The Florence Call for Action (FCfA) was adopted at the 9th European Regional Red Cross and Red Crescent Conference in Italy in June 2014. The Call focuses around activities and advocacy towards different stakeholders in the field of Migration, Social Aspects and Volunteering. The overall aim of all these activities is to strengthen the resilience of the target group but also that of the National Society in the above mentioned fields.

Many of the actions and activities that the Florence Call for Action refers to are already included into the work of National Societies.

National Societies were asked to highlight maximum three new activities related to the topics of Migration, Social Aspects and Volunteering that they plan to start, or have already started further to the European Regional RCRC Conference in 2014, and intend to implement before we meet at the next European Regional RCRC Conference in 2018.

This will help guide National Societies through the implementation process of the related activities. In addition, it can be used as the basis for feedback to the annual reports of the implementation process of the Florence Call for Action and eventually to share good practices between National Societies.

Q: What will your National Society do in relation to Migration, in order to achieve the adopted Florence Call for Action? Please list a maximum of three new activities that you are planning to implement.
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Albania

Capacity building of local branches related to massive migration

Goal:

• Better preparedness to provide humanitarian aid to migrants coming in Albania
• Consolidation of emergency volunteer teams at branch level
• Training of volunteers on migration response

Target group: Volunteers, local branches and staff
Tools: Design of training materials and training carried out

New/scaling up/intensity efforts - Increase of Albanian RC capacity in response to massive influx of migrants.

Tracing Service

Goal: To re-establish the family links among separated families

Target group: Migrants, asylum seekers and their families abroad the country
Tools: Emails, tracing requests, RCM, database, phones

New/scaling up/intensity efforts - The tracing services are adapting in accordance with new RFL needs

Provision of first aid kits and hygiene kits for migrants

Goal: To improve the health condition of migrants in need

Target group: Migrants, asylum seekers
Tools: Purchase of First Aid Kits and Hygienic kits and store them in case of big influx of migrants coming in Albania

New / scaling up/intensity efforts

File holder - Contact details

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Armenia

Provision of comprehensive information on available services in Armenia

Description: Provision of comprehensive information on available services in Armenia.
Target group: Asylum seekers, refugees and Syrian and other displaced persons.
Tools: Individual counselling, group information sessions provision in cooperation with government and other stakeholders, distribution of relevant printed brochures and other materials, referrals from border crossing points responsible persons, meetings at airport arrivals.
New / scaling up / intensity efforts: Intensity efforts

Monitoring of asylum seekers at the Reception Center

Description: Monitoring of asylum seekers at the Reception Center.
Target group: Asylum seekers in Armenia.
Tools: weekly visits of Protection responsible person and psychologist, participation in the Reception Center improvement working group.
New / scaling up / intensity efforts: Intensity efforts

Self-reliance and income generation promoting

Description: Self-reliance and income generation promoting.
Target group: Refugees and Syrian displaced persons.
Tools: Providing tools sets for starting small businesses in Armenia, job placement counseling etc.
New / scaling up / intensity efforts: scaling up the activity, further supporting existing and successful businesses, business training sessions, RA tax legislation and other training sessions provision.

Sex and Gender based violence prevention and response

Description: Sex and Gender based violence prevention and response
Target group: Asylum seekers, Refugees and Syrian displaced persons.
Tools: Awareness raising events organization / training sessions, exhibitions, brochures printing etc., Individual Case Management, training topics enlargement, including SGBV cases in differentiated protection of persons with special needs.
New / scaling up / intensity efforts: Scaling up

Syrian-Armenian Children’s Resilience program

Description: Syrian-Armenian Children’s Resilience program in partnership with Danish RC, which aims at supporting children’s wellbeing at a long run. Unlike one-time events the program worked with the same beneficiaries for months creating “safe spaces” for self-expression and rehabilitation leading to resilience and integration.
Target group: Syrian-Armenian children and their parents
Tools: The program is based on the Children’s Resilience program manual/pack designed jointly by the Save the Children foundation and IFRC. Trained volunteers deliver 20 workshops on topics relevant to Children Affected by Armed Conflict (CABAC) for children in groups. The topics and the activities have been adapted for the country. In between the workshops children take part in cultural activities, such
as sightseeing and organize community activities, such as tree planting. These activities support the
resiliency and integration. Rehabilitation camp is also available for children in summertime run by the
volunteers.
New / scaling up / intensity efforts: Scaling up: the third round of the program was launched with
scaled up activities; in addition to improved content of the workshops /some useful information and
tools were added/, the children will be taught/empowered to initiate, fundraise and implement need
based community activities.

Youth program

**Description:** Youth program in partnership with Danish RC completely consisting of eight youth, fun,
innovative and creative activities. The program aimed at creating possibilities for refugee young people
to engage with youthful activities, have fun and at the same time find creative ways for problem
solving. Eight types of activities were designed and guidance/ supervision was provided for young
refugees to organize the offered activities, which were pieces of public art, urban gardening in the city
center, creation of performance groups (dance, music, drama), media workshops, mobile photography
workshop and contest, etc.

**Target group:** Young Syrian-Armenian people aged 15-30

**Tools:** Psycho-social support was provided to the target group via fun and attractive activities, as well
as activities highly using art and other therapies. Best practices of similar project done in Pakistan have
been adapted and used, such as creation of "Safe space" and mobile photography.

New / scaling up / intensity efforts: Scaling up, as the program was launched for the second round. It
has been improved based on the previous program implementation experience, best practices and
lessons learned. The most significant scale up activity is Small Grant Initiative which allows funding
opportunities for Syrian-Armenian young people to implement their most innovative and creative
ideas.

