



Addressing the needs of millions of people fleeing Ukraine necessitates action beyond immediate, life-saving emergency assistance. It requires investing in early inclusion policies and interventions that consider the medium to longer-term needs of impacted populations and developing the capacities of local communities to support newcomers. It also means ensuring that everyone in society has equal access to critical services and livelihood opportunities, appropriate infrastructure, and policy levers that facilitate inclusive and cohesive societies.

About the Toolkit



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This toolkit offers a compilation of existing resources, tools, publications, and recommendations that practitioners and policymakers can use to strengthen practical and operational responses on cross-cutting issues, inform policy decisions and develop projects to support the evolving situation.

While the resources included in this toolkit were developed prior to the conflict in Ukraine, it nevertheless provides IOM missions and partners an initial guide to facilitate early inclusion of impacted populations, keeping in mind the medium- and longer-term implications of the crisis on the hosting governments and local communities. It is also applicable to supporting the inclusion of other newly arrived migrants and refugee populations beyond the Ukraine context.

IOM acknowledges that early inclusion measures is an investment for longer-term social inclusion. The toolkit sheds light on key issues that could help facilitate the early social inclusion planning and support for Ukrainians and other impacted populations. It showcases select tools, interventions, and practices that are considered critical for developing resilient inclusion policies and interventions based on existing resources and approaches that aim to:



Respond to specific needs and intersectional needs and vulnerabilities of newcomers and recognize the multi-dimensionality of the inclusion process.

These approaches acknowledge the age, gender-specific, and multidimensional integration needs (social, economic, linguistic, psychological, navigational, civic, etc.) of different communities and consider how these intersect and how best to respond to them.



Capitalize on the abilities and assets that newcomers possess instead of focusing on their vulnerabilities.

These approaches build on the existing capacities and strengths of migrants and refugees by using human-centered design and innovative approaches to facilitate the integration of these new arrivals and further optimize their development potential.



Build local capacities and early coordination measures, allowing new arrivals to navigate the maze of support and therefore enable their social inclusion.

These interventions show how developing the capacities of frontline actors and providing targeted case management and coordination early in the integration process will enable migrants and refugees to access appropriate services and levers of support to become self-sufficient in the medium and long term.



Facilitate meaningful social interactions to bring communities together.

These interventions encourage the goodwill within receiving communities towards helping migrants and refugees build new lives and feel welcome.

As described below, the toolkit explores various sectoral and cross-cutting issues on social inclusion by providing key considerations and best practices to facilitate the early inclusion of all new arrivals from Ukraine. [Download the Toolkit](#) to explore resources and recommendations for each approach.

Sectoral Approaches



Reception: Strengthening navigational support in reception



Language: Overcoming language and communication barriers



Housing: From temporary shelter to safe, affordable & suitable housing



Employment: Opening gender-sensitive pathways for skills development and employment



Health: Relieving the pressures on emergency and enhancing physical health & psychosocial support



Education and Family: Family strengthening and enhancing access to education and learning opportunities

Cross-cutting Approaches



Age, Gender and Diversity: Incorporating gender, age, and diversity considerations



Digital and Financial Inclusion: Advancing digital and financial solutions for social inclusion



Protection: Addressing protection risks and vulnerabilities throughout the response



Governance: Promoting multi-level coordination and capacity-building of authorities



Social Connections: Addressing discrimination and creating welcoming societies

The Path Ahead Drawing upon lessons learned from past situations of crisis and experiences of receiving displaced populations, the toolkit also provides some reflections and ways forward:

Empowering newcomers to navigate support services and pathways to inclusion through strength-based and holistic approaches. Support systems need to be agency-focused, strength-based and holistic, recognizing the inter-related nature of the various dimensions of inclusion, and the existing resources, capacities and skills of newcomers.

Balancing mobility- and diversity-proofing approaches to social inclusion. Invest in services and policies that address the diverse needs and intersecting vulnerabilities of populations in contexts of high mobility. Interventions on social inclusion of

new arrivals should not be implemented at the expense of other disadvantaged groups and minorities in the host society.

Promoting public acceptance of early inclusion measures and social connections. Engage both local and non-local populations (both new and longstanding) in consultative and decision-making processes to address the real and most urgent social needs. Providing spaces for meaningful social interactions is key to encouraging peaceful coexistence and cohesion in diverse communities.