United Nations today. Canada is a party to all [6 major international human rights conventions](#), as well as many others, and encourages all countries which have not made these commitments to do so.

This deep-rooted commitment to humanitarian action is manifested in many ways including Canada's support for aid agencies like the United Nations High Commissioner for Refugees (UNHCR), its in-Canada refugee determination system, and by its active refugee resettlement program. In undertaking its resettlement program, Canada has chosen to protect persons for humanitarian reasons, to meet international commitments, to respond to international crisis, and to take on some measure of burden sharing with countries hosting large refugee populations.

#### ***Refugee Resettlement Program:***

The Immigration and Refugee Protection Act (IRPA), implemented in June 2002, very expressly outlines Canada's objectives with respect to refugees, recognizing that the primary purpose of Canada's refugee program is about "saving lives and offering protection to the displaced and persecuted."

Reflecting the primary objective about saving lives, Canada's resettlement programme is founded on four key principles: (1) the selection of refugees on the basis of their protection needs, with less emphasis on their ability to establish; (2) the facilitation of rapid family reunion; (3) closer relationships with partners; and (4) the expeditious processing of urgent protection and vulnerable persons.

Although resettled refugees are expected to demonstrate an ability to establish, the criteria used to measure that ability are flexible. Briefly speaking, the greater the protection concerns are, the lower the emphasis on settlement potential. Indeed, under IRPA, refugees considered to be "vulnerable" or in urgent need of protection are explicitly exempted from any consideration of their ability to establish in Canada.

#### ***CIC – NHQ – Integration:***

For Canada, resettlement is not only about saving lives, but is also about providing the opportunity to rebuild lives. Canada's resettlement/settlement program is designed to help refugees become participating and contributing members of Canadian society. In fulfilling this goal, Canada favours integration rather than assimilation.

Beyond offering mere physical protection, for resettlement to be a truly durable solution, newcomers must be able to integrate and participate in Canadian society; able to enjoy and exercise the same civil, political, economic, cultural and social rights as Canadian-born citizens. One of the stated objectives of IRPA is the promotion of the "successful integration of permanent residents into Canada, while recognizing that integration involves mutual obligations for new immigrants and Canadian society".

Refugees resettled to Canada are granted permanent residence status upon arrival in Canada. After accumulating three years of residency in Canada, all permanent residents may apply for Canadian citizenship.

Integration involves more than ensuring newcomers employment and a place to live. It involves helping them

understand Canadian values and customs, our social institutions and their rights and obligations. Further, it involves an adaptation on the part of Canadians who must respect the increasingly diverse and multicultural nature of their society.

**Citizenship and Immigration Canada - Settlement Programs:**

*Description of contribution programs:*

***Immigrant Settlement and Adaptation Program (ISAP)***

The objective of ISAP is to assist immigrants in settling and integrating into Canadian society, so that they may become participating members as soon as possible. ISAP funding is provided in order to deliver direct services to immigrants such as reception, orientation, translation, interpretation, referral to community resources, para-professional counselling, general information and employment-related services. ISAP funding is also provided in order to carry out other activities that will improve settlement services.

The Canadian Orientation Abroad initiative provides a realistic view of life in Canada before arrival. Orientation sessions are delivered in Kenya and surrounding countries, Pakistan, Vietnam, Syria (with satellites to surrounding countries), Egypt and the Philippines by an international NGO. Topics include education, climate, housing, cost of living, and employment.

<http://www.cic.gc.ca/english/newcomer/isap-1e.html>

***Language Instruction for Newcomers to Canada (LINC)***

The objective of the LINC program is to provide language instruction to adult newcomers in one of Canada's official languages. LINC facilitates the social, cultural and economic integration of immigrants and refugees into Canada. In addition, the LINC curriculum includes information that helps to orient newcomers to the Canadian way of life. This, in turn, helps them to become participating members of Canadian society as soon as possible. Funding is provided for Linguistic Eligibility Determination activities, Language Training activities and for other activities that will improve the LINC program.

<http://www.cic.gc.ca/english/newcomer/linc-1e.html>

***HOST***

The objective of the Host program is to help immigrants overcome the stress of moving to a new country. Volunteers familiar with Canadian ways help newcomers learn about available services and how to use them, practice English and French, get contacts in their field of work and participate in the community. At the same time, host Canadians learn about new cultures, other lands and different languages; they make new friends and they strengthen community life. Conversation Circles are a popular new service delivery model for the HOST program.

<http://www.cic.gc.ca/english/newcomer/host-1e.html>

***RAP***

The Resettlement Assistance Program (RAP) provides initial reception, orientation and housing and referral services to refugees selected abroad by Canada. RAP also provides income support for up to two years in exceptional cases, but typically for one year. Income support rates are designed to be similar to the rates of social assistance for the province of resettlement.

<http://www.cic.gc.ca/english/refugees/resettle-3.html>

**DENMARK**

The Danish resettlement programme has existed for many years and is mainly guided by a humanitarian approach. At the same time, it takes into consideration whether the individual will be able to create a new life by integrating into Danish society.

**DANISH REFUGEE COUNCIL**

The Danish policy concerning resettled refugees is on a basis of need.

The integration policy is clear; the refugees are offered language training immediately after arrival. After three months the refugees normally are offered training programs in private and public companies in order to be self-

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*NATIONAL CONTEXTS FOR REFUGEE RESETTLEMENT PROGRAMMES*

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sufficient as soon as possible.

The municipality is responsible for the integration programme including financial support to the refugees and a plan of action for each individual refugee – also children and elderly refugees.

The DRC offers advice and help to the municipalities in the integration period (DRC runs language schools and have integration offices throughout Denmark).

## **FINLAND**

In Finland the reception of resettled refugees is considered as an humanitarian activity and burden sharing and aspects such as political priorities and labour force needs do not play a major role in refugee policy.

Finland has received refugees since 1970's and during those three decades the reception has changed from rather sporadic activity to stable and continuous part of the municipal services.

## **FINLAND RED CROSS**

The overall responsibility of resettlement is the Finnish Ministry. One may speculate that the political environment influences resettlement policy. According to predictions, the Finnish population is growing older and there will be a lack of workforce. It is a challenge for every party involved, including refugees, to work for the integration of refugees into the Finnish labour market.

The more open and tolerant the Finnish society is for diversity the more chances there are to resettle refugees in their municipalities.

## **IRELAND**

Ireland accepts 10 cases per year (up to 40 persons). Selection is by Dossier submitted through the UNHCR. Our formal Resettlement Quota programme is in place since 2000 and so we are in the early stages of development. However, we have long experience of working with emergency evacuations such as the Bosnian and Kosovar programmes.

Persons admitted under the Resettlement Quota programme have the Status of "Programme Refugee" and have the same rights and entitlements as persons with Convention status. Up to now we have not set any strategic priorities in relation to selection criteria other than that they are considered, by UNHCR, to be in need of resettlement. In future programmes we may look at building communities and strategically selecting persons from the same country of origin as those recently admitted.

Our current practice is to place Resettlement Refugees, where possible, outside the Capital. This is strongly resisted by the refugees themselves but this practice is driven by (a) availability of accommodation (b) distributing the share of responsibility more widely particularly in relation the Health and Education services – some areas are over subscribed while others have little or not foreign nationals in the area. Provision of services also influences location as English Language Training at an adequate level may not be available in smaller cities and towns.

## **NETHERLANDS**

In the Netherlands there is no difference between the integration support for resettled refugees and for refugees that have come through the regular asylum system. Therefore, all programs and initiatives on integration support all refugees. Also in legal status there is no difference, except for the fact that the status for resettled refugees will automatically become a permanent status (no conditions).

Please note that the Dutch policies on resettlement are currently in the process of being changed. This might effect

parts of the integration policies in consequence. More importantly, the current Cabinet will come with a new Integration Act, that will have an impact on the activities of all the organizations that are mentioned in this document.

The reception and integration of resettled refugees in the Netherlands is laid down in:

1. The Aliens Act 2000
2. The Integration of newcomers Act (WIN) (1998)
3. The Handbook invited refugees (2001)

**1. The Aliens Act 2000:**

1.1. Under the Aliens Act 2000 there is a system of two consecutive residence permits; a temporary status and a permanent status. The temporary status has a maximum of five years. Resettled refugees will always receive a permanent status after five years unless new and serious facts become known to prevent that (participation in war crimes etc.)

