



The Path Ahead for People Fleeing Ukraine

**IOM Toolkit on Facilitating Pathways to
Inclusive and Cohesive Societies**

A compilation of ideas, good practices,
resources and key considerations

The opinions expressed in the report are those of the authors and do not necessarily reflect the views of the International Organization for Migration (IOM). The designations employed and the presentation of material throughout the report do not imply expression of any opinion whatsoever on the part of IOM concerning the legal status of any country, territory, city or area, or of its authorities, or concerning its frontiers or boundaries.

IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM acts with its partners in the international community to: assist in meeting the operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants.

Download the brief on this Toolkit!



This is a living document and further work will be done on collection practices and tools on Third Country Nations in the next edition.

This publication has not been formally edited by IOM. All links in the document are active at the time of publication.

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Cover Photo Credit: Ukrainian in Palanca before Boarding IOM facilitated Bus to Romania. Safa Msehli / IOM 2022

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Foreword

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We are now at a critical juncture.

While there has been an unprecedented expression of solidarity and support for the reception of those who have fled Ukraine, it is about time to shift gears and look further ahead. This means moving beyond providing immediate life-saving assistance to adopting a more sustainable and longer-term approach, which encompasses the wider economic and social inclusion of these affected populations.

Even before the conflict in Ukraine, IOM offices in Europe and around the world have initiated a wide array of programmatic interventions to promote the inclusion of newcomers. With the onset of the situation in Ukraine, many of our offices have repurposed existing programmes and boosted our capacities to respond to the growing needs of populations forced to flee Ukraine.

Today, IOM ensures that all have access to adequate support and services, prioritizing their full inclusion in educational and health systems, the labour market as well as access to social housing, language, and other needed support. Such a proactive response is reflective of IOM's decades-long operational capacity and advocacy footprint as a key actor and thought leader in this area.

I thank those who continue to be on the frontlines, particularly IOM staff who are tirelessly working in the field for ensuring the safety and protection of all those fleeing the country. The same goes for our Member States for the solidarity and openness they have shown, and the enormous efforts undertaken by their governments, civil society

organizations and private individuals to support all people fleeing Ukraine.

The task is far from over, however. Despite the overwhelmingly positive response, we have unfortunately witnessed cases of discrimination, violence and xenophobia against those fleeing Ukraine. Many continue to be victims of human trafficking, and gender-based violence and face mental and psychosocial issues due to traumatic experiences of fleeing their homes. Addressing specific vulnerabilities of these populations will be key, while also incorporating age, gender and diversity considerations throughout the response.

Moreover, it is also just as important to acknowledge that those who have fled bring enormous resources to their new communities. They bring with them their education, skills, culture, and fresh perspectives that are crucial to enriching diversity and harnessing innovation. Capitalizing on the existing resources and assets of these populations is fundamental to empowering them and optimizing their economic and social contribution to their origin and hosting countries.

IOM, alongside the United Nations and the international community, is committed to protecting and empowering the lives of all new arrivals from Ukraine.



Ugochi Daniels

Deputy Director General for Operations
International Organization for Migration

Acknowledgement

As the conflict in Ukraine continues to evolve and impact the mobility of those who fled Ukraine, the call for a more holistic and multifaceted approach to the social inclusion of new arrivals has been echoed by many.

Beyond a humanitarian response, IOM has been recognized as a knowledge broker and key partner of Member States and other stakeholders in cross-cutting areas of migration management, including labour mobility, integration and social cohesion, protection, migration health, assistance for vulnerable migrants and refugees, immigration and border management and overall capacity-building in migration management.

Capitalizing on IOM's vast policy and operational expertise, in these areas, we have brought this toolkit together to offer a plethora of existing initiatives, tools and training that can be leveraged, scaled and replicated to support the medium to longer-term inclusion of new arrivals in their host communities. It is also intended to provide food for thought for IOM missions, governments, civil society organizations and other partners on how to better prepare and respond to the challenges of receiving newcomers and support their needs wherever they are in their journey—which also remains relevant for contexts extending beyond the Ukraine crisis.

This toolkit would not have been possible without the Joint Global Initiative on Diversity, Inclusion and Social Cohesion (DISC), comprised of Jobst Koehler (Senior Integration and Migrant Training Specialist), Ace Dela Cruz (DISC Project Coordinator), and Jacqueline Howell (Consultant) from the Integration and Migrant Training Unit. The development of this toolkit also relied heavily on the support and inputs from various IOM colleagues from different divisions, units, and country offices and missions, providing extensive inputs related to protection, mental health and psychosocial support, financial inclusion, gender, health and emergency-related issues, among others.

Most importantly, we dedicate this document to all those affected by the ongoing situation, as well as front-liners who have been tirelessly devoting their time and efforts to support the response.

In each context of crisis across the globe, we must strive to continuously see our shared humanity, regardless of country of origin, language, or religion, and cultivate a sense of collective responsibility to address the needs of all migrants and refugees.



Monica Goracci

Director of IOM Department of Programme
Support and Migration Management



Ukraine Situation

Why is early inclusion critical?



Addressing the needs of millions of people fleeing Ukraine necessitates action beyond immediate, life-saving emergency assistance. It requires investing in early integration policies and interventions that facilitate the social inclusion of impacted populations in the medium and long term.

The continuous escalation of conflict has forced millions of people to flee Ukraine, with the majority seeking refuge and protection across the neighboring countries. History and recent experiences of crisis have taught the world one important lesson: while many intend to go back to their origin countries, many cannot and will choose to stay. As more are expected to leave, it is imperative to look ahead and ensure that newcomers have adequate support and services as soon as they arrive and settle in their host countries. Evidence shows that acting proactively—ie. integrating the medium and long-term needs of migrants and refugees as early as pre-arrival or reception—can prevent the long-term consequences of social exclusion of newcomers and subsequent generations.

Currently, many of those who have left Ukraine are people with specific conditions and vulnerabilities such as women, children, elderly persons, and those with disabilities. Should the situation stabilize, many of them may eventually be joined by their spouses and other family members, especially when there is the prospect of social and economic progress in their host communities. Without early support and planning, this massive and continued influx of new arrivals can undermine the service delivery of local actors, as well as incite social tensions caused by looming food insecurity, increased competition for housing and job opportunities, further aggravating prejudiced and xenophobic sentiments.

The Path Ahead. Based on current trends and scenarios of arrival, existing connections with diaspora, the attractiveness of different countries in terms of education, training and job prospects, cultural and language affinity, and age-related aspirations are essential determinants of where Ukrainians and other affected populations will ultimately settle. Thanks to the activation of the [European Commission's Temporary Protection Directive](#), Ukrainians and other impacted populations can now access essential integration-related services, albeit temporarily. As many other non-EU countries follow suit and many other Ukrainians are expected to arrive, the issue of how best to include displaced persons in existing social protection schemes and development planning will increasingly become pertinent beyond Ukraine's bordering countries and the EU context.

As such, investing in the early inclusion of Ukrainians and other affected populations will be crucial. This goes beyond providing targeted responses (e.g., housing, employment, education, language, healthcare, social protection, etc.) by also addressing the emerging needs of receiving authorities and host communities while incorporating diversity, age, and gender-related considerations throughout the response.

Social inclusion also necessitates developing the capacities of local communities to support newcomers while ensuring that everyone has equal access to critical services and livelihood opportunities, appropriate infrastructure, and policy levers that facilitate inclusive and cohesive societies.

IOM Response and Capacity

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IOM has a long-standing policy and operational footprint in providing a comprehensive and whole-of-society approach to ensure the full inclusion of new arrivals and social cohesion in diverse communities.

For decades, IOM has been the leading agency and a partner of Member States and local actors in ensuring that refugees and migrants are prepared before their departure and upon their arrival to ensure a smooth transition to their new host societies. At the same time, IOM has been working to empower host communities,

national and local actors while incorporating diversity, age, gender-related and digital literacy considerations in the response.

The toolkit sheds light on key issues that could help facilitate the early integration planning and support for the social inclusion of Ukrainians and other impacted populations. The digest showcases select tools, interventions, and practices that are considered critical for developing resilient integration 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. These interventions bring communities together and encourage the goodwill within receiving communities towards helping migrants and refugees build new lives and feel welcome.

About the Toolkit

IOM acknowledges that early inclusion measures is an investment for longer-term social inclusion. This toolkit 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.