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Austria

Housing and Integration

Activity: Housing and Integration.
Goal: provide housing in combination with various integration measures
Target group: persons entitled to asylum or subsidiary protection
Tools: acquisition of housing, integration support offered by social workers, German Courses
New/scaling up/intensity efforts: new project, project started in November 2015

Research on the needs of migrations without a legal status to identify new ARC activities

Activity: Research on the needs of migrations without a legal status to identify new ARC activities
Target group: Migrants without a legal status
Tools: research, study
New/scaling up/intensity efforts: new research project in 2016; study will be disseminated and will include recommendations for the regional branches of ARC

Activity: Including basic facts about migration/integration into the training of all staff, volunteers und conscientious objectors working for the ARC
Target group: all staff, volunteers, conscientious objectors
Tools: design of training material and trainings, perform trainings to ensure multiplier effect all over Austria
New/scaling up/intensity efforts: nationwide expansion of existing activities; every staff member all over Austria shall be trained; multiplier effect will ensure, that Red Cross staff in all regions will be reached

File holder - Contact details

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Azerbaijan

Azeri language course

Activity: All migrants often face challenges receiving education in their mother tongue, thus in many cases they have to adapt to the local conditions. Taking this fact into account and facilitate the process of integration of migrant families into the society, to create an opportunity to their children to go to school, the AzRC organized free-of-charge Azerbaijan language course since 2014. (Jointly with local NGO Hayat International, UNHCR)

Target group: Migrant families and their children from Afghanistan, Pakistan, Syria, Iraq and Iran.

Tools: We have skilled Azeri language teacher. 3 times in a week she visits Migrants center established by the UNHCR and give them lessons. The period covers 9 month with additional 2 months for children to prepare them for school, thus they capable to pass through Azeri language exams. She also tests their knowledge to found out whether they need additional lessons.

New/scaling up/intensity efforts: The initiative is going to be continued next year.

“Combating human trafficking” seminars at schools

Activity: Almost two years, since 2014 the AzRC organizes seminars at the second and high educational institutions among students and pedagogical staff under a motto of “Combating human trafficking” at Baku and regions level. The purpose is to give information on the “who can be a victim of human trafficking?”, “combating to be a victim of human trafficking” and “the way of engagement people”. At the end of the seminar, a video on human trafficking is usually presented to the participants of seminars. (Jointly with IOM);

Target group: Students and pedagogical staff of the secondary and high educational institutions.

Tools: Information and education materials-brochures, posters, presentations.

New/scaling up/intensity efforts: This initiative is planned to be continued next year.

Migration Information Centers

Activity: Another initiative held jointly with International Organization for Migrants is created Migration Information Centers at the AzRC local branches in the districts all over the country and districts of Nakhichevan Autonomous Republic. The purpose is to have the place where the migrants can apply with the issues of concern, which further could be addressed to the relevant agencies like State Migration Agency and IOM.

Target group: Migrants who are living or arrived to the regions/districts in the country and needs information, consultations.

Tools: People at the centers were trained and submitted by IOM and AzRC with necessary information. Brochures, which has the AzRC branch contact details, IOM contact details and brief information.

New/scaling up/intensity efforts: These centers are also could be used as training centers.

File holder - Contact details

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Belarus

Support to migrants from Ukraine in Belarus

Activity: Support to migrants from Ukraine in Belarus
Target group: Lonely elderly people, families with many children, one-parented families, disabled people, pregnant and nursing women
Tools: Humanitarian aid (vouchers), volunteer support, provision of information, urgent medical services
New/scaling up/intensity efforts
Huge activity for Belarus Red Cross, started in 2015, on-going

File holder - Contact details

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Grounding actions aimed at recruiting ethnic minorities and refugees in preparation for super-diversity

**Activity:** One of the current objectives of the Belgian Red Cross-Flanders (BRC) is to offer support to ethnic minorities and refugees in their integration and inclusion process. Engaging them as volunteers in the activities of our organization is one of the ways to achieve this objective. Generally speaking, there has been an impressive increase in ethnic diversity during the recent years, particularly in cities. More and more children are born in families with a migration history. There is also an increased diversity within migrants and ethnic minority groups. How will a city look like in 10 or 20 years? - Kindergartens and primary schools give us a good indication of it. Such significantly higher levels of population diversity are being referred to as ‘super-diversity’. For instance, one of the greatest psychological adaptations of the 21st century is expected to be: from ‘a society with one clear ethnic majority group, where minorities are expected to adapt to the prevailing views’ to ‘a new society with no majority ethnic group, in which everyone must adapt to everyone’. A volunteer-driven organization like ours must not only keep pace with such demographic developments in society, but be ahead of it, and it is only logical that our volunteer pool should become much more diverse than it currently is.

The general approach is as follows. First, we have started with mapping thresholds that ethnic minorities and refugees can have in order to become a volunteer at our national society. Such thresholds may be associated with internal and external factors, and they should be mapped and analyzed. For instance, to gain understanding of BRC internal factors we have been interviewing representatives of our local units. For external factors, we have been consulting minorities’ forums and organizations professionally working with minority groups. Second, we look for inspiring best practices that will be used for communication purposes: namely, to raise awareness that engaging volunteers with ethnic minority roots is increasingly crucial for the well-functioning of our volunteer-driven organization.

**Target group:** ethnic minorities and refugees

**Tools:** face to face interviews, academic research (empirical study)

**New / scaling up / intensity efforts:** this is a new activity

**File holders - Contact details:**

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Bulgaria

Population Movement

**Activity:** Population Movement  
**Target group:** Vulnerable migrants, asylum seekers and refugees  
**Tools:** Since the large influx of migrants and asylum seekers in 2013, the situation in Bulgaria has calmed down and alongside the typical humanitarian response activities, reduced in scale (relief and distribution of hygiene and other items etc., hygiene, RFL, PSS), a number of more stable and sustainable social services has been developed and offered to support the incoming migrants to Bulgaria and those currently residing inside the country.