1.2. Because the temporary status counts both for convention refugees as for admitted asylum seekers the package of rights and benefits attached to the temporary status has been standardized to the level of the package a convention refugee is entitled to. In this way the Dutch government' policy is in line with internationally binding agreements (a.o. 1951 Refugee convention)

1.3. This means that all refugees with a temporary status are treated equally (single status).

**2. The Integration of newcomers Act (1998)**

All newcomers, including refugees with a temporary status, are obliged to follow courses in Dutch language and social orientation in the Dutch society. This is laid down in the Integration of Newcomers Act which aims at making the newcomer self supporting as soon as possible. The course takes about one year of part-time study and is paid for by the government. Forementioned studies are being provided by Regional education centers (ROCs). Orientation on the Dutch labour market is being provided by the Centers for Work and Income (CWI) who also mediate between job seeking refugees and employers.

In 2003 the new Cabinet (Balkenende II) decided to develop a totally new integration system, with more focus on the obligations newcomers have to learn Dutch and become acquainted with Dutch society. In 2004 a new law will be forwarded to parliament, stipulating that accepted asylum seekers will only receive permanent residence if they successfully pass integration examinations. A Newcomer has to pay his/her own integration course, but can receive half the money back after passing examinations. Specific regulations will be made for newcomers who do not have the necessary financial resources.

**3. The Handbook invited refugees (2001) (will be revised after adoption of new policies):**

This Handbook is a product of all organizations (governmental and non-governmental) participating in the reception of resettled refugees. All the different roles, services, processes and actions are being described. The participating organizations are:

- Ministry of Foreign Affairs
- Ministry of Justice
  - Immigration and Naturalization Service (IND)
  - Agency for the reception of asylum seekers (COA)
- International Organization for migration (IOM)
- Dutch health service (GGD/MOA)
- Dutch Refugee Council (VluchtelingenWerk Nederland)
- Foundation for the guardianship of unaccompanied minors (Nidos)

If refugees are being granted a temporary status they can start looking for permanent housing in a municipality. If they don't succeed they must accept accommodation, offered by the local authorities.

## **NORWAY**

Among Norway's population of 4,5 million people, about 7 % are of ethnic minority background, largely immigrants

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or descendants of immigrants from 1970 onwards. In 2003 about 15.000 acquired residence permits either through asylum claims, the UN resettlement program or through family reunification. Since 2003 Norway has received 750 refugees annually through the UNHCR resettlement program. Simultaneously the government has increasingly stressed the need for refugees to be able to integrate or be able to participate and live independently. In the guidelines for the Norwegian resettlement policy it is stated that in addition to protection needs the refugees should be able to integrate in Norway.

Norway is a wealthy and stable country with a low unemployment rate. However, the unemployment rate is higher among refugees and immigrants than ethnic Norwegians. The government tries to challenge the unfavorable situation in which a comparatively high number of refugees and immigrants are dependent on social welfare. An important political instrument is the implementation of an introduction program through new legislation for newly arrived refugees. From 1 September 2004 all refugees between 18 and 55 in need of basic qualifications, have a right to follow a full-time introductory program for up to two years (exceptionally three years). The programme consists of Norwegian language training, Norwegian society studies and measures preparing for further studies or for working life. Every refugee develops an individual plan for the future in co-operation with refugee service staff in the municipality.

It is also broadly acknowledged that persons of ethnic minority background are vulnerable to discrimination in the labor market and other societal fields in Norway. The governmental body The Norwegian Centre for Combating Ethnic Discrimination was founded in 1998 to help improve the legal assistance available to persons who suffer from discrimination and to document and monitor the situation with respect to the nature and scope of discrimination. The center and several non-governmental organizations have documented that racism and xenophobia continue to occur in Norway. Currently the authorities are particularly concerned with access and equity in public services and monitoring of ethnic discrimination.

## **SWEDEN**

### **Migration policy and context**

Since 1950, Sweden has accepted persons for organised resettlement in Sweden within the framework of a special refugee resettlement quota. This quota is used for transferring persons seeking refuge or others in particularly vulnerable situations. The general guidelines on which application of the quota are based are established by the Government each fiscal year after approval by the Swedish parliament.

The responsibility for the selection and transfer of quota refugees to Sweden rests with the Migration Board. Transportation and other practical matters are handled by the International Organisation for Migration (IOM) as instructed by the Migration Board. Refugees are selected for resettlement in Sweden in close cooperation with UNHCR, and it is primarily on the basis of UNHCR's assessment that the Board plans its selection. In matters of overall policy, the Governments of the Nordic countries meet for regular consultations within the framework of the Nordic Council for Refugee Affairs (NSHF).

Starting in fiscal year 1993/94, the Swedish parliament established that quota funds could be used more flexibly. Consequently, funds should no longer necessarily be limited merely to the selection and transfer of refugees to Sweden. For 2004 the Swedish parliament, as recommended by the Government, has allotted funds corresponding to the resettlement in Sweden of 1,700 quota refugees.

In 1998 the Swedish Immigration Board was divided into two bodies – the Migration Board and the Integration Board. The Integration Board is responsible for all national reception and integration matters together with implementing local actors.

Local governments decide, on a voluntary basis, if they want to accept refugees for settlement and NGOs are not frequently involved. There is a distinction between national ambitions and local motivation (read financial) to accept refugees. Politicians want a faster introduction into the Swedish society and faster contact with the labour market.

### **Integration policy**

The Swedish Riksdag decided on integration policy in 1997. This decision was based on the Government bill Sweden, the future and diversity – from immigration policy to integration policy (1997/98:16). The point of departure for integration policy is that general policy should be based on society's ethnic and cultural diversity. It should encourage individuals to support themselves and take part in society, safeguard fundamental

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democratic values, contribute to equal rights and opportunities for women and men and prevent and combat ethnic discrimination, xenophobia and racism. [http://naring.regeringen.se/pressinfo/infomaterial/pdf/N2002\\_038e.pdf](http://naring.regeringen.se/pressinfo/infomaterial/pdf/N2002_038e.pdf)

**Integration and minority issues**

All members of society, regardless of their ethnic and cultural background, should enjoy equal rights and opportunities.

Equal rights and opportunities for all

Sweden is moving from immigration policy to integration policy. Society's ethnic and cultural diversity is the starting point for overall policy in every sector of society. Stopping segregation in Swedish society is a high priority, as are measures to combat racism, xenophobia and ethnic discrimination. More stringent legislation against ethnic discrimination and active measures on the part of government agencies in the area are intended to help counteract discrimination in the labour market. The Government has proposed a new law on Swedish citizenship intended to facilitate integration.

**Aims of integration policy**

- Equal rights and opportunities for all, regardless of ethnic and cultural background.
- Social fellowship based on the diversity of society.
- Social development, characterised by mutual respect and tolerance, which all members of society irrespective of background should take part in and be jointly responsible for.

<http://justitie.regeringen.se/inenglish/ issues/integration/index.htm>

The Ombudsman against ethnic discrimination (DO) is appointed by the government. The DO shall work to prevent the occurrence of ethnic discrimination in society. The term ethnic discrimination means unfair or offensive treatment due to race, skin colour, national or ethnic origin or religious faith. <http://www.do.se/o.o.i.s?id=618>

**UNITED KINGDOM**

The aim of the Gateway Protection Programme is to offer a managed legal route to the UK and engage refugees at the earliest opportunity to maximize their chances of eventual resettlement and self-sufficiency in the UK. It is also part of a balanced immigration strategy to tackle abuse of the asylum system by those not in need of protection. The Programme works in partnership with the United Nations High Commission for Refugees (UNHCR) to build on similar schemes, run by UNHCR, in conjunction with countries around the world.

**REFUGEE COUNCIL USA**

The Report to Congress submitted on behalf of the President of the United States for fiscal 2004 states "The United States remains steadfast in its commitment to offer resettlement to refugees in need". "As in the past, in FY 2004 we will focus on maintaining the United States government's continuing global leadership on refugee resettlement even in the current difficult environment." The US Refugee Program (USRP) has a proud history of both bipartisan support in Congress, and strong grass roots support of the American people. During the Cold War, the USRP was a significant element of US Foreign Policy, but with the ending of the Cold War, the USRP has focused more and more on the humanitarian aspects of the Refugee Resettlement Program, and has sought to increase resettlement for some of the most vulnerable people who lack other durable solutions. While emphasizing the humanitarian nature of the program, the US is keenly aware of security concerns in today's world. In FY 03 the Worldwide Refugee Admissions Processing System (WRAPS) was deployed. This is the State Department's automated case information tracking system that now functions in thirteen overseas processing locations. This system has already enhanced the security of the admissions program by allowing more thorough cross-checking of referrals, double-checking of security clearance requirements, and real time access to processing information on any given case. (For more information see [www.state.gov/g/prm/](http://www.state.gov/g/prm/) and [www.uscis.gov/graphics/services/refugees](http://www.uscis.gov/graphics/services/refugees))

The USRP is based on a strong public/private partnership between the US Government and various NGO's who have entered into a cooperative agreement with the State Department to resettle refugees. These NGO's are dedicated to maintaining this positive view and grass roots support of the refugee program by working in the communities where resettlement takes place. They emphasize the positive elements refugees bring to the community, and how refugees enhance rather than put a drain on society. Refugees are mainstreamed in to US society through the work of these NGO's via community organizations, religious institutions, and ethnic mutual assistance organizations (MAA's).