While the resources included in this toolkit were developed prior to the conflict in Ukraine, it nevertheless offers food for thought for practitioners and policymakers on strengthening existing operational responses and informing project development and policy responses to support the evolving situation. In particular, the document explores the sectoral and

cross-cutting issues and provides key considerations to facilitate early inclusion of all new arrivals from Ukraine. It is also applicable to supporting the inclusion of other newly arrived migrants and refugee populations beyond the Ukraine context.

The resources are not meant to be exhaustive but rather illustrative of the diversity of resources available. This paper was developed within the framework of the DISC Initiative / Integration and Migrant Training Unit at IOM HQ in consultation with several IOM regional and country offices, thematic experts and field staff. This version is a living document as it will be updated regularly.

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



Protection: Addressing protection risks and vulnerabilities throughout the response



Social Connections: Addressing discrimination and creating welcoming societies



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



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

Gender, age, and diversity

Incorporating gender, age, and diversity considerations in the response

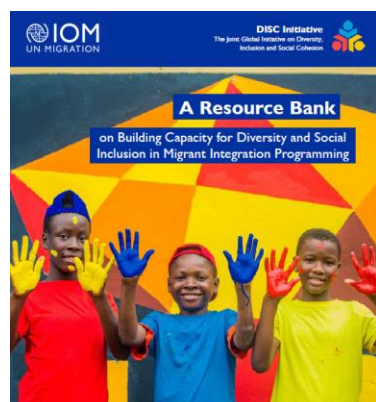
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With the Ukrainian government requiring men of ages 18-60 to stay and defend against the war of aggression, it is largely women and children, as well as older adults, who are currently crossing into the EU. The current skewed demographics of new arrivals will even more necessitate targeted and age- and gender-sensitive approaches to early inclusion.

Understanding and analyzing the impact of intersecting personal characteristics on people's experiences of forced displacement are necessary for an effective response. To ensure an effective and accountable humanitarian response, it is important to recognize their capacities and build on them by pursuing solutions that take into account their varied perspectives and priorities. Recognizing the

diversity of the people fleeing Ukraine allows actors to develop targeted solutions, interventions, and policies that respond to their specific needs, thereby facilitating their social inclusion.

In alignment with IOM's commitment to serve and empower migrants of all backgrounds, the [DISC Resource Bank on Building Capacity for Diversity and Social Inclusion in Migrant Integration Programming](#) highlights gender, age, and diversity considerations across IOM's work. The Resource Bank provides practitioners and policymakers key capacity-building approaches, tools, and training that can guide mainstreaming of diversity and inclusion into pre- and post-arrival integration and social cohesion programming.



What's in the Resource Bank?

E-learning courses and practical guidance for staff and service providers on SOGIESC, gender, older persons, children and persons with disabilities:

- Gender Equality and Migration - [E-Campus](#) Enrollment Key: IKGM16-IOM-2021
- Older People and Migration - [E-Campus](#) Enrollment Key: OPM-IOM-2021
- [IOM resource brief](#) on migrant children
- [SOGIESC and Migration Training Package](#)
- Gender-Responsive Communications [Toolkit](#)
- Disability Inclusion Course - [E-Campus](#) - Enrollment Key: IOM-DI-2021
- Disability Inclusion [YouTube playlist](#)



Gender and diverse
SOGIESC



Age-related
considerations



Intercultural
Communications



Mental Health &
Psychosocial Needs



Disability
inclusion

Protection

Addressing protection concerns and vulnerabilities throughout the response



Since the onset of the crisis in Ukraine, complex protection concerns have emerged which are associated with human trafficking, exploitation and abuse, gender-based violence (GBV), lack of civil documentation, attacks against civilians, psychosocial stress and trauma, and the risk of family separation—pushing those affected to adopt harmful coping mechanisms. As the Russian military offensive and violence against civilians in Ukraine continuously evolves and severely impacts the humanitarian and protection situation across the country and its neighboring countries, reducing protection risks and addressing specific vulnerabilities of all people fleeing Ukraine will be key.

This includes incorporating vulnerability assessments, protection monitoring and systems strengthening, and capacity development throughout the response. It also involves the provision of direct services, assistance and referrals for specialized services, including access to healthcare and psychosocial support; legal assistance and documentation; provision of information on services, rights, family tracing and reunification, protection risk reduction and self-care; tailored in-kind support, specialized accommodation assistance and livelihoods assistance, access to education and recreation activities for children, and cash support. As not all have the same resources and capabilities to cope with the situation, it is also crucial to identify and

provide tailored support to persons in need of specialized protection and assistance services especially those highly vulnerable to violence, exploitation and abuse. This includes women, children, including unaccompanied or separated children (UASC), persons with disabilities, older people and persons of diverse sexual orientation, gender identity/expression and sex characteristics (SOGIESC), victims of trafficking, GBV survivors among others.

Strengthening protection capacities also involves creating mechanisms that address medium and longer-term needs and aspirations of those who fled and ensure that protection needs are considered across the various sectors (housing, health, education, etc.) as they settle in their new communities, or return to their origin countries.

In its decades-long experience in handling situations of crisis, IOM has shown unwavering commitment to protecting crisis-affected communities from threats to their life, dignity, and well-being. IOM provides comprehensive case management services for those in need of protection throughout their migration journey, ensuring the principle of do no harm, enabling meaningful access, promoting accountability and fostering social inclusion and empowerment.

Featured IOM Tools and Resources

- [Counter-trafficking in Emergencies: Information Management Guide](#) and [IOM e-learning course: Counter Trafficking in Humanitarian Settings](#) on [global website](#)
- [IOM Guidance on Referral Mechanisms](#) on establishing clear referral procedures among stakeholders
- [Information and Support Hotlines](#) for people fleeing Ukraine (IOM)
- [GBV Institutional Framework](#) - Addressing Gender-Based Violence in Crises
- [Recommendations](#) to mitigate GBV risks in Ukraine response (Global Protection Cluster)
- [IOM Handbook on Protection and Assistance to Migrants](#) and accompanying [introductory video](#) and [e-course](#)
- [IOM Guidance on Response Planning](#) - for migrants vulnerable to violence, exploitation and abuse
- [DTM for Protection](#) - Resources on the Displacement Tracking Matrix for the Global Protection Cluster
- [Toolkit on Unaccompanied and Separated Children \(UASC\)](#)
- [Screening forms for protection and assistance](#) as a part of Ukraine Response (IOM- Internal only)

Reception

Strengthening Navigational Support in Reception

As responsibility-sharing for the admission and hosting of people fleeing Ukraine becomes a key priority across the European region, reception capacities and services must be expanded to consider the longer-term needs, priorities, and assets of affected populations. Reception is an important determinant of effective and early social inclusion as it can connect new arrivals with appropriate orientation and counseling, allowing them to navigate the maze of available support services.

While providing life-saving assistance and addressing the protection needs of highly vulnerable populations is of immediate importance, reception systems that create linkages with relevant actors are just as equally critical as they can provide longer-term integration support, related to employment, education, housing, etc. **Providing information services and navigational support early in the reception process can help prevent pressures on services and delays in the inclusion process.**

As soon as newcomers arrive, intercultural mediation and navigational support will be crucial as most of them will not speak the language of the country they are moving to and will be unable to access social services made available to them. It is also crucial to invest in alternative care options for unaccompanied children through piloting innovative childcare and living arrangements, as well as mobilizing and capacitating foster families and care providers and facilitating awareness-raising and exchanges.

To optimize reception capacities, it is crucial to understand and analyze not only their vulnerabilities and protection needs but also their aspirations and capacities early on. At the reception stage, data and information can

be collected regarding the skills, competencies and other assets of new arrivals. Through this, frontline actors are then able to tailor their support and connect them to social and economic opportunities in line with their skills and aspirations. Providing appropriate, gender- and age-sensitive reception services and facilities will aid the successful inclusion of Ukrainians and other impacted populations in European societies.

One-Stop-Shops for the Early Inclusion of New Arrivals

The concept behind **One-Stop-Shops** (OSS) is built around an integrated service delivery model designed to offer a wide range of support and services tailored to the needs and vulnerabilities of newly arrived migrant and refugee populations. While there is no one-size-fits-all approach or model, the OSS (whether physical or online) can facilitate a more streamlined and effective approach to information sharing, referral and case management, service provision and counselling related to housing, education, jobs, health, transportation, documentation, financial aid, and other pertinent issues.