**New/scaling up/intensity efforts**

The shift from humanitarian aid to social activities required involvement of social workers. Social workers and mediators were selected among the migrant community in Bulgaria. Equipped with appropriate training and skills, knowing the culture and language of the migrants (mainly Afghanistan, Iraq, Pakistan and Syria), they work with the asylum seekers in all reception and accommodation centers in Bulgaria, providing the following services:

- Information sessions on the rights and duties of asylum seekers
- Medical care (that includes support to state institutions with medicaments when there is shortage of supplies)
- Education (enrolling of children to schools) and Bulgarian language classes (incl. children summer camps)
- Organising medical checks, enrolling and visits to GP
- Referral to other competent NGOs and institutions, depending on needs
- Identifying and assisting in Restoring Family Links cases.

School for Humanity

**Activity:** School for Humanity  
**Target group:** Youth volunteers, children, politicians, experts and journalists  
**Tools:** The School for Humanity is interactive series of events including representatives of all target groups, aiming at provoking heated discussions with which good practices and experience are shared. As well as thought provoking workshop “What if ...” that inflames the imagination of the participants. The topics included: migration, discrimination, racism, discrimination, radicalisation, principles, values and humanity.

**New /scaling up/intensity efforts:** Participation is a challenge for all of the “students” in order to carry on frank discussions without complex terminology and confusing arguments. The purpose is to feel free to ask questions, to express personal point of view and to come up to common conclusions and promises. The participation of young volunteers and children is of a key importance because they receive a variety of controversial information on the already mentioned topics on a daily basis. In order to form a personal opinion and strong positions on the matter the minors could be easily affected by the representatives of institutions and the media.

Psycho-social support for children in camps for asylum seekers

**Activity:** Providing psycho-social support for children in camps for asylum seekers  
**Target group:** Children in camps for asylum seekers, Bulgarian Red Cross Youth volunteers  
**Tools:** After the statistics showed that up to a few hundred children lives in the camps, sometimes for a few months, the volunteers and the BRCY Department developed a program for providing psycho-social support for the children.

**New / scaling up / intensity efforts:** Bulgarian Red Cross Youth volunteers work in two camps for asylum seekers in Sofia, providing psycho-social support for the children in the camps.
The volunteers are also involved in the distribution of food and hygiene packages in the camps. The volunteers go to the camps in teams, once a week. The activities started with simple sports and games and turned into Bulgarian and English language lessons, art activities and many more. This is one of the most challenging experiences for the volunteers, but one of the most rewarding ones as well.

File holder - Contact details

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Risk and Vulnerability Assessment

**Activity:** Risk and Vulnerability Assessment  
**Goal:** To expand and improve CRCS cooperation with the government, UNHCR and NGOs in Cyprus with regards to Migration, while developing protection activities and scaling up efforts to increase the effectiveness of CRCS advocacy policy activities and field-work.  
**Target group:** Potential asylum seekers, asylum seekers, irregular migrants and persons with international protection, Government officials, NGOs and international organisations active in the field  
**Tools:** Guidelines, feedback and materials form the RC/RC Movement, Desk research, Communication with authorities and other stakeholders, Advocacy, Policy, Funding  
New/ scaling up /intensity efforts: scaling up

Promotion of “Protect Humanity – Stop Indifference” campaign

**Activity:** Promote the “Protect Humanity – Stop Indifference” campaign of the IFRC  
**Goal:** The campaign will be tailored to the needs and the current climate in Cyprus, aiming at making the Cypriot society more welcoming to migrants, clarifying the public's questions with regards to migration and contributing to the integration of the migrant population. It may initiate a number of small-scale ‘pilot’ activities so we build experience in the public sphere, improving awareness of the public regarding the daily activities of the CRCS in the field of Migration.  
**Target group:** General public, Authorities, Academia, Private sector, beneficiaries, CRCS staff and volunteers  
**Tools:** Material provided by IFRC, Media, Social media, Informative events open to the public, Street activities, Funding  
New/scaling up/intensity efforts

File holder - Contact details

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Denmark

“Friend Showing the Way” Project

Activity: DRC has received a major government grant for a mobilization and integration project titled “Friend Showing the Way” – a cross organization project focusing on the integration of refugees in local communities.

Goal: The overall goal is to ensure that every refugee who has gained asylum will be offered a local friend.

Target group: Primary target group is refugees who has gained asylum (aprox. 12.000/year)

Tools: The project will use different tools:

1. Bridging between asylum center and local community. Leaving the asylum center every refugee will pass an interview where he/she will be offered a contact person (friend) in the local community where he/she will be settled
2. Community meetings. DRC will facilitate community meetings in every municipality - gathering civil society organization, authorities and representatives from business community to discuss and coordinate integration efforts
3. Promotion DRC will promote the project and make the process of being an active volunteer easy and smooth
4. Matching. DRC will develop methods of matching refugees and volunteers – ensuring that personality and personal interests are met in the meeting.

New/scaling up/intensity efforts: The project is a major upscaling of DRC integration activities and the mobilization process with involvement of several civil society actors is a new and challenging task that will also involve several elements of organizational development.

File holder - Contact details

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Integration of refugees

Activity: The Finnish Red Cross is intensifying its efforts to encourage the integration of refugees into the society. Following the migration situation of fall 2015, some 10 000 refugees are expected to remain in the country. The Finnish Red Cross has had activities on integration for a long time, but these will be intensified and scaled up by a significant degree nationally.

Goal: The goal is to provide integration-related activities locally in at least double the number of branches than previously.

Target group: Refugees and migrants. Local branches.

Tools: Intensifying the existing activities by increased funding to enable branches to organize local activities on integration and increased staffing on integration issues.

New/scaling up/intensity efforts: Scaling up existing activities

Influencing the legislative processes

Activity: Influencing the legislative processes concerning migrants, especially relating to family reunification.