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NGO's work with the local educational system as well as the law enforcement community and the health care community to provide good understanding between the current residents and the refugee new comers. Through an intense program designed to encourage early employment for refugees, the goal of the USRP is to make refugees self-sufficient as soon as possible.

Much of the USRP involves the reuniting of families, and so many refugees join other family members that are already in the US. There is, however, a significant portion of the USRP that have no friends or relatives in the US. These particular resettlement cases are targeted by the NGO's for placement into communities where low cost housing is available, where opportunities for employment make early employment an attainable goal, and where local communities are open to the resettlement of new groups of refugees. Special care is taken to avoid "impacting" a particular community with more refugees than the infrastructure of education and public health can manage.

## APPENDIX 2

### UPDATING OF COUNTRY OR NGO INVENTORY OF OPPORTUNITIES, NEEDS AND INTERESTS IN CAPACITY BUILDING

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## APPENDIX 2

### UPDATING OF COUNTRY OR NGO INVENTORY OF OPPORTUNITIES, NEEDS AND INTERESTS IN CAPACITY BUILDING

#### INTRODUCTION

The Inventory is updated following the Annual Tripartite Consultations on Resettlement with a deadline for submission by no later than 31 August annually. This form is distributed for completion by all countries and NGOs involved in the Working Group on Resettlement and/or the ATC, as well as organizations working or interested in refugee resettlement. The revisions will be made to the Inventory document posted on the UNHCR website at [www.unhcr.ch](http://www.unhcr.ch) and made available as soon as possible.

#### INSTRUCTIONS

Revisions and updates should be mailed electronically, *by no later than 31 August each year*, to the Chair of the Working Group on Resettlement or to the Chief of Resettlement, Department of International Protection, UNHCR Headquarters, Geneva.

#### **If your government or NGO already has a section in the inventory, please:**

- review what is already posted by looking at your country programme section;
- download the relevant sections and make the changes as required;
- or
- using the template on the following pages make the appropriate revisions and changes; then
- save as a WORD document containing the name of the country/NGO/and year in the file name, for example: RCUSA2005 or IRELAND2005;
- email to the Chair of the Working Group on Resettlement or the Chief of Resettlement Section, Department of International Protection, UNHCR Headquarters, Geneva

#### **If your country or organization does not already have a section in the Inventory but you would like to add one, please**

- go to Appendix 3 – Survey of Needs and Opportunities;
- complete the survey sections as appropriate;
- email to the Chair of the Working Group on Resettlement or the Chief of Resettlement Section, Department of International Protection, UNHCR Headquarters, Geneva

APPENDIX 2

UPDATING OF COUNTRY OR NGO  
INVENTORY OF OPPORTUNITIES, NEEDS AND INTERESTS IN CAPACITY BUILDING

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TEMPLATE FOR

**UPDATING OF COUNTRY OR NGO INVENTORY OF OPPORTUNITIES, NEEDS  
AND INTERESTS IN CAPACITY BUILDING**

<b>COUNTRY:</b>
<b>DEPARTMENT / ORGANIZATION:</b>
<b>Focal Person and Contact Information:</b>

**PRE-DEPARTURE PHASE**

**1. INTEGRATION ELEMENTS IN IDENTIFICATION AND SELECTION OF  
REFUGEES FOR RESETTLEMENT**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

**2. SELECTING AND DEVELOPING PLACEMENT COMMUNITIES AND  
SUPPORTING SOUND PLACEMENT CHOICES**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

**3. PRE DEPARTURE COUNTRY / CULTURAL ORIENTATION**

<b>We can offer the following:</b> ✓
<b>Information and details on all of the above offers:</b>

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<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

**ARRIVAL AND THE FIRST FEW WEEKS**

**4. ARRIVAL AND RECEPTION**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

**5. EARLY SETTLEMENT AND SOCIAL SUPPORT**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

**6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

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**7. ORIENTATION PROGRAMMES AND PROCESSES**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

**8. RESOURCES DEVELOPMENT FOR ORIENTATION PROGRAMMES**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

**9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

**10. TARGET LANGUAGE TRAINING AND ACQUISITION**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building capacity in:</b>

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INVENTORY OF OPPORTUNITIES, NEEDS AND INTERESTS IN CAPACITY BUILDING

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Resources needed, (such as those listed above):
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**11. A HEALTHY START: ACCESS TO HEALTH CARE**

We can offer the following:
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Information and details on all of the above offers:
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We are interested in building capacity in:
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Resources needed, (such as those listed above):
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**CAPACITY BUILDING IN THE RECEIVING COMMUNITY**

**12. BUILDING SOCIAL SUPPORT FOR NEWLY ARRIVED REFUGEES IN THE RECEIVING COMMUNITY**

We can offer the following:
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Information and details on all of the above offers:
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We are interested in building capacity in:
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Resources needed, (such as those listed above):
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**13. PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES**

We can offer the following:
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✓

Information and details on all of the above offers:
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We are interested in building our capacity in:
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Resources needed, (such as those listed above):
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**“MOVE ON” TRANSITIONS TO SELF-SUFFICIENCY**

**14. BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

**15. ACCESS TO SECURE AND AFFORDABLE HOUSING**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building our capacity in:</b>
<b>Resources needed (such as those listed above):</b>

**16. PLANNING FOR OPTIMAL MENTAL HEALTH**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

**RESETTLEMENT OF PARTICULAR GROUPS AND COMMUNITIES**

**17. TAKING ACCOUNT OF GENDER**

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<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

**18. REFUGEE CHILDREN AND YOUNG PEOPLE**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

**19. REFUGEE ELDERS**

<b>We can offer the following:</b>
<b>Information and details on all of the above offers:</b>
<b>We are interested in building our capacity in:</b>
<b>Resources needed, (such as those listed above):</b>

**20. OTHER**

<b>OTHER</b>
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## **APPENDIX 3**

### **NEXT STEPS IN SUPPORTING INTEGRATION INITIATIVES PROJECT**

### **SURVEY OF OPPORTUNITIES, NEEDS AND INTEREST IN CAPACITY BUILDING**

#### **BACKGROUND**

As part of the activities of the *Next Steps in Supporting Integration Initiatives Project*, undertaken through the UNHCR Annual Tripartite Consultations on Resettlement and implemented by the Canadian Council for Refugees, information was gathered on resettlement and integration practices through a 'Survey of Needs and Opportunities'. The results of the Survey built the *Inventory of Opportunities, Needs and Interest in Capacity Building* as a mechanism through which resettlement partners may share information, offer resources and seek assistance on refugee resettlement and integration subjects with the goal of enhancing their national resettlement efforts and thereby increasing global refugee resettlement capacity.

This survey focuses on:

- elements of the pre-arrival phase that support successful integration;
- the first weeks and months;
- transitioning to successful establishment;
- resettlement of particular groups and/or communities;
- capacity building in the receiving community.

The survey seeks information on:

- needs that could benefit from linkages;
- new initiatives that may be of interest to others;
- resources available to offer in support of other resettlement countries, including areas of specialization, opportunities for exchanges, listserves that people could join, conferences that people might usefully attend;
- suggestions of possible sources of funding for exchanges, for example foundations that might fund a person from an emerging country to go to a conference or do a placement in another country.