By bringing all these services under one roof, a coherent and coordinated response is given to newcomers, reducing the complexity and bureaucracy of accessing available support, navigating new procedures and of communicating with various service providers. To ensure the success of such centres, it is imperative that trained, and linguistically competent intercultural mediators run the OSS, while ensuring close coordination between government and non-government actors in providing non-discriminatory and holistic services to newcomers.



Reception

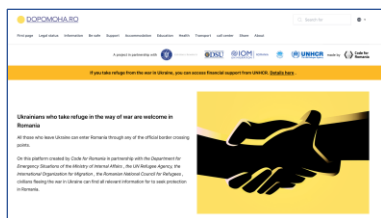
Key Considerations

Facilitate the smooth transition from reception to social inclusion through the following measures:

- Incorporate assessment of needs, skills/competences, and aspirations in reception assistance to support decision-making on inclusion pathways
- Develop tailored pre and post-arrival orientation on the host country (e.g. housing, banking, transportation, legal assistance, healthcare, cultural norms, etc.) to ensure effective and appropriate service use
- Develop multilingual hotlines, online portals, and mobile applications for easier information access.
- Offer dedicated assistance to vulnerable groups such as unaccompanied children through the provision of alternative childcare options and living arrangements
- Provide interpretation and intercultural mediation support upon arrival to facilitate service access.
- Offer age and gender-sensitive case management and referral support for those with urgent healthcare and complex/diverse needs
- Ensure rapid access to integrated assistance, including guidance on accessing the available services at the local level, language courses, and economic opportunities to avoid any delays in new arrivals' path to self-sufficiency
- Work with prospective or current, receiving communities and local authorities to ensure a holistic approach for complementarity of interventions when addressing the reception and inclusion needs of new arrivals

Featured One-Stop-Shop Initiatives

IOM Slovakia runs a one-stop shop **Migrant Information Center** that has now been repurposed to delivering early integration support services for Ukrainians and other third country nationals in Slovakia. The [website](#) contains up-to-date information on assistance available to Ukrainians such as on healthcare, schooling, accommodation, transportation, repatriation and essential counseling services and immigration information.



In Romania, a few OSS models, supported by [IOM Romania](#), have been put in place to facilitate the inclusion of newly arrived populations, including Ukrainians. For instance, **Dopomoha** is an [online platform](#) developed by the Romanian Government with civil society (and IOM), to support specifically Ukrainian refugees with accessing all relevant information to seek protection in Romania and become informed of their rights. More broadly, the **România e Acasă** (Romania is home) [initiative](#) also employs the integrated one-stop-shop approach supporting the process of social integration of beneficiaries of international protection and third-country nationals (TCN) legally residing in Romania.

Portugal's One-Stop Shops are part of a [government initiative](#) to bring together over 30 different services and make them available in one location, including the social security and inland revenue offices, judicial services, banking services and everything new migrants need to know to connect to local government offices. Upon arrival, migrants have access to a number of support offices for e.g. housing, employment, and legal support, and information is available on a range of topics from schools and sports to electricity and water boards. Currently, these **One-Stop Shop facilities** are available in Lisbon, Oporto and Faro and a [handbook](#) has been provided to highlight how to implement their OSS model and facilitate integration.



Virtual OSS initiatives:

- [Moving to Finland](#) (Gov of Finland) – platform that offers information in nine languages for newcomers, especially quota refugees, coming to Finland
- [YIMER 157](#) - to provide multilingual and dedicated hotline for foreigners with inquiries regarding visa, residence permit, int'l protection etc. (Gov of Turkey / IOM Turkey)

OSS Guidance Resources:

- [Migrant Centres Toolkit](#) (IOM) - offers key knowledge and resources on how best to set up and manage migrant centres
- [Handbook on Running an Effective Migrant Resource Centre](#) (IOM) - provides guidance on institutional structure, service design and delivery and the resources required for the creation of MRCs
- [IOM Guidance on Referral Mechanisms Guideline](#) on establishing clear referral procedures among stakeholders
- [SHARE Network: Resources on Reception and Placement of Resettled Refugees](#) - offers examples of refugee and migrant inclusion in local communities across Europe upon reception
- [LINK IT Skills Profile Tool](#) - the tool is available to be piloted in other IOM missions, more information in this [overview](#) (IOM)
- [SUYE](#) - Harmonization and Living in Turkey Training Programme - which provides multi-faceted and comprehensive post-arrival learning courses to newcomers (IOM)
- [U-CARE](#) : Unaccompanied Children in Alternative Residence – explores, strengthens and considers alternative care options (IOM Belgium)



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Housing

From temporary shelter to safe, affordable and suitable housing

Finding a place to live is one of the most essential needs of new arrivals. Housing conditions can determine newcomers' and communities' sense of security and stability. They structure migrants and refugees' opportunities to connect with local communities, to access healthcare, education, employment, and have an influence on their overall social position within society.

As an immediate response to the tremendous influx of arrivals from Ukraine, neighboring countries have resorted to providing temporary housing options by preparing reception spaces, relying on hotels and other private sector counterparts, and counting on individuals to generously open their own homes. While admirable in the short run, these temporary residences and shelters are not sustainable especially when the prospect of return is not foreseeable.

There is an urgent need to prioritize helping new arrivals from Ukraine find safe, affordable, and suitable housing as prospects to return home remain unclear.

This can be done by working with private housing providers to develop innovative and lasting solutions and address discrimination towards new arrivals in the housing market.

As the shift towards more permanent housing is elaborated, residential properties intended for short-term touristic stays may be considered as an intermediary option. To set the stage for sustainable solutions, steps need to be taken to support beneficiaries with obtaining independent accommodation in apartments rented in their name and provide them with support to cover transitional costs related to renting and move-in. In addition, innovative housing solutions could be developed to address the social support needs of the newcomers such as co-living arrangement, housing labs etc.

Ensuring that housing is equally accessible to all migrants, refugees and local populations, as well as stimulating multicultural living environments, will foster inclusive and cohesive societies.



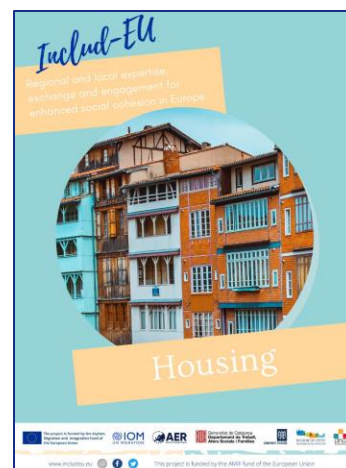
Housing

Key Considerations

- Advocate for policy and operational measures that identify and redress instances of discrimination against non-local populations in the rental market
- Create programs focused on housing assistance to those with families (such as multi-lingual counseling services, interpretation, hotlines, legal assistance, etc.)
- Provide financial support to cover rental and move-in costs
- Work with partners to ensure urban plans avoid the emergence of segregated neighborhoods and slums
- Support innovative arrangements such as public-private partnerships and with housing associations and act as a mediator or contractor to rent out affordable housing for marginalized communities
- Collect information on migrant housing and develop indicators to monitor and evaluate housing conditions, price, size to inform local housing plans
- Improve communication and information services on the legal and administrative procedures for housing

Featured Initiatives and Resources

The [Includ-EU Housing Brief](#) analyses the housing context for migrants in Greece, Italy, the Netherlands, Romania, Slovenia and Spain; focusing on possible implications for their integration prospects. It also presents innovative practices contributing towards improving access to adequate and affordable housing for third-country nationals (TCNs) and issues recommendations to policy makers on holistic housing policies in the EU. The publication was developed under the IOM RO Brussels led project [Include-EU](#)—Regional and local expertise, exchange and engagement for enhanced social cohesion in Europe. Funded by the European Union, Include-EU aims to contribute to building more inclusive societies by enhancing transnational knowledge and experience sharing, cooperation and partnerships between local and regional authorities across the different EU countries.



IOM Greece's Hellenic Integration Support for Beneficiaries of International Protection ([HELIOS](#)) project supports and promotes the integration of beneficiaries through various channels, such as providing accommodation support. The [HELIOS Apartments webpage](#) is a user-friendly platform set up to help refugees look for an apartment in Greece. HELIOS helps beneficiaries of international protection find housing in apartments rented in their own name, including by providing contributions to rental and move-in costs, and through networking with apartment owners.

