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IOM Resettlement Services in 2015

Country of Resettlement and Arrivals	AUS	AUT	CAN	CHE	DEU	DNK	FIN	FRA	GBR	NOR	NZL	SWE	USA
NB.: Figures include predominantly persons with refugee status but also other vulnerable persons of concern.													
	6,464	774	19,464	640	3,209	481	1,039	738	1,906	2,405	802	1,881	66,538

Case Processing

1. Refugee Interviews													•
2. Completion of government forms	•												•
3. Translation and interpretation	•		•			•			•	•	•		•
4. Selection mission preparation, logistical support and scheduling	•		•			•			•	•	•		•
5. Case file management													•
6. Database management, reporting and statistics													•
7. Information campaigns													•

Health Assessment and Assistance

8. Physical exam	•	•	•		•	•			•	•	•	•	•
9. Chest x-ray and radiologist interpretation	•	•	•		•	•			•	•	•	•	•
10. Diagnostic tests for TB (Sputum smear and culture testing)	•		•		•	•			•		•		•
11. Other laboratory examinations	•		•		•	•			•		•		•
12. Immunizations	•		•		•				•	•	•		•
13. Pre-Departure Medical Screening (PDMS)	•	•	•	•	•				•				•
14. Pre-embarkation fitness-to-travel check (PEC)	•	•	•	•	•	•	•	•	•	•	•	•	•
15. Medical escort/medical travel arrangement	•	•	•	•	•	•	•	•	•	•	•	•	•
16. Selected conditions treatment/stabilization	•	•	•	•	•	•	•	•	•	•	•	•	•
17. Refugee groups morbidity profiling					•								•

Pre-Departure Orientation/Integration

18. Needs assessments / social in-take			•						•				
19. Cultural profiles of refugee populations	•		•						•	•			•
20. Curriculum development	•	•	•	•	•				•	•			•
21. Cultural orientation courses	•	•	•	•	•				•	•			•
22. Language and/or literacy training									•				•
23. Pre-embarkation briefing	•	•	•	•	•				•				•

Movement Operations

24. In-country transportation	•	•	•	•	•	•	•	•	•	•	•	•	•
25. Refugee transit center accommodation	•	•	•	•	•	•	•	•	•	•	•	•	•
26. Pre-embarkation flight orientation	•	•	•	•	•	•	•	•	•	•	•	•	•
27. International airline bookings	•	•	•	•	•	•	•	•	•	•	•	•	•
28. Passenger assistance at departure, transit and arrival airports	•	•	•	•	•	•	•	•	•	•	•	•	•
29. Operational and/or medical escorts	•	•	•	•	•	•	•	•	•	•	•	•	•
30. Reporting	•	•	•	•	•	•	•	•	•	•	•	•	•

Other countries: Belgium (276), Brazil (5), Iceland (18), Ireland (176), Italy (96), Japan (19), Liechtenstein (17), Luxembourg (46), Netherlands (471), Spain (92).

Case Processing

1	Refugee Interviews: Collection of biographical data and case histories in the refugees' native language, and translated in English.
2	Completion of government forms: Data entry of resettlement country immigration forms, including Application, Health Assessment and Bio-metric forms.
3	Translation and interpretation: Contracting, training and supervision of interpreters for interviews and translation of documents.
4	Selection mission preparation, logistical support and scheduling: Accommodations, workspace, on-site clerical support, ground transportation for selection mission officials and refugees, arrangement of interview schedules.
5	Case file management: Creation, distribution and control of physical case files in secure storage facilities equipped with electronic inventory systems.
6	Database management, reporting and statistics: Maintenance of resettlement country database systems as well as IOM proprietary databases used to generate real-time statistics and reports.
7	Information campaigns: In coordination with UNHCR and the countries of resettlement, implement information campaigns to promote resettlement or increase awareness of current program requirements or developments.