The survey has 20 sections as follows:

#### **PRE-DEPARTURE**

1. Integration elements in identifying and selecting refugees for resettlement
2. Selecting and developing placement communities
3. Pre-departure country / cultural orientation

#### **ARRIVAL AND THE FIRST FEW WEEKS**

4. Arrival and Reception
5. Early settlement and Social Support
6. Income Support and Establishment Resources
7. Orientation Programmes and Processes
8. Resources Development of Orientation Programmes

9. Promoting access to language assistance
10. Target language training and acquisition
11. A healthy start: access to health care

#### CAPACITY BUILDING IN THE RECEIVING COMMUNITY

12. Building social support for newly arrived refugees in the receiving community
13. Promoting welcoming and hospitable communities (Under construction)

#### MOVE ON / TRANSITIONING TO SELF-SUFFICIENCY

14. Building bridges to economic self-sufficiency
15. Access to secure and affordable housing
16. Planning for optimal mental health

#### RESETTLEMENT OF PARTICULAR GROUPS OF REFUGEES

17. Taking account of gender
18. Refugee children and young people
19. Refugee elders

20. Other

### INSTRUCTIONS FOR COMPLETING THE SURVEY

One or several persons may complete the survey by contributing to whatever segments are relevant.

The left hand shaded column contains the subject area for the specific section and includes ‘*Good Practice Features*’ and *Checklists* extracted from the *UNHCR International Handbook to Guide Reception and Integration (Chapters, 2 and 3)* as well as other documents. These are offered as reminders to assist the respondent to answer as fully as possible. (*Please note some of the Handbook material has been edited for purposes of this survey.*)

The right hand column can be completed by inputting as much information and detail about the specific area as possible. Tables will expand as you need the space.

**Check off** the boxes that apply and provide details on what your department / organization is able to offer in this specific area of integration. For example: in the area of mental health we can offer site visits to..., guidelines for training specialized interpreters, and ...

**Describe** the aspects in which your country is interested in building or increasing capacity in the specific resettlement / integration area;

**Identify** particular resources needed, that other resettlement partners may be able to provide, in order to achieve the capacity building.

Please provide the completed survey by ***no later than 31 August annually***, to the Chair of the Working Group on Resettlement or the Chief of Resettlement Section, Department of International Protection, UNHCR Headquarters, Geneva

Please provide name and contact information for those persons / departments / organizations contributing to the completion of the survey.

**RESETTLEMENT COUNTRY:**

**DEPARTMENT/ORGANIZATION**

*Briefly summarize the responsibilities of your department/ organization in the resettlement and integration of refugees from abroad resettled to your country.*

**NAME OF RESPONDENT(S) and CONTACT INFORMATION**

**NATIONAL CONTEXT FOR THE REFUGEE RESETTLEMENT PROGRAMME**

Please provide information on the national context that has driven your country's resettlement and integration programmes and how this has guided the development, capacity and focus of the integration processes for resettled refugees. (You may wish to consider aspects such as the political priorities, the economy, labour force needs, diverse populations, presence of racism and xenophobia, regional stability etc.)

## PRE- DEPARTURE PHASE

<p><b>1. OPERATIONAL ELEMENTS IN IDENTIFICATION AND SELECTION OF REFUGEES FOR RESETTLEMENT</b></p> <p>“According to its regulations and procedures, resettlement countries may consider resettlement requests in a dossier basis in their capital, and not require a direct interview with the refugee....In other cases, resettlement countries, by either discretion or law, conduct individual resettlement interviews with refugees under resettlement consideration. Such interviews are typically undertaken as part of a resettlement selection mission.” (<i>UNHCR Handbook on Resettlement V/35</i>)</p> <p>While not an exhaustive list, the following may be considered when assessing capacity and needs in the identification and selection processes of a country’s resettlement programme as they affect the integration programme:</p> <ul style="list-style-type: none"> <li>▪ Individual UNHCR dossier submissions for selection</li> <li>▪ Individual UNHCR dossier submissions for in-country selection</li> <li>▪ UNHCR Group submissions for in-country selection</li> <li>▪ Individual / group submissions from other organizations/partners</li> <li>▪ Roles of NGOs in identification, referrals, selection and processing</li> <li>▪ Capacity to accept emergency submissions</li> <li>▪ Capacity to consider special needs cases, medical needs cases, minors, elders, women at risk</li> <li>▪ Ensuring family unity and reunification</li> <li>▪ Counseling on destining options</li> </ul>	<p><b>What can we offer?</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; programme development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Other</li> </ul>	
	<p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Shared selection missions</li> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Shared caseload information</li> <li><input type="checkbox"/> On site facilities for selection missions</li> </ul>	<p><b>Information and details on all of the above offers:</b></p>	
	<p><b>We are interested in building our capacity in:</b></p>		
	<p><b>Resources needed, (such as those listed above):</b></p>		



<p><b>3. PRE DEPARTURE COUNTRY / CULTURAL ORIENTATION</b></p> <p><b>Guidelines:</b></p> <p>‘Refugees should have as much information as possible of what awaits them upon arrival in the resettlement country. Their active participation will be indispensable. If possible, refugees should be given information concerning the language, culture, climate and population of the country. Some countries provide information or even orientation courses for refugees prior to departure. It is strongly recommended that, where feasible, counseling be done in close collaboration with the Government which has accepted the refugees for resettlement. <i>(UNHCR Resettlement Handbook V/41)</i></p> <p>‘When providing and developing information it is important to: strike a balance between welcoming newcomers and promoting the country’s assets, while being realistic about its limitations; outline the country’s prior involvement in refugee resettlement.</p> <p>The formal programme may be new, but many emerging countries have a wealth of experience in settling asylum seekers; ensure that information is regularly updated to accommodate changes in conditions in the receiving country (both positive and negative) and developments in the resettlement programme.’ <i>(UNHCR International Handbook to Guide Reception and Integration, Ch.2.7 p.49 )</i></p> <p><b>Good Practices:</b></p> <p>‘There is no consensus on the type of information refugees retain, or whether it is better to provide full orientation sessions prior to departure, on arrival, or a mixture of both. However, as the majority of states that conduct resettlement programmes have pre-departure orientation programmes, this would seem to be the preferred modus operandi.</p> <p>States employ various entities to conduct orientation sessions, varying from the same NGO that acts as Overseas Processing Entity for the US programme, to IOM, to government officials either on selection mission or on an additional visit, to embassy staff.’ <i>(Migration Policy Institute, Study on The Feasibility of setting up resettlement schemes in EU Member States or at EU Level, against the background of the Common European Asylum system and the goal of a Common Asylum Procedure, page 131)</i></p>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for pre-departure country / cultural programmes</li> <li><input type="checkbox"/> Resource materials</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Recent reports</li> <li><input type="checkbox"/> Other</li> </ul>
<p><b>Information and details on all of the above offers:</b></p>		
<p><b>We are interested in building our capacity in:</b></p>		
<p><b>Resources needed, (such as those listed above):</b></p>		

## ARRIVAL AND THE FIRST FEW WEEKS

<p><b>4. ARRIVAL AND RECEPTION</b></p> <p><b>Good Practice Features:</b></p> <p>A SOUND INTEGRATION PROGRAMME WOULD:</p> <ul style="list-style-type: none"> <li>▪ have arrangements in place to ensure that resettled refugees are met and welcomed on arrival at the airport;</li> <li>▪ provide resettled refugees with temporary accommodation until permanent accommodation has been secured;</li> <li>▪ provide resettled refugees with assistance in securing longer term accommodation;</li> <li>▪ have arrangements in place for basic practical orientation as part of the reception process;</li> <li>▪ have sound linkages between reception support providers and services providing longer term resettlement support;</li> <li>▪ have measures in place for the identification and treatment of health problems;</li> <li>▪ have measures in place to identify and offer additional support to resettled refugees with complex needs.</li> </ul> <p>RECEPTION SERVICES WOULD:</p> <ul style="list-style-type: none"> <li>▪ be provided in the language of the resettled refugee, or arrangements made for interpreters.</li> </ul> <p><b>Checklist:</b></p> <p>WELCOMING AND RECEIVING RESETTLED REFUGEES</p> <p>Think about:</p> <ul style="list-style-type: none"> <li>✓ airport reception and transit arrangements;</li> <li>✓ reception accommodation;</li> <li>✓ basic practical orientation;</li> <li>✓ linkages between reception care and settlement support;</li> <li>✓ arrangements for identifying resettled refugees with intensive needs, in particular, acute health problems.</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; program development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Other</li> </ul>
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	<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>		