- [IOM-Airbnb Partnership](#) - offering free, temporary housing to people fleeing Ukraine
- [HELIOS Accommodation Support](#) - a Greek initiative facilitating integration (IOM Greece)
- [Housing](#) (pg. 61) : Promising Practices In The Provision Of Essential Services To Migrants (UN Network on Migration)
- IOM [partnership with ANCI Toscana](#) on social housing - [Video](#) of a beneficiary's success story
- [Homes for Ukraine: Lessons Learned](#) - Information and best practices to support councils in their efforts to ensure that accommodation for Ukrainians arriving in the UK is of a suitable standard and that guests are safe



Health

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Moldova | Muse Mohammed

Relieving the pressures on emergency assistance and enhancing physical health and psychosocial wellbeing

Access to health care upon arrival is both an individual right and a public health issue. With the demographics of arrivals from Ukraine, there is particular pressure on health care for the elderly, children, and women, including expectant mothers. While early emergency care is crucial, efforts must be made to ensure primary health care is also prioritized so as to lessen the burden on specialist health services.

Upon arrival in receiving countries, Ukrainians and other affected persons may be exposed to intersecting factors that could affect their health and well-being, such as discrimination, exploitation, language, and cultural barriers, not to mention the traumatic experiences of war, violence, and forced displacement.

To move towards successful inclusion, physical and psychological health concerns that prevent newcomers from participating fully in society or in

the labour market must be addressed. To do this, it is imperative that age and gender considerations need to be considered due to varied concerns: some may depend more on structures that provide support for their physical health, while others may need more mental health and psychosocial support (MHPSS) to cope with trauma responses including anxious and depressive symptoms, grief, feelings of uncertainty and disorientation, and social isolation.

In addition to clinical mental health services, it is also essential to consider community-based approaches to MHPSS. This could be done through partnerships with schools, NGOs, and other community-based organizations to complement existing clinical services and reach a broader range of vulnerable populations.

Improving access to health and other related social services, regardless of people's status, ensures everyone's well-being, contributing to healthy and inclusive communities.



- Strengthen the capacity of health facilities and personnel, social service providers, and other first responders to ensure that services are culturally competent, psychosocially informed, and inclusive to all populations
- Include new arrivals in health monitoring instruments and financing mechanisms
- Identify pressure points in health care system that may require additional support.
- Provide services to address the physical and mental challenges that newcomers may experience throughout their stay
- Support a firewall policy between the health system and the immigration systems
- Conduct awareness-raising initiatives on the right to health and related rights, and where to access services; and engage in contextualized health education and promotion
- Ensure continuity of care for all patients, irrespective of gender, age, or legal status
- Partner with multi-stakeholder actors such as schools and CSOs to reach and assist broader populations

Featured Initiatives and Resources

Emotional Support
Hotline (IOM Ukraine)



IOM MHPSS Global Webpage



Resources and Tools on Mental Health, Psychosocial Response, and Intercultural Communication



The [IOM Migration Health Research Portal](#) serves as a practical platform for connecting research experts/scholars, learning about migration health research initiatives globally, and improving evidence-based policy and practice. Within the site, there are IOM Migration Health Publications including: research papers, technical reports, policy briefs, health profiles, training manuals/guides, factsheets, newsletters, conference and poster presentations. To explore completed and ongoing projects from around the globe, the IOM Migration Health Projects tab allows users to filter through different project types and look for projects within certain geographic regions.

- [Manual on Community-Based Mental Health and Psychosocial Support in Emergencies and Displacement](#) (IOM) and accompanying [MHPSS e-learning course](#)
- [Self-Care Tools for Syrian Men in Germany](#) (IOM)
- [Factsheet on the Health](#) of migrant workers and their left behind families
- [Mental Health and Psychosocial Support \(MHPSS\) in the COVID-19 Response: Guidance and Toolkit](#) - compiles existing material related to MHPSS for the COVID-19 crisis, as well as other resources that can be applicable to the context (IOM)
- [Toolkit for Integrating Migration into Health Interventions](#) (IOM, ILO, UNESCO, & UNICEF)
- [Non-Communicable Diseases And Migration](#) - prevention and control programmes for chronic diseases resulting from genetic, physiological, environmental and behavioral factors that disproportionately affect migrants (IOM)
- [Toolkit for IGC States: Supporting the Mental Health of Refugees and Asylum Seekers](#) - provides evidence-based information intended to be used by government officials and non-government service providers (IGC, IOM)
- [Guidance Note on Community-based approaches to MHPSS](#) in emergencies (IASC)
- Revised [Guidance Note for People on the Move during COVID-19](#) on MHPSS (IFRC)



© IOM's Ukraine Response in Slovakia | Muse Mohammed

Overcoming language and communication barriers

Being able to speak, read and write in the language(s) of the destination country is one of the most important factors that determine the successful inclusion of new arrivals into a new society. For new arrivals to successfully navigate society and its systems, it is imperative for them to develop their ability to communicate in the new language. It is a need and, often, a challenge for adult and newly arrived populations.

While Ukrainians in neighboring countries have the advantage of language proximity with other Slavic languages including Polish and Slovak, there is still the prominent need for trained intercultural mediators, interpreters, and translators during the current emergency response phase to ensure that the new arrivals' needs are properly communicated and understood.

As Ukrainians and other impacted persons look to spread out across the European region, the availability and accessibility of

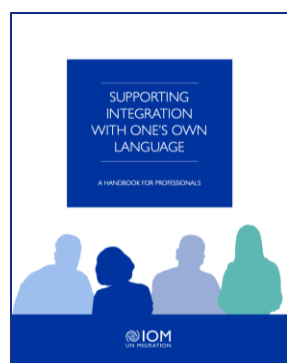
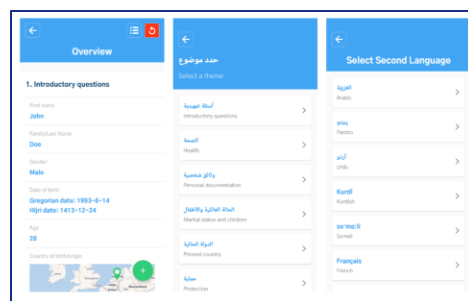
language classes will be important for supporting adults in settling in and navigating their new communities, while children should receive language assistance to catch up in schools.

Those looking for work can also broaden their language skills as some employers are offering Ukrainians an opportunity to participate in employer-based language classes which can include lessons that teach job-related vocabulary. In this digital era, many can also work to overcome language and communication barriers by making use of online and remote language learning opportunities that have been made available. Often, these virtual platforms allow users to advance through lessons at their own pace, which is an advantage for single-parent women who may have to adhere to other responsibilities.

- Incorporate free language courses as part of early inclusion support
- Promote early access to language training, adapted to the skills profiles of new arrivals and their occupation-specific language skills needs.
- Provide appropriate childcare support for migrants and refugees taking adult learning classes (including on the premises where language courses are held, or by scheduling classes at times that are compatible with caregiving duties).
- Create tandem or mentorship schemes that facilitate both language learning and social interactions with local communities
- Encourage the use of online platforms for language learning
- Develop information materials that are translated into the native language of newcomers
- Recruit and train multi-lingual and competent professionals to serve as interpreters, mentors and intercultural mediators
- Develop and use educational resources to facilitate language acquisition while also capacitating teachers with the methods and tools to help learners acquire the foreign language

Featured Initiatives and Resources

The Migration Translation Application (MiTA) is a smartphone application (accessible via [Google Play Store](#) or [Apple App Store](#)) developed by IOM that allows migration management officials to access a basic interpretation service with pre-determined and pre-recorded questions during first contact with migrants. The aim of the MiTA is to provide a basic mode of communication between the migration management official (ex. border official) and the migrant during their first contact. The questions included in application are intended to facilitate the communication between the official and the migrant during initial contact, and focus on the migrant's identity, country of origin, travel route, immediate protection needs, and potential exposure to COVID-19.



IOM Finland has released [Supporting Integration with One's Own Language – a Handbook for Professionals](#) which provides a two-way approach to language and integration by highlighting how both the languages of people who are integrating into Finland and those of the professionals in basic services are essential for the integration process. The handbook emphasizes that communication and social interaction enable integration into a new home country and suggests language can be understood as both verbal and non-verbal communication. The handbook presents two models to support early integration by utilizing the language skills of people who are integrating into Finland during both Cultural Orientation (i.e., Pre-Departure Orientation) and Civic Orientation. In addition, the handbook provides information to support the officials' and professionals' work by covering topics such as working with a public service interpreter and a language-aware approach in client work.