Since 2014, a number of changes have been made to the legislation on migrants and refugees, often restricting their rights or complicating the asylum process. Especially family reunification legislation has been changed several times towards more and more complicated process.

Goal: The Finnish Red Cross is intensifying its efforts to influence these changes and, especially on family reunification, to have a report provided by the Ministry of Interior on the combined effects of these various changes on the rights of migrants and refugees.

Target group: MPs and Ministry of Interior.

Tools: Direct advocacy, legal opinions as well as public campaigning either on its own or in collaboration with networks and other organizations.

New/scaling up/intensity efforts: Partly new, however with regards to family reunification, intensifying efforts.

File holder - Contact details

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France

Centre d’accueil pour demandeurs d’asile

Activité: Centre d’accueil pour demandeurs d’asile.
Groupe cible: Demandeurs d’asile.
Outils: 
Nouveauté: Assurer une meilleure qualité des conditions d’accueil, augmentation de la capacité d’accueil.

Centres d’accueil pour migrants

Activité : 7 nouveaux centres d’accueil pour migrants.
Groupe cible : Migrants évacués des squats à Paris.
Outils :
Nouveauté: Création de ces centres qui n’existaient pas auparavant.

Soins de santé dans le camp

Activité: Soins de santé dans le camp de Grande-Synthe dans le Nord de la France.
Groupe cible: Migrants vivant dans le camp.
Outils: Soins médicaux et interprétariat.
Nouveauté: Mise en place d’un dispositif qui n’existait pas auparavant.

File holder - Contact details

Name:
Position:
Email:
Phone:
**Germany**

**Federal voluntary service referring to refugee aid**

**Activity:** Federal voluntary service referring to refugee aid

**Goal:**
...for volunteers who want to support activities in refugee aid:

- Coming into contact with refugees and making valuable intercultural learning experiences
- Getting to know civic involvement in Germany
- Care and support of refugees in their accommodation and care (e.g. in refugee facilities, accommodation etc.)
- Direct support and assistance to refugees in their social orientation and integration in everyday life (e.g. as Integration Pilot, as an accompaniment to various authorities and visits to the doctor, as a translation assistant and translation aid etc.)
- Care and support of refugees in education (z. B. kinder garden, schools, adult education formats etc.)
- Care and support of refugees in integration-oriented recreational area (e.g. sports, culture, youth work)
- Coordination and organization of civic engagement in favour of refugees (e.g. sorting and disclosure of donations, food distribution, scheduling of volunteers etc.)

... for refugees in federal voluntary services:

- Enabling integration, participation and appreciation
- Enabling a change of perspective: away from the situation, to perceive themselves as in need of assistance towards an activity in which they themselves can offer other people help
- Improving language skills
- Gaining first professional experience and to improve the chances of a subsequent formation or adequate work
- Getting to know civic involvement in Germany

**Target group:**

- People of all ages who want to support activities in refugee aid
- Refugees and asylum seekers with residence permit or temporary permission to stay (German legislation: asylum seekers need to be in Germany for a minimum of 3 months before they are allowed to participate in this program)

**Tools:** All volunteers who do their service in the special program will be educationally particularly accompanied.

Making sure are:

- technical guidance in the work site,
- an application-oriented support,
- an obligatory reflection seminar
- possibly up to four weeks' German course for refugees - depending on the language level. This should be carried out to serve the beginning, but can optionally also done during the voluntary service
New/scaling up/intensity efforts:

**Supporting the work of new volunteers**

**Activity:** To support, mainly by qualifying and coordinating, the work of new volunteers who support the German Red Cross as members or non-members in the field of asylum and migration work.

**Target group:** To support, mainly by qualifying and coordinating, the work of new volunteers who support the German Red Cross as members or non-members in the field of asylum and migration work.

**Tools:** Recruitment of staff that coordinates the work of volunteers in the asylum and migration work on a regional level and that implements trainings for all those volunteers.

**New/scaling up/intensity efforts:** A new project to strengthen the structure of support for volunteers who work in the field of asylum and migration has been started in September 2015. The project is financed by the Federal Government Commissioner for Migration, Refugees and Integration Minister of State Aydan Özoğuz. It coordinates and finances coordination staff, development.

**Collaboration with UNICEF and the German Ministry of Family, Senior Citizens, Women and Youth**

**Activity:** Collaboration with UNICEF and the German Ministry of Family, Senior Citizens, Women and Youth in the context of the response to the refugee and migrant children and women in Germany

**Goal:** Improve protection of children and women in temporary accommodation centres

**Target group:** Children, youth, women and other vulnerable groups in refugee shelters

**Tools:** Development of minimum standards for the protection of children and women in refugee shelters

Assistance to temporary accommodation centres in the form of:

- Capacity building and mentoring to strengthen the protection of children and women
- Training and support for the establishment of Child Friendly Spaces (CFS)
- Materials and training to offer structured learning and play programmes for young children (Early Childhood Education/Early Childhood Development)

**New/scaling up/intensity efforts:**

In response to the refugee and migrant children and women in Germany improve their protection in temporary accommodation centres.

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**File holder - Contact details:**

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Great Britain

Awareness raising advocacy

**Activity:** Advocacy raising awareness of the causes and nature of destitution in refugees and asylum seekers and the human impact of this.

**Goal:** To influence the UK Government’s Immigration Bill on asylum seekers in the UK to minimise the impact in terms of increased destitution for refugees and asylum seekers.

**Target group:** Cross party Parliamentarians in both the House of Commons and Lords

**Tools:** One to one briefings/ group briefings/ media work/ written briefings/ new research on the human impact of destitution in the UK

**New/scaling up/intensity efforts:** Scaling up the intensity of our advocacy in response to the new Bill.

Advocacy on access to legal aid

**Activity:** Advocacy on access to legal aid for refugee family reunion which is being cut.

**Goal:** To ensure the provision of publicly funded legal support for refugees seeking so that they can be re-united with their immediate pre-flight family.