<p><b>5. EARLY SETTLEMENT AND SOCIAL SUPPORT</b></p> <p><b>Good Practice Features</b></p> <p>OVERALL A SOUND INTEGRATION PROGRAMME WOULD:</p> <ul style="list-style-type: none"> <li>▪ offer individualised assessment and early settlement support conducted by an identifiable entity funded by government;</li> <li>▪ conduct early assessment with the aim of facilitating resettled refugees' access to support services and systems provided to nationals;</li> <li>▪ engage government, nongovernment agencies, the refugee and wider communities in social support;</li> <li>▪ make provision for resettled refugees to apply to have family members join them;</li> <li>▪ implement social support programs at local level;</li> <li>▪ develop strategies for enhancing the capacity of refugee communities to offer support to newcomers;</li> <li>▪ develop strategies for ensuring that social support services provided to nationals are accessible to resettled refugees;</li> <li>▪ have systems for ensuring ongoing monitoring and support programs provided to resettled refugees.</li> </ul> <p><b>Checklist:</b></p> <p>PLANNING SETTLEMENT SUPPORT AND BUILDING SOCIAL CONNECTION</p> <p>When establishing a new resettlement program, give priority to:</p> <ul style="list-style-type: none"> <li>✓ establishing processes and services for individualised assessment of the needs of resettled refugees and the coordination of their integration process in the first weeks and months after arrival;</li> <li>✓ developing a Family Reunion program;</li> <li>✓ identifying opportunities for resettled refugees to participate in local cultural, community and recreational events;</li> <li>✓ placement policies to enhance social support.</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; program development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Other</li> </ul>
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<p><b>We are interested in building capacity in:</b></p>		
<p><b>Resources needed, (such as those listed above):</b></p>		

<p><b>6. INCOME SUPPORT AND ESTABLISHMENT RESOURCES</b></p> <p><b>Good Practices</b></p> <p>OVERALL A SOUND INTEGRATION PROGRAM WOULD:</p> <ul style="list-style-type: none"> <li>▪ provide income support for a period following arrival which is long enough for refugees to adjust to their refugee and resettlement experiences;</li> <li>▪ acquire basic language skills and receive adequate orientation;</li> <li>▪ provide income support during this period at a rate that is sufficient to meet basic living costs (housing, food, transportation, educational expenses etc);</li> <li>▪ provide some form of 'one off' cash or material assistance to meet household and personal establishment costs;</li> <li>▪ foster formal linkages between income support and job placement services;</li> <li>▪ ensure that refugee elders have access to government provided retirement income;</li> <li>▪ ensure that appropriate income support arrangements are made for resettled refugees who have physical or psychological difficulties that impede their participation in paid work, sole parents and unaccompanied minors.</li> </ul> <p>INCOME SUPPORT PROGRAMS WOULD:</p> <ul style="list-style-type: none"> <li>▪ be provided by personnel who have received appropriate training on the needs and circumstances of resettled refugees;</li> <li>▪ have processes for assessing entitlement to income support payments which are sensitive to the past experiences and current stresses of resettled refugees;</li> <li>▪ communicate with resettled refugees in their own language.</li> </ul> <p><b>Checklist</b></p> <p>When establishing a new resettlement program, give priority to:</p> <ul style="list-style-type: none"> <li>✓ funding for income support payments;</li> <li>✓ determining the length and amount of support required;</li> <li>✓ arrangements for the payment of income support;</li> <li>✓ defining expectations of economic self-sufficiency;</li> <li>✓ establishing links between income support and job placement programs.</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; program development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Other</li> </ul>
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	<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>		

<p><b>7. ORIENTATION PROGRAMMES AND PROCESSES</b></p> <p><b>Good Practices Features</b></p> <p><b>OVERALL A SOUND INTEGRATION PROGRAMME WOULD:</b></p> <ul style="list-style-type: none"> <li>▪ support, plan, coordinate and resource orientation as a critical component of an integration program;</li> <li>▪ deliver an appropriate level of orientation support based on the needs of individual resettled refugees;</li> <li>▪ incorporate mechanisms for monitoring and updating orientation programs in consultation with refugee communities and service providers;</li> <li>▪ have arrangements in place for orientation of resettled refugees with different needs (e.g. youth, unaccompanied minors, victims of violence, women at risk, elders);</li> <li>▪ incorporate means of orientating the receiving society to the beliefs, cultural practices and past experiences of resettled refugees;</li> <li>▪ foster opportunities to integrate orientation into other resettlement processes (e.g. language learning, accessing health care);</li> <li>▪ engage relevant systems in the orientation process;</li> <li>▪ plan to ensure that orientation is an ongoing process;</li> <li>▪ recognise that resettled refugees have different information needs and different capacities to absorb and contextualise information at different stages of the resettlement process.</li> </ul> <p><b>SERVICES AND PROGRAMMES FOR ORIENTATING RESETTLED REFUGEES WOULD:</b></p> <ul style="list-style-type: none"> <li>▪ ensure that the orientation process actively engages women as critical players in family integration;</li> <li>▪ be based on adult learning principles;</li> <li>▪ be voluntary;</li> <li>▪ respect and value the culture, beliefs and past experiences of resettled refugees;</li> <li>▪ be experientially based and use interactive learning methodologies;</li> <li>▪ be delivered by personnel who are appropriately trained and supported;</li> <li>▪ be delivered (where possible) by people from the same cultural and language backgrounds as resettled refugees;</li> <li>▪ engage skilled interpreters where first language delivery is not possible.</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; program development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Other</li> </ul>
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	<p><b>We are interested in building capacity in:</b></p>	
	<p><b>Resources needed, (such as those listed above):</b></p>	

<p><b>8. RESOURCES DEVELOPMENT ORIENTATION PROGRAMMES</b></p> <p><b>Checklist</b></p> <p>In the longer term, aim for:</p> <p><b>FOR ORIENTATION PROVIDERS</b></p> <ul style="list-style-type: none"> <li>✓ course outlines, resources, information and manuals to guide orientation providers and enhance the capacity of personnel in other systems to provide orientation;</li> <li>✓ training courses;</li> <li>✓ technical support (e.g. websites, help-desk facilities);</li> <li>✓ teaching resources (e.g. audio tapes, videos, games);</li> <li>✓ curricula and resources to promote orientation through language training programs.</li> </ul> <p><b>FOR RESETTLED REFUGEES</b></p> <ul style="list-style-type: none"> <li>✓ providing information in refugee languages in written, audio or video formats;</li> <li>✓ websites providing orientation information;</li> <li>✓ formal pre- and post arrival orientation programs;</li> <li>✓ engaging volunteer and professional social support providers in orientation delivery;</li> <li>✓ making use of other settings to provide orientation to specific services and programs (e.g. health care providers, schools);</li> <li>✓ tailored orientation programs for groups with special needs (e.g. refugee youth, single parents, women-at-risk) or focussing on particular integration issues (e.g. domestic violence, intergenerational conflict).</li> </ul> <p><b>GENERAL</b></p> <ul style="list-style-type: none"> <li>✓ systems for monitoring and evaluating orientation programs;</li> <li>✓ regular updating of information provided to resettled refugees by maintaining links with service and program providers.</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; program development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Other</li> </ul>
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<p><b>9. PROMOTING ACCESS TO LANGUAGE ASSISTANCE</b></p> <p><b>Good Practices Feature</b></p> <p>OVERALL, A SOUND INTEGRATION PROGRAMME WOULD:</p> <ul style="list-style-type: none"> <li>▪ take steps to ensure that reception and early settlement support services provide appropriate language assistance;</li> <li>▪ support the development of centralised interpreter and translating services;</li> <li>▪ have ongoing strategies for planning and building an interpreter work force in response to changing needs and intake patterns;</li> <li>▪ have systems for screening and training volunteer language assistance providers;</li> <li>▪ support the development of appropriate training, accreditation and standards for professional interpreters;</li> <li>▪ provide funding and technical support for professional development programs for bilingual resettlement support workers who do not have requisite human service qualifications;</li> <li>▪ have arrangements for the translation of key integration documents at minimal or no cost to resettled refugees .</li> </ul> <p><b>Checklist:</b></p> <p>When establishing a new resettlement program, give priority to:</p> <ul style="list-style-type: none"> <li>✓ identifying interpreters and translators speaking relevant languages;</li> <li>✓ recruiting bilingual settlement support workers;</li> <li>✓ providing basic training to professional and volunteer language assistance providers on refugees and resettlement issues, roles and confidentiality.</li> </ul> <p>In the longer term, aim for:</p> <ul style="list-style-type: none"> <li>✓ formal training, accreditation and standards for professional interpreters;</li> <li>✓ strategies to promote the use of interpreters among government and community based service and program providers.</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; program development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> </ul>
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	<p><b>Resources needed, (such as those listed above):</b></p>	