- [Video Playlist on Language Training Course](#) - Lessons on basic Thai for Khmer Migrant Workers (IOM Thailand)
- [Frameworks and Good Practices of Intercultural Mediation](#) for Migrant Integration in Europe (IOM)
- [Intercultural Communication Guide for the Integration of Syrian Migrants](#) (IOM)
- [Kiron](#): An online platform providing free learning programs and language courses for refugees
- [Toolkit](#) - Assisting organizations in providing 'Language Support for adult refugees' (Council of Europe)
- [Lichtenstein Languages](#) - a non-profit language course project designed to train language trainers and teach German or other languages to migrants and refugees
- [German Civics and Language Integration Courses](#) (BAMF)
- [Language Training for Adult Migrants](#) (OECD)
- [eTranslation](#): Machine translation for public administrations - allows public administrations to get quick, raw machine translations from and into any official EU language

A photograph of two young boys in a classroom. They are both wearing dark blue hooded sweatshirts with orange trim on the sleeves. They are sitting at a desk, focused on their work. The boy in the foreground is holding a green marker and looking down at a piece of paper. The boy behind him is also looking down, holding a white marker. The background is slightly blurred, showing other parts of the classroom.

Education and Family

© IOM 2022

Family strengthening and enhancing access to education and other learning opportunities

With the influx of new arrivals from Ukraine which largely includes school-age children, the educational capacities of the hosting countries are expected to be overstretched, posing a range of challenges for children as well as for school and government authorities.

For school-aged children, inserting themselves into a new classroom and school system is challenging due to language barriers and learning difficulties related to trauma. Educators also face various hurdles as they must learn to adapt to meet the psychosocial needs of children whose lives have been suddenly uprooted by the crisis while also ensuring that other students help create a welcoming classroom environment.

Given the complexity of the situation and already overcrowded facilities, alternative learning modalities, such as remote or home-based learning, offer educational methods and learning techniques that can overcome spatial separation in order to minimize disruptions to education. Complementary extra-curricular activities and learning opportunities are crucial to facilitating social

interactions outside of more formal classroom settings.

Considering the inter-generational dynamics of inclusion, children may be prone to adjust more quickly than their parents who may face greater hurdles regarding integration, causing family tensions. It is imperative that there are dedicated youth-centered training, curricula, and resources that help young children process the disconnect and overcome difficulties related to adaptation to their new communities and interaction with their families. IOM and other stakeholders should support families as they face the daunting task of navigating life in a new context which involves challenges of language acquisition, employment, family role changes, and the more rapid acculturation of their children.

Sound migration policies necessitate investing in the education and training of migrants and refugees in all forms – be it formal or informal and in-person or remote-based, as well as providing migrant and refugee families with tools, resources, and learning opportunities to adjust to their new environments.



Education and Family

Key Considerations

- Develop holistic assessments and service plans that capture the needs of each family member to improve their access to services, including education and other pathways to self-sufficiency
- Ensure that all children and other learners have full access to education and other learning opportunities (formal / informal, lifelong learning, etc.)
- Promote partnerships between education providers and the private sector, through work-based learning, internships and apprenticeships
- Support effective mechanisms and guidelines for the recognition of educational qualifications
- Provide blended learning opportunities (i.e. combining formal and non-formal education; distance and classroom-based) when possible, to support flexibility in learning
- Provide individualized, tailored support to new migrant learners so they may catch up with their peers and transition into the general classroom
- Work with the policymakers to include diversity and intercultural understanding in the national curriculum
- Capacitate teachers to respond to the specific early childhood development and pre-primary education needs of children and their families

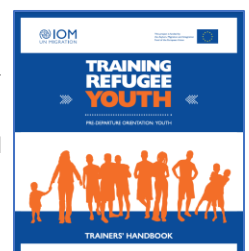
Featured Initiatives and Resources

IOM, through the [HELIOS programme runs integration courses](#) at integration learning centres (ILCs) across Greece. Each course cycle runs for 6 months and offers support with Greek language learning, cultural orientation, job readiness and life skills. Of the migrants who have regularly taken part in this education element of the HELIOS integration programme, 68% have said they acquired language skills and a better understanding of Greek society, which both facilitate their interaction with the host community.



[IOM Malta](#) is implementing a project that aims to [provide technical support to the Migrant Learners' Unit \(MLU\) to improve the inclusion of migrant learners](#) in mainstream education in Malta. Over a period of 24 months, the project is expected to enhance the participation of migrant learners in lifelong learning so that they become active members of society. The project will therefore contribute to improving the quality of education, particularly by supporting the inclusion of migrant learners and facilitating more effective and collaborative synergies between education actors and other stakeholders (e.g. parents, civil society, local councils, wider local communities, non-governmental and international organizations).

The [COMMIT Trainers' Handbook on Training Refugee Youth](#) is addressed to migrant orientation trainers and community mentors to guide them in discussing key topics regarding the lives of young refugees resettling in Europe. When adjusting to their new country of resettlement, young people have unique needs distinct from those of adults. Such needs are related to education as well as equal access to services and opportunities in order to navigate host societies. This youth training curriculum provides guidance on how to create a positive learning space that addresses topics relevant to youth such as changing family dynamics and intergenerational conflicts with parents.



- [Youth Handbook for Canadian Orientation Abroad](#) (COA-IOM)
- [UK Cultural Orientation for Children](#) – Overview and [concept note](#) (IOM UK)
- [Includ-EU: Education Brief](#) – highlights good practices and how to facilitate inclusive education policies for TCNs in EU (IOM)
- [Education and Vocational Training](#) (pg. 37): Promising Practices In The Provision Of Essential Services To Migrants (UN Network on Migration)
- [Toolkit for Integrating Migration into Education Interventions](#) (IOM, ILO, UNESCO, & UNICEF)
- [Tandem project](#) Towards Empowered Migrant Youth in Southern Europe - provides spaces for dialogue, mutual understanding, and social cohesion between migrant and local youth in [higher education](#)
- IOM Online training: Migration and Youth (Spanish: [E-campus](#))
- [Fact Sheet on Access to Education](#) for Refugee and Migrant Children in Europe (IOM, UNHCR, UNICEF)
- [Portuguese as a Second Language](#) (PL2): Implementing language learning policies to ensure migrants can access the curriculum and achieve educational success (Portugal-Office of Director General of Education)
- [Education Policy Guidance Report](#) – provides considerations, key principles, and practices for EU Member States on supporting the inclusion of Ukrainian refugees (children and young people) in education (European Commission)
- [Other Talk: Teaching Migration](#) project - showcases tools for current and prospective teachers in Dutch-speaking secondary schools in Belgium tools that will build their capacity to teach about migration

Employment

IOM's Ukraine Response in
Moldova | © Muse Mohammed

Opening gender-sensitive pathways to skills development and employment

Migrants and refugees possess a wide set of skills and talents that they are willing to contribute to European labour markets. Nonetheless, they face obstacles when trying to put their abilities into practice due to the lack of mechanisms for inclusion in the labour markets such as recognition and validation of existing skills, connection with potential employers, and gender-inclusive policies that allow women to pursue economic opportunities.

In relation to the Ukrainian response, creating gender-sensitive pathways for employment will increasingly become a priority for those seeking refuge across the region.

Granting new arrivals an EU-wide temporary protection status opens the door for employment across the EU in labour markets that experience a range of skills shortages in different sectors. These conditions may allow some to find employment quickly, particularly in low-skilled sectors, although many may struggle to avail themselves of opportunities. Since the majority of the new arrivals are women, children and the elderly, a significant share of those may have been in and out of employment for extended periods or may have limited work experience.

One of the major barriers for Ukrainian women to entering the workforce is the lack of access to childcare. As women and their children enter new communities seeking safety, they face the complexity of finding adequate childcare arrangements. While some Ukrainians

have been able to rely on family and community systems for immediate childcare support, it is crucial to begin crafting long-term solutions as some women start to insert themselves into the labor market. Dedicated job search assistance will be required for this group ranging from individual counselling to providing additional training opportunities, to helping them effectively communicate their skills and experiences to employers when looking for jobs. In order to be effective, such integrated employment support also needs to take into account the housing and childcare needs of their clients in facilitating employment and training opportunities. Creating opportunities for self-employment may be another gender-sensitive pathway to a more sustainable livelihood.

At the same time, employers need to be made aware of the migrant- and gender-specific barriers in the labour market, such as the undervaluation of foreign qualifications and work experience, that make it challenging for newcomers, especially women, to find quality jobs. Employer orientations combined with inexpensive assessment tools to capture skills and prior learning can help to lower job entry barriers. To further address these barriers, employers need to be made aware of gender-sensitive employment solutions so they may put in place flexible work arrangements and/or workplace solutions to childcare.