**Target group:** The Minister of State for Justice

**Tools:** One to one briefings/ group briefings/ media work

**New/scaling up/intensity efforts:** Intensifying efforts as we expect a major government announcement on this issue in the next 12 months

File holder - Contact details

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RFL service during disembark operations

Activity: RFL service during disembark operations
Goal: The Italian Red Cross volunteers and staff are present in all the harbours, especially in Southern Italy, providing RFL (Restoring Family Links) assistance to prevent separation of migrant families. Thanks to the training of volunteers, equipment and dedicated staff, RFL teams are able to give information in order to avoid the split of family’s members during the disembark operation. The presence of the RFL team at ports, supported by cultural mediators, enables the strengthening of the national and international RFL network.
Target group: migrants landed in Italian ports that need to re-join/contact parents in country of origin/other countries; migrant families separated during rescue operation at sea; family groups landed together.
Tools: information about the RFL service, distribution of flyers and promotional items, information about rules and laws in order to protect the family unit; assessment based on age and family reunification needs (before a family group may be displaced); dissemination of Red Cross/Red Crescent values and principles towards authorities and other humanitarian stakeholders which are engaged in rescue procedures at harbours; promotion of the humanitarian meaning of the tracing service, which must be assured to migrants and families who are waiting for news, by informing the Italian authorities about this basic need; assistance in re-join vulnerable family members hosted in different shelters; training for ItRC volunteers and staff in order to increase competences in RFL.
New/scaling up/intensity efforts: Besides Sicilian RFL staff, from last May new RLF staff experts are working in Calabria and Apulia regions, in order to face the increase in migration flows due to the foreseen changes in migratory routes. We are also planning to strengthen the RFL action by organising proper migrants needs-oriented trainings for volunteers and staff.

SAFE POINTS

Activity: SAFE POINTS
Goal: The Safe Points are help desks set up at the main train station areas or where needed, in order to get in contact with migrants who, for several reasons, have no access to the reception network and the local services. Since September 2015, two Safe Points have been established: one in Catania and the other in Trapani (Sicily).
Target group: Migrants, irrespectively of their legal status, who have no access to the reception network and have difficulties accessing local services, especially people on the move, people out of the asylum system and people who are no more in reception centres
Tools: The Safe Points are run by volunteers and the aim is to provide support and counselling to migrant people in need. Thanks to the support of cultural mediators, our volunteers and staff give migrants health and first aid, respond to their basic need in terms of distribution of food and non-food items, guide them to local services and provide psychosocial support and Restoring Family Links
New/scaling up/intensity efforts: As the good weather has arrived, with consequent increasing in migration flows and people on the move, we need to consolidate and expand the Safe Point approach throughout the entire Italian territory. Consequently, in order to enable volunteers to run the Safe Points, 10 specific trainings will be organized focusing on legal assistance to migrants, migration flows, humanitarian assistance. In addition, with the aim of engaging hosting communities into the action, the Safe Point will be also a reference point to have information on migration: leaflets and other informative material will be produced, both for migrants and hosting communities.
AWARENESS RAISING CAMPAIGN

**Activity:** AWARENESS RAISING CAMPAIGN

**Goal:** In May 2016, the Italian Red Cross launched the communication campaign #leparolevalgono, in order to raise awareness and sensitize the community, media and donors on the current situation, humanitarian needs and Red Cross/Red Crescent response. This communication campaign is based on the IFRC campaign #ProtectHumanity and is tailored to the Italian context. In collaboration with the well-known Italian encyclopedia, “Enciclopedia Treccani”, we are focusing our campaign on the correct meaning of words related to migration phenomena. The campaign is based on five words – too often unknown or misunderstood, or causing fear: migration, asylum, hospitality, humanity, dialogue.

**Target group:** Italian community

**Tools:** Campaign on newspaper, shared hashtags on social media

**New/scaling up/intensity efforts:** During the 2016, the ItRC will continue disseminating the awareness campaign and will train volunteers in order to manage a fair communication on migration issue.

**File holder - Contact details:**

Name:
Position:
Email:
Phone:
Program "Migrants' rights in action"

**Type of activity:** Program "Migrants' rights in action"

**Purpose:**

**Overall objective:** To draw attention to the problem of migration, to ensure the protection of migrants’ rights in the participating countries, as well as to organize the migration corridors and areas through coordinated action of civil society at the global level, with particular attention to the situation of domestic workers among the migrants and victims of trafficking.

**Specific objective 1:** To promote the development of a coherent and consistent approach of NGOs to implement the thematic programs in order to protect the rights of migrants and, in particular, domestic workers among the migrants and victims of trafficking.

**Specific objective 2:** Enhance migrants’ access to social services in the participating countries, and provide them with other services within the framework of small-scale projects of public organizations.

**Specific Objective 3:** Establish and strengthen the capacity of civil society organizations in order to ensure respect for civil and human rights of migrants, particularly domestic workers among the migrants and victims of trafficking.

**Target groups:** The main target groups of the project will be public organizations and, in particular, local non-governmental organizations dealing with the protection of the fundamental rights of migrants in the host countries, as well as migrant associations and employees associations. Employers’ Association and representatives of the private sector will be the appropriate target groups for the dissemination of knowledge on this issue. Central and local authorities involved in the project countries will be the main target groups for the implementation of advocacy.

**The final beneficiaries are:** Final beneficiaries of the project will be the workers and, in particular, the most vulnerable groups of citizens (women, children, domestic workers among the migrants, victims of trafficking), their families and potential migrants from participating countries, where there is an acute problem of migration and mobility.

**Tools:** A study of the migration policy of the State party of the project, the expansion of the capacity of civil society organizations in the field of project management and in the preparation of grant applications, raising awareness of social organizations on issues related to migration.