<p><b>10. TARGET LANGUAGE TRAINING &amp; ACQUISITION</b></p> <p><b>Good Practices Features</b></p> <p>OVERALL A SOUND INTEGRATION PROGRAMME WOULD:</p> <ul style="list-style-type: none"> <li>▪ incorporate target language training as an integral component of a refugee resettlement program;</li> <li>▪ ensure that language training programs receive adequate, stable and ongoing funding;</li> <li>▪ establish mechanisms for the central coordination, planning and monitoring of language programs;</li> <li>▪ develop national standards for language training programs;</li> <li>▪ have strategies in place to build work force capacity for the delivery of language programs;</li> <li>▪ offer a range of options in program type and instructional format recognising the diversity in capacities, competencies and aspirations among resettled refugees;</li> <li>▪ provide income and other supports to enable participation in language training;</li> <li>▪ ensure linkages between language training and other integration processes, in particular, orientation, social support, vocational counselling, further education and training and employment placement;</li> <li>▪ promote language training as a socially and economically valuable but voluntary activity;</li> <li>▪ operate on adult learning principles;</li> <li>▪ respect and value the learner's first language and culture by promoting opportunities for multi/dual language use and incorporating the history, literature and cultural experiences of refugees into curricula and in the classroom;</li> <li>▪ ensure that second language learners have equitable access to facilities and resources;</li> <li>▪ have individualised assessment procedures to ensure that training opportunities are tailored to the competencies and aspirations of resettled refugees, including those with additional language training needs;</li> <li>▪ reflect the social context of the language taught and the importance of experiential learning;</li> <li>▪ provide or facilitate access to culturally appropriate childcare;</li> <li>▪ be provided by staff with appropriate technical teacher training in second language acquisition and adult learning as well as professional development in identifying and responding to the additional needs of refugees in a learning context.</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; program development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Other</li> </ul>
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	<p><b>We are interested in building capacity in:</b></p>	
	<p><b>Resources needed, (such as those listed above):</b></p>	

<p><b>11.A HEALTHY START: ACCESS TO HEALTH CARE</b></p> <p><b>Good Practice Features:</b> SPECIFIC HEALTH SERVICES PROVIDED TO RESETTLED REFUGEES WOULD:</p> <ul style="list-style-type: none"> <li>▪ be voluntary and confidential;</li> <li>▪ be free of charge or affordable;</li> <li>▪ offer new arrivals choice of gender of treating practitioner;</li> <li>▪ offer resettled refugees extended consultation time and follow-up;</li> <li>▪ offer accredited interpreters;</li> <li>▪ be delivered by or involve input from a multi-disciplinary team involving expertise in mental health, communicable disease, allied health and general medical care;</li> <li>▪ be delivered by health care professionals with expertise in responding to the special health care needs of resettled refugees, including those determined by cultural differences;</li> <li>▪ have well developed links with other health care services involved in refugee health care as well as with services, networks and resources required by new arrivals in the integration process;</li> <li>▪ provide debriefing and professional support to health care providers, particularly those caring for any refugee patients.</li> </ul> <p><b>Checklist</b> When establishing a new resettlement program, give priority to:</p> <ul style="list-style-type: none"> <li>✓ arrangements for offering communicable disease screening and an overall health assessment on arrival;</li> <li>✓ identifying health care providers who have interest and expertise in health issues of particular concern to resettled refugees (e.g. infectious disease and mental health professionals);</li> <li>✓ interpreters for health care consultations;</li> <li>arrangements for resettled refugees to meet the costs of health care in the resettlement country prior to achieving economic self-sufficiency.</li> </ul> <p>In the longer term, aim for:</p> <ul style="list-style-type: none"> <li>✓ strategies for ensuring that the wider health care system is sensitive to the needs of resettled refugees;</li> <li>✓ strategies for building work force capacity in providing health care to resettled refugees;</li> <li>✓ strategies for providing new arrivals information on and orientation to the health system of the receiving country and practical support to access health care;</li> <li>✓ community awareness strategies aimed at promoting understanding of the health concerns of refugee populations, countering negative concerns and enhancing community capacity to provide support.</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; program development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Other</li> </ul>
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<p><b>Resources needed, (such as those listed above):</b></p>		

## CAPACITY BUILDING IN THE RECEIVING COMMUNITY

<p><b>12. BUILDING SOCIAL SUPPORT FOR NEWLY ARRIVED REFUGEES IN THE RECEIVING COMMUNITY</b></p> <p><b>Good Practice Features</b></p> <p>SPECIFIC PROGRAMMES ESTABLISHED TO ENHANCE SOCIAL SUPPORT TO RESETTLED REFUGEES WOULD:</p> <ul style="list-style-type: none"> <li>▪ engage resettled refugees in developing and implementing settlement and social support or integration plans;</li> <li>▪ engage refugee communities in planning and implementation;</li> <li>▪ promote social support as having mutual benefits for both resettled refugees, the receiving society and individuals and volunteers providing support;</li> <li>▪ provide or facilitate access to support by removing practical barriers (child care, transport);</li> <li>▪ promote access to support systems and services available to nationals in the wider community;</li> <li>▪ provide culturally sensitive support;</li> <li>▪ take account of the needs of the whole family as well as individual family members;</li> <li>▪ build connections and supportive relationships between resettled refugees and refugee and wider local communities.</li> </ul> <p><b>Checklist:</b></p> <p>In the longer term aim for:</p> <ul style="list-style-type: none"> <li>✓ private sponsorship or like arrangements, along with appropriate training, support and monitoring;</li> <li>✓ support for the development of volunteer social support programs in the refugee, immigrant and the wider communities;</li> <li>✓ professional development and support for settlement support workers and volunteers;</li> <li>✓ strategies to build the capacity of general services to support resettled refugees;</li> <li>✓ activities to maintain, build and support the capacity of refugee and immigrant communities to support resettled refugees.</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; program development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Other</li> </ul>
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	<p><b>We are interested in building capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>		

<p><b>13. PROMOTING WELCOMING AND HOSPITABLE COMMUNITIES</b></p> <p><b>GOOD PRACTICE FEATURES</b></p> <p>A SOUND INTEGRATION PROGRAMME WOULD:</p> <ul style="list-style-type: none"> <li>▪ have an overall framework for implementing and monitoring integration and promoting diversity across society;</li> <li>▪ have legislative frameworks in place to promote equal opportunity, prevent discrimination and promote racial and religious tolerance;</li> <li>▪ have measures in place to ensure that human rights are observed;</li> <li>▪ involve resettled refugees in the planning and monitoring of integration and cultural diversity programmes and strategies;</li> <li>▪ have strategies in place to engage employers, labour unions, and local communities (in particular, faith-based communities and human rights organisations) in building hospitable communities;</li> <li>▪ have measures in place to raise community awareness and understanding of, and support for, refugee resettlement;</li> <li>▪ have measures in place to strengthen ethno-cultural communities and to build their capacity to provide opportunities for new arrivals to participate in cultural and religious activities and to serve as a bridge between refugee communities and the receiving society;</li> <li>▪ offer resettled refugees permanent residence and its associated rights and responsibilities (including the right to travel) and enable them to seek citizenship at the earliest possible stage.</li> </ul> <p><b>Checklist:</b></p> <p><i>When establishing a new resettlement programme, give priority to:</i></p> <ul style="list-style-type: none"> <li>✓ soliciting the support of community leaders in local integration sites;</li> <li>✓ developing a media strategy;</li> <li>✓ preparing a media information kit;</li> <li>✓ identifying integration experts in relevant ministries;</li> <li>✓ making provision to grant resettled refugees permanent residency;</li> <li>✓ citizenship provisions.</li> </ul> <p><i>In the longer term, aim for:</i></p> <ul style="list-style-type: none"> <li>✓ strategies to engage and build the capacity of key local constituencies to support integration (e.g. employers, labour unions, faith-based communities, local authorities);</li> <li>✓ strategies to strengthen ethno-cultural communities and cultural and religious institutions;</li> <li>✓ planning and legislative frameworks to promote integration and cultural diversity;</li> <li>✓ strategies to counter racism and xenophobia;</li> <li>✓ strategies to promote community awareness and understanding of refugee resettlement in the media;</li> <li>✓ strategies to protect and monitor human rights.</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Resource materials</li> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Recent reports</li> <li><input type="checkbox"/> Other</li> </ul>
	<p><b>Information and details on all of the above offers:</b></p>	
	<p><b>We are interested in building our capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>		