Employment

Key Considerations

Improve short-term and long-term employability:

- Facilitate profiling, development, and application of newcomers' skills through simplified mechanisms of recognition of skills/prior learning and by providing access to reskilling and training opportunities
- Provide dedicated job search assistance for women such as individual counseling, networking with potential employers and job-matching platforms
- Facilitate access to employment promotion/public work schemes, internships and access to temporary work
- Provide business advisory services and seed funding grants for creation or expansion of enterprises

Inclusive approaches:

- Enable newcomers to overcome geographic barriers that prevent them from finding and obtaining better employment opportunities near their place of residency
- Identify options for more flexible working arrangements or workplace solutions to childcare
- Promote fair and ethical recruitment practices and capacitate employers to create more inclusive workplace and ongoing in-service support.
- Organize awareness-raising initiatives on the higher risks of trafficking and labour exploitation in the informal economy

Featured Initiatives and Resources

Skills Profiling and Assessment Tools:

- [IOM pilots MYSKILLS tool](#) - the tool provides verification on participants' previous professional experience in a job, for refugees and migrants without corresponding documentation
- [EU Skills Profile Tool in Ukrainian](#) (European Commission)
- [LINK IT Skills Profile Tool](#) - the tool is available to be piloted in other IOM missions, more information in this [overview](#) (IOM)

Childcare Guidelines

- [Workplace solutions to childcare](#) - Providing guidance for how employers can provide child-friendly arrangements (ILO)
- [Enhancing Child Care for Refugee Self-Sufficiency](#) - a Training Resource and Toolkit (BRYCS)

Platforms connecting refugees with employment opportunities:

- [UPWORK](#) - serves as a platform to connect freelancers to employment opportunities
- [Resource Hub for qualifications and skills recognition for people fleeing Ukraine](#) (ETF)
- [Remote](#) - platform to help hire and onboard refugees
- [Talent Beyond Boundaries \(TBB\) Talent Catalogue](#)

Tools to enhance employability:

- [Pre-Employment Support Program](#) - for Syrians Under Temporary Protection and Host Communities in Turkey (IOM Turkey)
- [Jobs counseling services](#) and other employability related support under the IOM HELIOS Programme
- [Policy Guide on Entrepreneurship for Migrants and Refugees](#) - focusing on the role of entrepreneurship in enhancing the positive effects of migration on economic growth and development (IOM, UNCTAD, UNHCR)

Guidance for employers:

- ["Tapping Potential" Guidelines to Help British Businesses Employ Refugees](#) - showcasing a framework for refugee-friendly employment (IOM, UNHCR, UK Home Office)
- [Hiring Ukrainian workers](#) - leaflet for employers (IOM Belgium)
- [DISC Digest 2nd Edition](#) - Private sector's engagement in migrants' labour market integration (IOM)
- [Employer's Guide to Refugee Employment](#) - a collaborative approach for employers globally who want to hire refugees (University of Sydney)
- [Onboarding Syrian Refugees](#) - a toolkit for employers to effectively recruit, hire, onboard and retain a diverse workforce that includes Syrian refugees

Integrated approaches to employment:

- [Skills2Work Guidelines](#) on designing labor integration policies to strengthen integration of refugees in the EU
- [COMMIT Guidelines for Practitioners on Labour-market integration](#) of resettled refugees in the European Union (IOM)
- [The Actiris Coordination Platform Project](#) - bringing together stakeholders for labour market integration of newcomers in the Brussels-Capital Region and [Actiris LinkedIn Group](#)
- [Toolkit for Integrating Migration into Employment Interventions](#) (IOM, ILO, UNESCO, & UNICEF)

Practical job guidance for people fleeing Ukraine:

- [How to Get a Job in Slovakia Leaflet](#) - Advice for Refugees, Temporary Refugee Holders or Asylum Seekers from Ukraine (IOM Slovakia)



Social Connections

IOM's Ukraine Response in Hungary | © Muse Mohammed

Addressing discrimination and creating welcoming societies

As with previous cases of displacement, the influx of arrivals from Ukraine will inevitably impact public attitudes and the support services available to them. **While there is currently overwhelming support for these conflict-affected populations, social tensions may rise as they settle in and eventually ‘compete’ for resources and opportunities within the local communities.**

In this context, policy and operational measures that tackle the root causes of discrimination, xenophobia and other forms of intolerance will become increasingly important.

From an operational perspective, discriminatory attitudes and tensions may be countered through social mixing and community cohesion activities which allow new arrivals and local community members to interact in safe spaces with the aim of cultivating trust and mutual understanding across differences. This can be fostered through the organization of multicultural and intergroup contact activities, peer-to-peer buddy systems and mentorship schemes which do not only promote mutual

understanding and social interactions between new arrivals and local populations but also support migrants and refugees’ access to institutional resources. Similarly, digital advocacy campaigns and awareness-raising activities on migration issues are essential to improve public perception and promote balanced narratives on migration.

In order to ensure sustainability of the response, local authorities may need to shift their approach to more long-term, holistic interventions and policies for social inclusion that afford equal opportunities and meaningful engagement in civic life to all, regardless of country of origin. Anti-discrimination measures may require legal, policy, and institutional changes to remove barriers that inhibit newcomers from accessing information, resources, and services. Investing in anti-discrimination measures in various domains of community life (housing, employment, health, internet, etc.) will also allow migrants and refugees to optimize their existing assets and eventually contribute to the social fabric, thereby fostering progressive and cohesive societies.

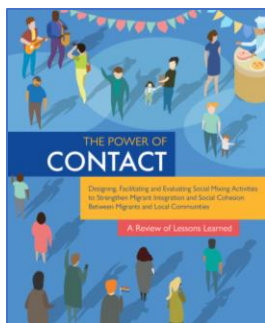


Social Connections

Key Considerations

- Support mechanisms that detect and report instances of discrimination and comply with anti-discrimination laws
- Provide necessary capacity-building training to local authorities and service providers on identifying, preventing and responding to any type of discrimination
- Conduct peer-to-peer buddy systems and mentorship schemes to promote mutual understanding and social interactions
- Organize multicultural events and intergroup contact activities in sports, music, culinary festivals and other recreational activities
- Promote digital advocacy campaigns and awareness-raising activities on migration issues to dispel myths and promote positive stories of newly arrived populations
- Empower journalists and other media practitioners to promote ethical and evidence-based reporting
- Work with diaspora communities to co-organize initiatives and invite participants

Featured Initiatives and Resources



The **[Power of Contact publication](#)** draws from IOM's emerging programming on migrant inclusion and social cohesion and extensive research on intergroup contact theory, which posits that increased interaction and mixing of people from different backgrounds can cultivate trust and decrease prejudice under the right circumstances. The guidelines explore how to design, facilitate, and evaluate social mixing activities to strengthen migrant inclusion and social cohesion between migrants and local communities. Through meaningful social mixing in both the face-to-face and digital worlds, migrants and host communities can develop stronger positive social connections, allowing for a shift away from xenophobic and anti-migrant attitudes.

La Comunidad #XenofobiaCero



An online community that counters xenophobic hate speech by promoting positive content about migrants

The **[Global Migration Media Academy](#)** offers an opportunity to gain comprehensive knowledge, in-depth analysis and access to technical tools to cover the topic of migration in different parts of the world. By partaking in the course offered, participants can play a key role in bringing balanced, genuine and accurate stories about migration to counter uninformed, false and discriminatory narratives.



- **[It Takes a Community \(ITAC\) Campaign](#)** – a global movement celebrating how migrants and refugees strengthen their communities (IOM)
- **[Tech Heroes](#)** – a multiethnic project that aims to engage youth in solving community challenges through technological creations (IOM Kosovo)
- **[Issue Brief](#)** – proposes solutions for countering xenophobia and stigma to foster social cohesion in the COVID-19 response and recovery
- **[DISC Brief](#)** – resources on xenophobia & migrant inclusion
- **[COMMIT Guidelines for Piloting Mentorship Schemes](#)** – a practical tool for setting up a community-based approach for the inclusion and integration of newcomers (IOM)
- **[Paths to Inclusion](#)** – training for community mentors on communication, intercultural and social skills (IOM)
- **[IOM Countering Xenophobia Global Webpage](#)** – targeted campaigns, resources, tools, and news updates

Digital and Financial Inclusion

IOM's Ukraine Response in
Poland | © IOM 2022

Advancing tailored and cost-effective digital and financial solutions for social inclusion

Even prior to the Ukraine situation, digital inclusion has gained significant traction in policy discussions and programming due to restrictions brought about by the COVID-19 pandemic. Governments and organizations across the world have turned towards innovative digital solutions to address the limits of physical interactions and delivery of in-person services, as well as to mitigate the risks of social and financial exclusion of migrant and refugee populations.