**new/expanding/intensive efforts:** small grants to NGOs, strengthening the capacity of NGOs involved in the project, in the field of migration.

**File holder - Contact details:**

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Kyrgyzstan

Building skills of migrants

Activity: To build skills of migrants and potential migrants to better manage their life and to protect themselves from exclusion, exploitation and trafficking
Target group: The project has following target groups:
1. Internal migrants;
2. Potential migrants;
3. Returnees;
4. Members of migrants’ families
Tools: The project has following tools:
1. Developed and published Informational-educational materials (Russian and Kyrgyz language) for the population on legal issues (Informational tool);
2. Provision of courses and trainings (Peer-to-peer approach and educational tool)
New/scaling up/intensity efforts:
1. Migrants are better informed about the legal rights and social issues;
2. The project promotes better access to services, health and social for migrants and their families at origin and destination.

Improved Management of Labour Migration

Activity: To promote well-managed labour migration and facilitates sustained re-integration of returnees through strengthening the Central Asian Red Crescent Labour Migration Network and community development initiatives at origin.
Target group: The project has following target groups:
1. Internal migrants;
2. Potential migrants;
3. Returnees;
4. Members of migrants’ families.
Tools: The project has following tools:
Conduct regional workshops with the participation of all interested stakeholders including National Societies and State representatives (Advocacy tool)
New/scaling up/intensity efforts: Sign the Agreement between all 4 National Societies of Central Asia (Kazakhstan, Kyrgyzstan, Tajikistan and Uzbekistan), Red Cross of Russian Federation, IFRC for further realization of activities for migrants.

Improved access to health and social services

Activity: To improve access to health and social services and prevent disease transmission in migrants and their families, with particular focus on women, by community outreach, health promotion and advocacy.
Target group: The project has following target groups:
1. Internal migrants;
2. Potential migrants;
3. Returnees;
4. Members of migrants’ families
**Tools:** The project has following tools:
1. Developed and published Informational-educational materials (Russian and Kyrgyz language) for the population on health issues (Informational tool);
2. Provision of courses and trainings (Peer-to-peer approach and educational tool).

**New/scaling up/intensity efforts:**
1. Migrants and their families equipped with knowledge on disease prevention;
2. The project explored how to recruit volunteers among migrants (focus on women) and involve these volunteers in the prevention of disease among migrants.

**File holder - Contact details**

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Lithuania

Society awareness project

Activity: Society awareness project on migrant rights
Goal: Raise awareness and beat xenophobia and racism.
Target group: General society
Tools: Documentary movie, social advertising
New/scaling up/intensity efforts

Advocacy campaign

Activity: Advocacy campaign
Target group: migration authorities
Tools: Strategical cases in court, round tables and advocacy papers
New/scaling up/intensity efforts: scaling up

File holder - Contact details

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Malta

RFL Service and Psycho Social Support

Activity: RFL Service and Psycho Social Support: The Malta Red Cross Refugee Support Services Section is currently working in Detention Centres, Initial Reception Centres, and Open Centres and in local hospitals as well as providing a Community based drop in service for migrants. We give RFL Phone Calls to all new arrivals and run Tracing Services including tracing of the missing presumed dead. The Team provide psycho-social support in all of the above settings as well as to those in the community. Monitoring of detention is run in conjunction with these services – (identifying and assessing needs of vulnerable cases in detention settings, making referrals etc.) and reporting any issues re conditions with the management of the centres.

Target group: All Migrants arriving in Malta in all facilities both by air and by sea i.e. Initial Reception, Closed and Open Centres, including those airlifted to hospital during rescues and those brought to mortuary.

Tools:
- RFL Tools: Mobile phones, Presentations to government agencies, Trace the Face Posters, RFL posters, Strategy document for Disaster Management in case of mass arrivals. Designated equipment pallet for mass arrivals.
- Psychosocial: Drop in space at office manned by volunteers, regular meetings with other stakeholders, Referral to other services (legal support Human rights etc) Liaising with authorities on behalf of migrants especially vulnerable cases.

New/scaling up/intensity efforts: Increased training sessions via IFRC and ICRC. New communications equipment for RFL in course of arrival, Specialised volunteers being recruited. Attendance at International Conferences and workshops both by volunteers and staff.

Public Awareness Campaign

Activity: Public Awareness Campaign: To raise awareness about Migration Issues and dispel inaccuracies and prejudices related to the subject. Talks and presentations to government bodies and other bodies. Newspaper articles and TV appearance. Application for DEAR project along with 11c other European National Societies finalised. This is to be implemented on receipt of final decision of proposal.

Target group: Young people from local community and the general public.

Tools: We produce our own presentations to disseminate at present but have applied for EU Funded project in conjunction with 11 other Red Cross NSs which is awaiting final decision.

New/scaling up/intensity efforts: Recruitment of volunteers with necessary skills for this type of project. Focal point person sent to Training sessions on EU funding proposal writing. Recruitment of Project Manager to follow if proposal is accepted.

File holder - Contact details

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Monaco

Helping the Italian Red Cross at the border camp for migrants in Ventimiglia

**Activity:** help to the Italian Red Cross at the border camp for migrants in Ventimiglia, from June 2015 to... undefined
**Goal:** support to the Italian Red Cross through mobilizing volunteers and material donations
**Target group:** 300 migrants at the Ventimiglia Red Cross camp
**Tools:** Monaco Red Cross volunteers, call for donations (hygiene items, blankets and sleeping bags) - communication tools, daily logistics.
**New/scaling up/intensity efforts:** it is a new activity for the Red Cross of Monaco, but a constant effort has been provided since the opening of the camp.