## PART 2C “MOVE ON” - TRANSITIONS TO SELF SUFFICIENCY

<p><b>14. BUILDING BRIDGES TO ECONOMIC SELF-SUFFICIENCY</b></p> <p><b>GOOD PRACTICE FEATURES:</b></p> <p>OVERALL A SOUND INTEGRATION PROGRAMME WOULD:</p> <ul style="list-style-type: none"> <li>▪ offer a programme for providing individualised assessment and job placement assistance or refugees which is sensitive to the refugee and resettlement experience;</li> <li>▪ have strategies to prevent discrimination against and promote equal employment opportunity among refugees, targeted to both employers and refugees themselves;</li> <li>▪ offer support for refugees wishing to establish small businesses;</li> <li>▪ aim to support refugees to compete on an equal basis with nationals in the labour market and to advance in the labour market commensurate with their skills, experience and aptitude;</li> <li>▪ incorporate strategies to promote and support employment opportunities for refugee women, refugee young people and refugee elders.</li> </ul> <p>SPECIFIC PROGRAMMES ESTABLISHED TO SUPPORT REFUGEE EMPLOYMENT WOULD:</p> <ul style="list-style-type: none"> <li>▪ foster a partnership approach with resettled refugees to ensure that they play an active role in and have a sense of ownership of the job search process;</li> <li>▪ support resettled refugees to represent themselves to employers by assisting them to accurately assess their abilities and job possibilities;</li> <li>▪ provide language assistance;</li> <li>▪ provide support which is sensitive to the needs of refugee women, elders and young people;</li> <li>▪ engage employers and labour unions;</li> <li>▪ engage refugee communities in planning and implementation;</li> <li>▪ promote refugees as assets to employers in receiving countries;</li> <li>▪ provide or facilitate access to support with practical barriers (child care, transport, tools of trade);</li> <li>▪ promote access to meaningful and sustainable employment.</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; programme development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Other</li> </ul>
	<p><b>Information and details on all of the above offers:</b></p>	
	<p><b>We are interested in building our capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>		

<p><b>15. ACCESS TO SECURE AND AFFORDABLE HOUSING</b></p> <p><b>GOOD PRACTICE FEATURES:</b> OVERALL A SOUND INTEGRATION PROGRAMME WOULD ENSURE THAT:</p> <ul style="list-style-type: none"> <li>▪ there are appropriate protocols and resources in place to provide or facilitate access to long term, affordable, secure and good quality housing as soon as possible after arrival;</li> <li>▪ relevant players are engaged in the planning process, in particular, refugee communities, non-government organisations, government housing authorities and the private sector;</li> <li>▪ the needs of resettled refugees with particular housing needs are addressed (e.g. large and extended families, single people, resettled refugees with disabilities).</li> </ul> <p><b>Checklist</b> <i>When establishing a new resettlement programme, give priority to:</i></p> <ul style="list-style-type: none"> <li>✓ developing partnerships with governmental and private sector housing providers;</li> <li>✓ providing support for resettled refugees to access long term housing in the context of assessment and early settlement support;</li> <li>✓ planning permanent housing options in advance of refugee arrivals.</li> </ul> <p><i>In the longer term, aim for:</i></p> <ul style="list-style-type: none"> <li>✓ the inclusion of information about accessing long term housing in orientation programmes;</li> <li>✓ the involvement of volunteer and professional social support providers in assisting resettled refugees to secure housing;</li> <li>✓ initiatives to build the capacity of ethno-cultural services, resettlement and non-government agencies and housing advocacy services to support resettled refugees to access housing;</li> <li>✓ professional development to officers responsible for allocating public sector housing,</li> <li>✓ including training in cultural diversity and access and equity issues;</li> <li>✓ housing developments that meet the needs of resettled refugees with special housing needs, including those with disabilities;</li> <li>✓ legislation and programmes to counter discrimination against resettled refugees in the housing market;</li> <li>✓ rental subsidies and grants to meet the up-front and ongoing costs of rental accommodation.</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; programme development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Other</li> </ul>
	<p><b>Information and details on all of the above offers:</b></p>	
	<p><b>We are interested in building our capacity in:</b></p>	
<p><b>Resources needed (such as those listed above):</b></p>		

<p><b>16. PLANNING FOR OPTIMAL MENTAL HEALTH</b></p> <p><b>Taking account of survivors of trauma in integration programme components think about:</b></p> <p>Placement:</p> <ul style="list-style-type: none"> <li>availability of social support, health services, specialist trauma and torture services and appropriate support for pre-existing mental health illness.</li> </ul> <p>Settlement and social support:</p> <ul style="list-style-type: none"> <li>more intensive early settlement support;</li> <li>support for survivors to access family reunification provisions.</li> </ul> <p>Income support:</p> <ul style="list-style-type: none"> <li>whether existing income support provisions for those outside of the paid labour force for reasons of disability, accommodate those affected by severe trauma or other mental illness.</li> </ul> <p>Language training ;</p> <ul style="list-style-type: none"> <li>outreach and flexible delivery options;</li> <li>more intensive tuition for survivors of torture and trauma; offering a generous ‘window period’ for participation, as survivors of trauma and torture and those with mental illness may not be able to benefit from language training soon after arrival.</li> </ul> <p>Housing:</p> <ul style="list-style-type: none"> <li>reviewing protocols guiding the allocation of housing on a priority or urgent basis to ensure that refugee-related trauma and mental health are considered in assessment criteria.</li> </ul> <p>Employment:</p> <p>intensive job search support for resettled refugees affected by trauma and torture and resettled refugees with mental illness.</p> <p>Health care</p> <ul style="list-style-type: none"> <li>specialist services for trauma and torture survivors;</li> <li>culturally relevant approaches to addressing trauma and torture and other mental health concerns;</li> <li>professional development and awareness raising among mental health services concerning the needs of trauma and torture survivors with acute mental illness as well as those with other mental health conditions.</li> </ul> <p>Welcoming and hospitable communities:</p> <p>promoting understanding in the wider community of the effects of refugee-related trauma and the role of a welcoming environment in</p>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li>Guidelines for policy &amp; programme development</li> <li>Current research</li> <li>Recent reports</li> </ul>	<ul style="list-style-type: none"> <li>Opportunities for exchanges</li> <li>Site visits</li> <li>Training guidelines &amp; resources</li> <li>Upcoming conferences and meetings</li> <li>Useful websites</li> <li>Other</li> </ul>
	<p><b>Information and details on all of the above offers:</b></p>	
	<p><b>We are interested in building our capacity in:</b></p>	
<p><b>Resources needed, (such as those listed above):</b></p>		

<ul style="list-style-type: none"><li>recovery;</li><li>▪ the need to take into account the impact of trauma on refugee communities in refugee community capacity building.</li></ul> <p>General:</p> <ul style="list-style-type: none"><li>▪ professional development, training and awareness raising activities for key personnel and professionals to enhance their capacity to identify and support survivors;</li><li>▪ debriefing for relevant personnel;</li><li>▪ service provider networks to promote information exchange and coordinated support.</li></ul>	
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## RESETTLEMENT OF PARTICULAR GROUPS OF REFUGEES

<p><b>17. TAKING ACCOUNT OF GENDER</b></p> <p><b>Taking account of gender in integration programme components, think about:</b></p> <p>Placement</p> <ul style="list-style-type: none"> <li>▪ family and ethnic community support services, public transportation and trauma counselling for at-risk women;</li> <li>▪ child care services for refugee families.</li> </ul> <p>Early settlement and social support</p> <ul style="list-style-type: none"> <li>▪ individual and family based assessment and settlement support;</li> <li>▪ identifying and offering more intensive settlement support to ‘at-risk’ refugees;</li> <li>▪ community support networks, especially for women not in paid employment, young single males and those lacking family support;</li> <li>▪ culturally responsive services for refugee families affected by family violence and female genital mutilation (FGM).</li> </ul> <p>Income support</p> <ul style="list-style-type: none"> <li>▪ income support for single parents.</li> </ul> <p>Language training</p> <ul style="list-style-type: none"> <li>▪ strategies to foster the participation of refugee women;</li> <li>▪ strategies to develop/improve literacy skills</li> </ul> <p>Orientation</p> <ul style="list-style-type: none"> <li>▪ strategies to foster the participation of refugee women.</li> <li>▪ providing information relevant to the family and domestic sphere (e.g. child care services, child welfare issues, FGM, sexual orientation, health services and programmes for women, family violence, family relationships, gender role changes, customs and laws);</li> <li>▪ providing child care to promote participation.</li> </ul> <p>Housing</p> <ul style="list-style-type: none"> <li>▪ safety and security issues, especially for women and those without family support.</li> </ul> <p>Employment</p> <ul style="list-style-type: none"> <li>▪ intensive job search assistance for women experiencing employment disadvantage;</li> <li>▪ the adequacy of existing legislative frameworks to prevent discrimination against women in the work force;</li> <li>▪ home based micro-economic enterprises, especially for families with child care responsibilities;</li> <li>▪ safety and security issues affecting women accessing employment (e.g.</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; programme development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Other</li> </ul>
	<p><b>Information and details on all of the above offers:</b></p>	
	<p><b>We are interested in building our capacity in:</b></p>	