However, this greater focus on digitalization is not without its caveats: even when digital resources are available, many of them do not have full access and the digital and financial literacy and linguistic skills to navigate them. In other words, although these emerging digital spaces have the potential to create a more inclusive and connected society, they also have the power to amplify existing inequalities, creating new forms of discrimination and triggering social tensions.

Those who are fleeing Ukraine are not exempted.

Many of those seeking refuge in neighboring countries face intersecting barriers to digital and financial inclusion. Aside from cultural and language issues, their access to electronic devices and the internet has been severely impacted, making communications and navigating a new country even more difficult.

Yet other barriers remain aside from digital connectivity. For instance, those fleeing conflict may not have the required documentation to open a banking or transaction account, face difficulties accessing their existing financial resources back home, or limited access to low-cost local currency conversions and financing options.

On equitable access to digital solutions. As people gradually establish themselves in their new communities, it is crucial that their digital access and literacy are considered in various areas such as education, healthcare, language, work, as well as financial inclusion. This can be done by deploying cost-

saving and well-tailored digital solutions to reach underserved populations, while ensuring sustainability and accessibility of digital services. It is also crucial to break down the gender and age divide by ensuring that policy and practice on digitalization do not exclude older people and women, not to mention those who are low-literate and low-skilled. In this aspect, a systematic assessment of the barriers and digital risks that these populations face in terms of connectivity, access, literacy, and digital behavior is key to identifying gaps and possible support areas.

On financial inclusion. Inextricably linked to the issue of digital inclusion is that of financial inclusion. Around the world, financial access is occurring via digital channels—a trend that has not bypassed Ukraine. Compared to other countries recently affected by conflict and some of its neighboring countries, Ukraine had reasonably high levels of financial inclusion, hosting a population with elevated levels of financial literacy and awareness. From a financial inclusion perspective, this makes it easier to financially onboard those fleeing conflict and for governments and agencies to remotely distribute social payments and cash-based interventions. Financial inclusion of migrants and refugees from Ukraine is imperative both for their economic integration and to enable them to leverage their economic capital to assist those left behind whether it be via remittances, diaspora investment, or other means.

On combatting xenophobia. While digital media has activated a new wave of xenophobic and racist content towards those arriving from Ukraine, it can also be a powerful tool to address it. Promoting community-driven and evidence-based approaches and digital campaigns will ensure that approaches are participatory and reflective of the realities and needs on the ground.

The pandemic offers a menu of lessons and learned and innovations that can be replicated to ensure the digital and financial inclusion of underserved populations, equitable access to services and promote balanced narratives on migration.



Digital and Financial Inclusion

Key Considerations

- Facilitate community-led digital initiatives to combat xenophobia and hate speech
- Organize digital competency workshops for women, the elderly and those with low digital literacy levels
- Promote human-centered design of digital solutions, consulting users throughout the conceptualization and implementation of the intervention
- Develop assessments that investigate the barriers and opportunities of digital inclusion of new arrivals
- Provide free or low-cost digital solutions for ease of access
- to learning opportunities, pre and post arrival orientation, housing and employment options, financial aid, participation in social events, etc.
- Advocate for policies that bridge the digital gender and intergenerational divide
- Develop online platforms, websites, mobile applications that provide multilingual information on host community and access to services
- Explore innovative and cost-saving digital solutions to facilitate financial inclusion of new arrivals and underserved populations (banking, cash transfer, remittance, etc.)

Featured Initiatives and Resources

DISC Digest on [The Power of Digitalization in the Age of Physical Distancing](#) was developed at a time when the world was grappling with the early stages of the COVID-19 pandemic and societies were witnessing first-hand how digitalization could help confront the crisis and keep migrants, their families and communities connected. Against this context, this digest explores the multi-faceted opportunities and risks that digital innovation can bring to social connections and community cohesion among migrants and host communities. It showcases a wide-range of digital initiatives to support migrant inclusion.



The **O-Canada App** available on [Google Play](#) and [App Store](#) is IOM's digital tool for refugees selected for resettlement to Canada. It aims to empower refugees to transition and become active members of Canadian society. The app provides relevant, accurate and targeted information on with the objective of increasing the integration outcomes of refugees. The app can be accessed offline and downloaded for free to complement in-person orientation.

The **Resilience Innovation Facility (RIF)** is a state-of-the-art [digital fabrication laboratory](#) ('fab lab'), established by IOM Gaziantep in cooperation with the University of Gaziantep, that goes beyond simply providing digital tools by also fostering youth/young adult refugee integration and social cohesion. The RIF empowers youth by providing a safe and open educational space where both refugees and local community members can come together to improve their digital and design-thinking skills while having access to the digital fabrication tools, equipment, and technology. Learning and working together promotes social cohesion, and the additional financial literacy, entrepreneurship, and livelihoods trainings prepare all the students for career paths in digital technologies.



- Research Study on [Digital Inclusion of Refugees Resettling to Canada: Opportunities and Barriers](#) (IOM, COA)
- [MigApp](#) - a one-stop-shop platform where migrants can access current, reliable and practical information and IOM services (soon to include a financial literacy component)
- [The Role of Digital Remittances](#) - the report examines the digital remittance systems and usage in the Russian Federation and Central Asian countries (IOM)
- ['Closing the digital divide'](#) - school supplies kits and smart tablets with preloaded "Aprendo en Casa" ("I learn at home") content were delivered to refugee, migrant and Peruvian students in Lima.
- [ICRC Red Safe](#) - a digital humanitarian platform providing safe and secure services for affected populations (ICRC)
- ['Learning to earning' for displaced youth: Unlocking the power of digital technologies](#) - an overview of how digital technologies are being used to support youth's transition from school to work (UNICEF)
- [From Silos to Solutions: Toward Sustainable and Equitable Hybrid Service Delivery in the Immigrant & Refugee-Serving Sector in Canada](#) - findings and recommendations from a study on hybrid service delivery (AMSSA)
- [Infosheet for Migrant E-nclusion](#) - ongoing IOM project aiming to enhance IOM capacity to innovate and facilitate inclusive digital solutions in IOM's pre and post arrival programming to support migrant inclusion and social cohesion

Governance

IOM's Ukraine Response in
Romania | © IOM 2022

Promoting multi-level coordination and capacity-building of authorities

Migration policies, such as those concerning socio-economic inclusion and social cohesion, require strong coordination mechanisms as they are often deliberated, designed and implemented at different levels of government. While national authorities are currently taking the lead on making decisions regarding national reception capacities, legal status and access to services, local and municipal actors play a key role in receiving and helping newcomers to settle in.

It is important to develop coordination mechanisms between public authorities at all levels to identify and address emerging migration and long-term inclusion issues that Ukrainian populations and other persons may face as they remain in their new communities.

Bridging local realities and national policies & frameworks requires vertical coordination between local and national actors, as well as horizontal coordination among different ministries, local government bodies, etc. To facilitate this, dialogue and cooperation between different levels of government can be developed through intersectoral advisory bodies and working groups, forums, networks, programmes and strategies outlining indicators and areas of intervention. These mechanisms are most effective when they involve not just actors from different areas of government but also non-State stakeholders, such as actors from the private sector and civil society and other non-traditional actors, including representatives of the

migrant and refugee communities themselves.

Yet local government actors can be disproportionately affected by the current influx of new arrivals, as they may operate without sufficient resources or know-how to respond effectively and to maintain quality, accessible services that support social cohesion in local contexts. As migrants and refugees look towards support services to facilitate their social inclusion, it is important to simultaneously direct efforts towards capacitating local receiving communities to welcome and receive newcomers.

Local authorities need to find the right balance between mainstream and tailored support for the displaced populations. To foster an inclusive, connected community, local authorities and service providers need to invest in building the intercultural communication skills and competences of their staff to ensure inclusive and appropriate service delivery. Building community support is critical for a resilient response as locals can play an integral role in making sure inclusion measures for the displaced are upheld. In order to ensure sustainability of the response, local authorities may need to shift their approach to more long-term and holistic planning of social inclusion. To develop these long-term plans effectively, it will be critical to invest in mechanisms that collect robust local level data. By doing so, municipalities can afford equal opportunities and meaningful engagement in civic life to all, regardless of country of origin.