MORE INFO about this activity: [http://www.croix-rouge.mc/home/actus/migrants/](http://www.croix-rouge.mc/home/actus/migrants/)

Intensifying appeal migration response

**Activity:** intensifying appeal migration response
**Target group:** migrants in all Europe
**Tools:** call for donations (2015)
**New/scaling up/intensity efforts:** The Red Cross of Monaco is responding to every appeal from IFRC and ICRC. MRC Governing Board has decided to give a special emphasis to migrants related appeals.

Support to the refugees

**Activity:** support to the refugees
**Target group:** 12 refugees from Iraq
**Tools:** cooperation with existing organization from Monaco: “Collectif Réfugiés d’Orient”
**New/scaling up/intensity efforts:** funding for furniture, food, 1-year French classes, means of transport, clothes and basic needs (12.400€)

File holder - Contact details

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Montenegro

Advocacy on rights of the migrants and operational activities on integration

Activity: advocacy on rights of the migrants and operational activities on integration.
Target group: migrants/asylum seekers integrated in Montenegrin society.
Tools: workshops, exhibitions for intercultural exchange, involvement in Red Cross volunteer activities, round tables with relevant stakeholders.
New/scaling up/intensity efforts:

Provision of RFL services

Activity: provision of RFL services
Target group: migrants/asylum seekers and their families abroad.
Tools: telephone, emails, Skype, TTF poster, requests, messages
New/scaling up/intensity efforts:

File holder - Contact details

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The Netherlands

Renewed migration policy and advocacy strategy of NLRC

**Goal:** Renewed migration policy document including humanitarian diplomacy (HD) strategy for migrants in the Netherlands and Europe; strengthen interventions and HD related to vulnerable migrants, migrants in detention and dead migrants in the Netherlands; HD on i.e. access to care; safe & legal avenues on migratory routes; RFL/migration capacity building and activities in Europe related to heightened influx of refugees & migrants since 2015.

**Target group:**
- Policy/strategy: Netherlands Red Cross Society (NLRC)
- HD: governments, parliament, policy makers.

**Tools:**
- Situational reports related to migrants in the Netherlands and Europe.

**New/scaling up/intensity efforts:**
- The Netherlands: needs assessments and assistance related to asylum seekers and vulnerable groups (minors, undocumented migrants and migrant victims of human trafficking) will be increased, including assistance in reception and detention centres; and related HD/advocacy in the Netherlands.
- Europe: fact finding & capacity building missions in Europe, and related advocacy in Europe.

Awareness raising and (self)identification of migrant victims of human trafficking

**Goal:** Raising awareness amongst migrants and providing information to migrants on possible dangers of exploitation and trafficking (self-identification and protection); increasing identification and professional help to migrant victims of human trafficking (VHT);

**Target group:** Incoming migrants and non-EU VHT in the Netherlands.

**Tools:**
- Practical and legal support to migrant VHT applying for residency in the Netherlands on humanitarian grounds, through highly skilled volunteers with legal or social educational background.
- Needs assessments, focal groups of migrants to develop awareness-raising, identification/protection materials, referral mechanisms for migrants; and training/e-learning modules for volunteers and professional organisations.

**New/scaling up/intensity efforts:**
- assistance to migrants VHT in 5 to 7 extra regions in the Netherlands, assisting approx. 100 new clients over a period of 3 years (depending upon funding available);
- development of country wide awareness raising interventions and materials for migrant VHT;
- Situational reports to policy makers.

Increase of health care and resilience of undocumented migrants

**Goal:** increase of assistance to undocumented migrants; increase access to health care, including dental care and psychosocial care; increase resilience of undocumented migrants. HD: awareness raising of the needs of undocumented migrants and promote positive policy changes in the Netherlands.

**Target group:** Undocumented migrants in the Netherlands.

**Tools:**
- (regional) websites with practical information on Dutch laws and available health care institutions;
- compensation mechanism for example for dental care and medicines;
- Various workshops to increase resilience of vulnerable undocumented migrants; both in the community as well as in detention centres;
- (online) trainings of RC volunteers to assist undocumented migrants in identifying the medical and psychosocial needs, and ensure proper referral to care institutions;
- Situational reports to policy makers.

**New/scaling up/intensity efforts:** Workshops in detention, scaling up advocacy efforts in Amsterdam. Possibly development of psycho-social aid to undocumented migrants. *(pilot-project)*

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Establishment of Psychosocial Support unit

**Activity:** Psychosocial Support unit
The establishment of a psychosocial support unit (professional delegates and experienced volunteers) during the period when there were increased numbers of immigrants arriving in Europe, which also included increased awareness creation and training re. psychosocial skills of volunteers working in the migration field.
Many of the newly arrived immigrants were clearly traumatized from their experiences, for example from experiences of war and loss, and/or the harrowing journeys through to and through Europe. The increased number of immigrants arriving into Norway in 2015 made it clear that work on migration issues in a Red Cross context also required:
- considerable knowledge and insight into psychosocial first aid
- cultural sensitivity
- relevant language skills
- strong negotiation skills between the Red Cross and the authorities, humanitarian diplomacy

In order to respond to the needs in 2015, NorCross established a national psychosocial support unit inspired by the ERU framework. This was meant to complement local volunteers' assistance activities in dedicated sites where many unmet needs were identified. This model was operational approx. 6 months until the arrivals dropped. Yet, the experiences from such work continues to inform both the migration field and the preparedness work on the national society in general. In total the unit registered more than 23 000 meetings with those newly arrived to the country.

**Target group:** Vulnerable migrants who just had arrived in the country.

**Tools:** The professional delegate programme was based largely on tools already present in the organization relating to the international delegate programme. Tools from the movement work on psychosocial assistance were reference points for the work undertaken (PFA and Child friendly spaces).

**New / scaling up / intensity efforts:** The establishment of the new temporary professional team to respond to immediate needs at critical entry points represented a new development within NorCross.