<ul style="list-style-type: none"><li>▪ transport arrangements, working hours);</li><li>▪ availability of child care.</li></ul> <p>Health care</p> <ul style="list-style-type: none"><li>▪ support for refugee families to access hospital based obstetric care.</li></ul> <p>Welcoming and hospitable communities</p> <ul style="list-style-type: none"><li>▪ providing information about family relationships and the strengths, customs and practices of refugee women to receiving societies;</li><li>▪ providing information on the social customs and practices related to sexual orientation;</li><li>▪ fostering opportunities for refugee women’s civic and community participation;</li><li>▪ gender sensitive community and recreation services(e.g. ‘women only’ swimming sessions).</li></ul> <p>General</p> <ul style="list-style-type: none"><li>▪ facilitating choice of gender of service provider for both men and women;</li><li>▪ professional development, training and awareness raising activities for key personnel and professionals to enhance their capacity to provide gender sensitive support.</li></ul>	<p><b>Resources needed, (such as those listed above):</b></p>
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<p><b>18. REFUGEE CHILDREN AND YOUNG PEOPLE</b></p> <p><b>Taking account of children and young people in integration programme components, think about:</b></p> <p>Placement</p> <ul style="list-style-type: none"> <li>▪ access to peer support;</li> <li>▪ the availability of specialist education support;</li> </ul> <p>Early settlement and social support</p> <ul style="list-style-type: none"> <li>▪ family sensitive assessment and settlement support</li> <li>▪ intensive settlement support and alternative care arrangements for separated or unaccompanied refugee minors;</li> <li>▪ availability of support and advocacy for children and young people in vulnerable or exploitative situations;</li> <li>▪ family tracing and reunion provisions for separated minors.</li> </ul> <p>Income support and establishment resources</p> <ul style="list-style-type: none"> <li>▪ provisions for separated minors;</li> <li>▪ provisions for refugee young people approaching or over the age of majority with disrupted education.</li> </ul> <p>Language assistance</p> <ul style="list-style-type: none"> <li>▪ availability of language assistance in key systems serving refugee families;</li> <li>▪ strategies to avoid children and young people being used to interpret on behalf of other family members.</li> </ul> <p>Language training</p> <ul style="list-style-type: none"> <li>▪ culturally sensitive school based target language programmes available at all levels of the education system;</li> <li>▪ alternative language and literacy training programmes for refugee young people approaching or over the age of majority who wish to resume basic education.</li> </ul> <p>Orientation</p> <ul style="list-style-type: none"> <li>▪ targeted orientation programmes for young people;</li> <li>▪ school-based orientation programmes at all levels of the school system;</li> <li>▪ information on matters concerned with parenting (e.g. peer pressure, changing family relationships, the effects of trauma, torture and resettlement on children, drug use, bullying and racism).</li> </ul> <p>Employment and Training</p> <ul style="list-style-type: none"> <li>▪ job search and career planning programmes for refugee young people</li> </ul> <p>Health care</p>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; programme development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Other</li> </ul>
	<p><b>Information and details on all of the above offers:</b></p>	
	<p><b>We are interested in building our capacity in:</b></p>	

<ul style="list-style-type: none"><li>▪ capacity building for health workers who have contact with refugee children and young people (e.g. child health nurses, school nurses).</li></ul> <p>Welcoming and hospitable communities</p> <ul style="list-style-type: none"><li>▪ access to recreational and cultural activities;</li><li>▪ capacity building initiatives in school communities and child care facilities.</li></ul> <p>General</p> <ul style="list-style-type: none"><li>▪ fostering partnership arrangements;</li><li>▪ arrangements for providing technical support to key professionals serving refugee children and young people and their families;</li><li>▪ work force development initiatives (e.g. bilingual and bi-cultural teaching and child care professionals, cultural advisers, aides);</li><li>▪ professional development, training and awareness raising activities for key personnel to enhance their capacity to support refugee children and young people (e.g. teachers, child welfare professionals, nurses, youth workers).</li></ul>	<p><b>Resources needed, (such as those listed above):</b></p>
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<p><b>19. REFUGEE ELDERS</b></p> <p><b>Taking account elders in integration programme components, think about:</b></p> <p>Placement</p> <ul style="list-style-type: none"> <li>▪ family support;</li> <li>▪ changing status and roles within the family and society</li> <li>▪ ethnic community networks;</li> <li>▪ health and social services;</li> <li>▪ neighbourhood safety and security;</li> <li>▪ public transportation.</li> </ul> <p>Early settlement and social support</p> <ul style="list-style-type: none"> <li>▪ offering separate assessments for the family and individual elders;</li> <li>▪ fostering linkages between refugee elders and community support services (e.g. meals services, domestic assistance, legal assistance);</li> <li>▪ partnerships between aged services and refugee communities to develop culturally relevant social and recreational programmes for refugee elders.</li> </ul> <p>Income support</p> <ul style="list-style-type: none"> <li>▪ whether refugee elders are eligible for retirement income under national retirement laws and provisions and the sustainability of current income provisions.</li> <li>▪ Avoidance of over-dependency on family unit</li> </ul> <p>Language assistance</p> <ul style="list-style-type: none"> <li>▪ the importance of assistance as elders may take longer to acquire the target language;</li> <li>▪ target language maintenance as resettled refugees age.</li> </ul> <p>Language training</p> <ul style="list-style-type: none"> <li>▪ flexible language training options;</li> <li>▪ literacy components in language training;</li> <li>▪ whether participation in language training/orientation programmes should be obligatory for the aged (an important concern in those countries where this is the case for resettled refugees generally);</li> <li>▪ curriculum relevant to refugee elders that emphasizes socialisation and community connections.</li> </ul> <p>Orientation</p> <ul style="list-style-type: none"> <li>▪ information on services and supports available to elders in the receiving country, including ethno-cultural groups and services;</li> <li>▪ life skills focussed orientation;</li> <li>▪ information about target language publications (newspapers, magazines) and radio and television programmes.</li> </ul> <p>Housing</p> <ul style="list-style-type: none"> <li>▪ availability of housing stock suitable for extended families;</li> </ul>	<p><b>What can we offer?</b></p> <p><b>We can offer the following:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines for policy &amp; programme development</li> <li><input type="checkbox"/> Current research</li> <li><input type="checkbox"/> Recent reports</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for exchanges</li> <li><input type="checkbox"/> Site visits</li> <li><input type="checkbox"/> Training guidelines &amp; resources</li> <li><input type="checkbox"/> Upcoming conferences and meetings</li> <li><input type="checkbox"/> Useful websites</li> <li><input type="checkbox"/> Other</li> </ul>
	<p><b>Information and details on all of the above offers:</b></p>	

<ul style="list-style-type: none"> <li>▪ physical accessibility of housing, particularly for elders with disabilities;</li> <li>▪ culturally sensitive, long term supported accommodation options for frail refugee elders.</li> </ul> <p>Employment</p> <ul style="list-style-type: none"> <li>▪ intensive job search support programmes and career planning assistance for resettled refugees over the age of 45;</li> <li>▪ the adequacy of existing legislative frameworks to prevent discrimination against elders.</li> </ul> <p>Health care</p> <ul style="list-style-type: none"> <li>▪ capacity building activities in programmes serving refugee elders (e.g. nursing homes, hospitals).</li> </ul> <p>Welcoming and hospitable communities</p> <ul style="list-style-type: none"> <li>▪ promoting elder involvement in ethnic community events;</li> <li>▪ promoting elder participation in the broader community;</li> <li>▪ whether more flexible requirements should apply for citizenship for elders.</li> </ul> <p>General</p> <ul style="list-style-type: none"> <li>▪ professional development, training and awareness raising activities for key personnel and professionals to enhance their capacity to support refugee elders.</li> </ul>	<p><b>We are interested in building our capacity in:</b></p>
	<p><b>Resources needed, (such as those listed above):</b></p>

**OTHER.**

PLEASE ADD ANYTHING ELSE YOU WISH REGARDING THE NEEDS AND OPPORTUNITIES FOR IMPROVED INTEGRATION POLICY, PROGRAMMES AND SERVICES.