Governance

Key Considerations

- Develop coordination mechanisms between public authorities through intersectoral advisory bodies and working groups, forums, networks, workshops, etc.
- Developing city-to-city platforms for sharing experiences and practices on how to address the opportunities and challenges of migration
- Develop tailored training for authorities on intercultural communication, provision of services and legislative frameworks on migration
- Inclusion of non-state actors in consultations, meeting and decision-making processes
- Design accountability mechanisms that enable transparency such as monitoring and evaluation and feedback
- Proper allocation of funding for subnational authorities to implement national priorities
- Build capacities of authorities to systematically assess the inclusion needs and outcomes of new arrivals in different domains of community life

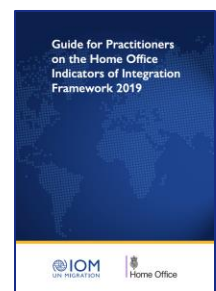
Featured Initiatives and Resources

The IOM RO Brussels led project [Include-EU](#) leverages regional and local expertise, as well as exchange and engagement for enhanced social cohesion in Europe. Funded by the European Union, Include-EU aims to contribute to building more inclusive societies by enhancing transnational knowledge and experience sharing, cooperation and partnerships between local and regional authorities across the different EU countries.



The [ADMin4ALL Manual & Training Curriculum](#) helps build the capacity of municipalities in the socioeconomic inclusion of vulnerable migrants. The training curriculum has been developed under the project “ADMin4ALL: Supporting Social Inclusion of Vulnerable Migrants in Europe”, funded by the European Union (EU) and implemented by the International Organization for Migration (IOM). It targets municipal staff – working in specialized or generalized services – as well as staff within other entities who are entrusted to deliver services to migrants at the local level.

The guide for practitioners on the [IOM UK Indicators of Integration Framework](#) aims to support capacity-building in local authorities (and regional statutory bodies with responsibility for integration) to effectively use the Indicators of Integration framework in integration strategy planning, implementation and evaluation. In particular, this handbook has been designed to support the exploration and familiarization with the Home Office Indicators of Integration 2019 framework and tools.



- [EMM 2.0](#) – Interactive Essentials for Migration Management Handbooks (IOM)
- [San Remo International Migration Law Programme](#) - equip government officials and actors with an understanding of the international standards on good governance of migration (IOM and IHHL)
- [UK Refugee Integration Handbook](#) – outlining a plan for longer-term inclusion (UK Home Office)
- [Survey Bank](#) on migrant integration and social cohesion
- [Toolkit for Integrating Migration into Governance Interventions](#) (IOM, ILO, UNESCO, & UNICEF)
- [Brief on Migrant Integration Planning and Measurement Tools](#) (IOM) – monitoring resources on integration
- [IOM/IPL Migrant Integration Index](#) – a tool that diagnoses integration outcomes of migrants to better the integration planning of local authorities
- [MICIC capacity building tools](#) for migrants in countries in crisis (IOM)
- [SIRA project](#) - [Cooperation platforms and regional factfiles](#) to encourage collaboration among local communities to influence the development of better integration policies and practices at all levels of governance (Share Network, IOM RO Brussels)

Towards inclusive and cohesive societies

Reflections and ways forward

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The situation in Ukraine has demonstrated how millions of people can be displaced in a matter of weeks. For those who fled, meeting their most urgent needs and becoming self-sufficient is critical. Yet while the reception of these displaced populations has garnered an outpouring of support across countries, the scale of the arrivals and their needs have overstretched the capacities of their host communities.

Without effective and advanced social inclusion planning, the supply of resources and socio-economic opportunities will remain limited, triggering social tensions especially in contexts where rampant inequalities already pre-exist.

Past situations of crisis and experiences of receiving displaced populations have taught the world many lessons. The case of new arrivals from Ukraine is no different. From these, some reflections and ways forward must be considered:

1. Empowering newcomers to navigate support services and paths to inclusion through strength-based and holistic approaches

People fleeing the conflict in Ukraine are part of a highly traumatized and vulnerable population and require immediate support to meet their needs.

Yet they also have strengths and capacities that will need to be identified and leveraged early on. Service support must be designed to allow them both to overcome their disadvantages and to capitalize on their strengths. This strength-based ethos will give newcomers more control over the types of support and services they can access and empower them to find the inclusion pathway best

suited to achieving their ambitions and aspirations. It will also need to incorporate flexibility to enable adaptation as individual plans and circumstances change. Recognizing the agency of newcomers across the inclusion process will be critical for unlocking their full social and economic potential.

In addition to being agency-focused, strength-based support systems will also need to be holistic – recognizing that inclusion is a multi-dimensional process of change across the different economic, social, cultural, civic and political domains of a newcomer's life.

While work is generally seen as the gateway to other processes of inclusion, the nature of the inflow of people from Ukraine – predominantly women, children and the elderly – work-focused approaches will need be balanced with needs in other domains. For example, a single mother without a social support network is unlikely to avail herself of the economic opportunities offered to her if her non-economic needs are not addressed. *Understanding the inter-related nature of the various dimensions of inclusion, and how they intersect and unfold over time, must be central to designing and implementing impactful interventions and policies in the medium- and long-term.*

2. Balancing mobility- and diversity-proofing approaches to social inclusion

Holders of temporary protection can move from a first country of asylum to another. This means policymakers in these first countries may need to take difficult decisions about the nature and extent of early inclusion measures, as beneficiaries may leave.

However, the risks of not investing in those who stay outweigh those of investing in those who leave. Failing to act quickly and effectively to promote inclusion can lead to a waste of human capital and increased inequalities. Enabling swift access to a range of services can help to prevent more serious issues further down the line, both in-country and beyond borders.

Within this context of high mobility, it is therefore worthwhile to invest further in ‘mobility-proofing’ existing services and policies. Such investments include improving data systems and analytical tools to predict/anticipate the likelihood of stay or onward movement. It also requires the enhancement of coordination and information-sharing systems in places of origin and destination to improve links between pre-and post-arrival support and inclusion pathways.

For those newcomers who stay more longer term, it is essential to invest in more intensive support through mainstream services. This means adjusting those services to the needs of a diverse society – ‘diversity-proofing’ – as well as the individual and specific challenges, needs and personal characteristics of newcomers (including gender, racial or ethnic origin, culture, sexual orientation, disability, etc.). Again, the current demographic composition of arrivals from Ukraine may require renewed efforts to tackle the persistent challenges faced by women, children and the elderly beyond those experienced by all newly arrived populations. This may include gender gaps in labour market outcomes, especially among lone parents. However, the crisis also presents opportunities and innovative approaches to service provision, such as through the use of new technologies.

It is of paramount importance that interventions to encourage the social inclusion of new arrivals are not implemented at the expense of others, including refugees and migrants from other communities and disadvantaged groups and minorities in the host society.

Equity considerations will need to be mainstreamed across

all support provided to newcomers. Efforts to adapt existing reception and integration services to the needs of the most vulnerable newcomers will need to recognize and avoid potential unintended negative consequences for others, such as the exclusion of other mobile groups or fueling resentment among the host population.

The goal of ‘diversity-proofing’ and ‘mobility-proofing’ services should ultimately be to contribute to inclusive and cohesive societies, where the prosperity of one is the prosperity of all.

3. Promoting public acceptance of early inclusion measures and social connections

To ensure public acceptance of these early inclusion measures, the engagement of both local and new and older non-local populations in the host country is key. Promoting the active participation of these communities in consultative and decision-making processes can help empower them. It will help integration and inclusion policies to address the real and most urgent needs of newcomers, while ensuring other communities accept their necessity.

In addition, the inclusion of new arrivals should not be understood solely in terms of access to services or labour market integration.

Holistic inclusion also involves social and relational aspects, including through “social mixing” and positive contact with local communities. It ensures that wherever newcomers are – be it in the workplace, at school, in shops or around their neighborhood – they have opportunities to engage and connect meaningfully with members of their host community.

In the same vein, providing opportunities for host communities to learn more about the newcomers will better prepare them to receive new arrivals in a welcoming atmosphere. Dedicated investment in community connection activities will also increase broader support for early inclusion measures.





The Path Ahead for People Fleeing Ukraine

**IOM Toolkit on Facilitating Pathways to
Inclusive and Cohesive Societies**



DISC INITIATIVE

Empowering migrants and communities to
achieve full inclusion and social cohesion