Health Assessment and Assistance

8	Physical Exam (PE): Detailed physical examination, with pre- and post-test counseling, aspects of mental health evaluation and review of medical and immunization history. Signed informed consent is a pre-condition for the service.
9	Chest x-ray and interpretation: Systematic radiological screening for those of appropriate age (e.g. above 11 or 15 years); Certified radiologist interpretation of the chest x-ray images.
10	Diagnostic tests for TB (sputum smear and culture testing): Microbiological investigations of sputum samples, including drug susceptibility testing (DST), performed in case of abnormal chest x-rays or clinical determination.
11	Other laboratory examinations: Based upon resettlement country requirements, e.g. syphilis, HIV, hepatitis B and C, DNA serology, urinalysis and stool parasitology.
12	Immunizations: Immunization schedules generally include BCG, MMR, hepatitis B, Hib, DTaP, meningitis, polio and Td. Immunization programmes are administered overseas and may differ from those offered in the country of resettlement.
13	Pre-Departure Medical Screening (PDMS): Additional diagnostics, treatment and immunizations conducted in close proximity to departure to detect recent conditions that may have appeared since the initial exam or the deterioration of certain conditions already detected.
14	Pre-Embarkation Check (PEC): A rapid fit-to-travel assessment of refugees 24-48 hours before departure, in order to ensure they are free of acute or new conditions that could compromise the safety of refugees and other passengers.
15	Medical escort/medical travel arrangement: To respond to potential deterioration during travel, patients are escorted to destination by doctors/nurses appointed by IOM. Special arrangements may include stretchers, ambulances, in-flight interventions, etc.
16	Treatment/referrals for select conditions and/or stabilization: Conditions include active, infectious tuberculosis, syphilis and other STDs, malaria, intestinal parasites and conditions requiring stabilization before travel.
17	Morbidity profiling of refugee groups (other health data processing): Presentation of health profiles of refugee groups assisted by IOM. Data generated using IOM's MiMOSA database analyzed using the International Classification of Disease (ICD) 10 coding.

Pre-Departure Orientation/Integration

18	Needs assessments: Designed to enhance integration potential, these surveys are conducted through refugee family interviews in collaboration with service providers in the country of resettlement prior to arrival.
19	Cultural profiles: Comprehensive, detailed descriptions of refugee groups designed to enhance integration. Contents include: daily lives, livelihoods, education, language, culture, religion, integration strengths/challenges.
20	Curriculum development: Tailored to refugees' background. Content determined by country of resettlement to include priority messages.
21	Cultural orientation courses: 3-5 day courses taught by cultural trainers in refugees' native language for adults, youth and children.
22	Language and/or literacy training: Most recently, 30-day ESL courses conducted for Bhutanese refugees with little or no English.
23	Pre-embarkation briefing: Designed for first-time travelers. Half-day briefing focused on departure, in-flight-safety, transit and post-arrival formalities. Hygiene, packing and travelling with infants also included.

Movement Operations

24	In-country transportation: Ground and air charter transportation from refugee-hosting sites to international airports.
25	Refugee transit centers: Required at large refugee processing locations (e.g., Nepal, Kenya, Ethiopia, Thailand) transit centers provide accommodation and serve as a final point for health checks and orientation prior to departure.
26	Pre-embarkation flight orientation: Supplemental to the pre-embarkation briefing, this orientation provides itinerary-specific information.
27	International travel: IOM maintains an extensive network of agreements with airlines providing preferential fares to refugees travelling under the auspices of IOM.
28	Passenger assistance at departure, transit and arrival: IOM assists refugees to complete immigration, customs and baggage formalities and ensures that refugees board the assigned flights.
29	Operational and/or medical escorts: As required, IOM provides appropriate escorts to accompany vulnerable individuals or groups who require special assistance en route.
30	Reporting: Using its proprietary MiMOSA database and other reporting protocols, IOM keeps internal and external parties apprised of each movement in real time. The database generates a variety of reports and statistics.