Refugee Buddy and Family Friend/supporter

**Activity:** Refugee Buddy and Family Friend/supporter
New activities launched aimed at unaccompanied minors and young refugees, combined with increasing advocacy work for the rights of unaccompanied minors.
In 2015 Norway received a considerable number of asylum applications from unaccompanied minors – a total of 5 200 persons arrived. This was a historical high number which caused NorCross to develop new activities for this group as well as strengthen existing initiatives. The NorCross Youth branch launched the project "RefugeeBuddy" (Flyktningkompis) which aimed at creating "buddy groups" consisting of local youth and newly arrived refugee youth. The aim is to foster social inclusion, build bridges between different youth groups locally as well as assist those newly arrived to settle in to their new homes. Research has shown that many newly arrived young refugees (especially those coming without family) feel alone and isolated after being settled in Norway. Another initiative providing adult pastoral support has also been rolled out in recent years; "Familyfriend/Supporter" (Vennefamilie/Støttespiller) – this is an initiative which aims at linking unaccompanied young refugees to local families or adult resource persons who can help them navigate their new life in Norway.
In addition to the new activities, NorCross has also scaled up its advocacy work for the rights of unaccompanied minor asylum seekers. This has been the response to legislative and changes in practice on behalf of the government - we see an increasingly hostile policy environment that affects unaccompanied minors negatively. For instance, there has been a steep increase in the use of temporary permits and forced returns of many young asylum seekers – a policy shift which in turn has led to increase in self-harm and disappearances from asylum centres. NorCross has initiated meetings
with top government officials as well as launched public seminars on topics to raise awareness and influence government policy and practice in a more humanitarian direction. 

**Target group:** Unaccompanied minor asylum seekers and young settled refugees 

**Tools:** To develop the new activities aimed at young settled refugees, NorCross has used tools and experience from previous work. Both programmes are developed based on feedback from many local members and volunteers – as well as municipalities requesting Red Cross involvement to improve the lives of young settled refugees. Many of the tools are developed from existing Red Cross initiatives such as RefugeeGuide programmes (where settled refugees receive a local guide for the first period in their new home).

The tools used in the advocacy work are taken largely from the existing tools that are available to NorCross through the Humanitarian Diplomacy framework provided by the IFRC. 

**New/scaling up/intensity efforts:** The activities and advocacy work described above represent largely a new initiative which still must be considered in its initial stages.

**Increased presence in asylum centres**

**Activity:** Increased presence in asylum centres.

NorCross has a long history of providing activities and psychosocial support to residents in asylum centres dating back to the early 2000s (prior to this the organization itself was running asylum centres). When the number of asylum seekers increased sharply in 2015, both local, regional and national leaders mobilized to ensure that there would be an increased Red Cross presence in asylum centres across the country. In 2016 Red Cross presence in asylum centres, increased from being present in 46% of all centres at the beginning of the year, to 80% coverage at the end of the year. Volunteers provided a wide range of activities based on local interest and volunteer expertise; many focused on physical activity, language learning, social and cultural exchange, children and family activities as well as mediation and first-aid courses for adolescents and adults.

**Target group:** Residents at asylum centres (asylum seekers, persons with rejected asylum claims as well as accepted refugees waiting to be settled in a municipality)

**Tools:** The increased presence in asylum centres, has been a result of strong collaboration between local branches, regional offices as well as HQ. One tool has been regular coordination meeting between staff at national and regional level, as well as top leadership focus on obtaining the strategic goals that have been set. A second tool has been the updated and revised migration training course which all volunteers undertake. This is also complemented by a one-hour e-learning module to get volunteers quickly acquainted with migration issues and the Red Cross approach. Finally, it must be acknowledged that the increased presence and activity level in asylum centres is also due to generous financial support by Norwegian authorities, who have expanded their grants for volunteer activities in asylum centres in recent years. Furthermore, NorCross has received many generous donations from the private sector in this field in 2015 and 2016. 

**New / scaling up / intensity efforts:** The efforts represent a scaling up and intensification of existing work, as described above.

**File holder - Contact details**

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Poland

Action for Trafficked persons

Activity:
Polish Red Cross joined the National Anti-Trafficking Network of NGOs working with trafficked victims or people potentially exposed to this phenomenon. We regularly meet to share our knowledge, ideas and initiatives that help to spread the awareness, especially among youth. The Network is collaborating with the Police and Border Guards, leads a call of trust for the victims and their families, as well as organize raising awareness campaigns dedicated to people who migrate for work.

The Polish Red Cross Tracing Service has been learning how to recognize the cases and from which organizations and institutions may organize additional support, apart from linking family members. The aim of this activity is to have a clear picture – a kind of road map – of different institutions and NGOs that may provide help to those in need. Thank to such cooperation, the victim can get a complex support organized by qualified units.

Target group: Polish Red Cross staff and volunteers, Polish NGOs, youth
Tools: networking, meeting, workshop
New/scaling up/intensity efforts: national network of 40 NGOs and public administration

File holder - Contact details

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Russia

Support to migrants to integrate with a special focus on the issues of TB and HIV prevention, healthy lifestyle and access to required medical and social services, RFL

Activity: Support of all vulnerable categories of migrants in their social adaptation through legal and medico-social assistance with a special focus on the issues of TB and HIV prevention, healthy lifestyle and access to required medical and social services, RFL
Target group: Refugees (including refugees due to humanitarian conflict in Ukraine), asylum seekers, labour migrants, victims of human trafficking
Tools: Legal and medico-social consultations, food and hygiene sets, information materials on the essential issues of TB and HIV prevention, healthy lifestyle and access to required medical and social services, RFL
New / scaling up / intensity efforts: Since 2011 RRC jointly and with a support of IFRC started complex activities to support the most vulnerable categories of migrants.

File holder - Contact details
Name:
Position:
Email:
Phone:
Serbia

**Integrative response of the Republic of Serbia to the migration crisis**

**Activity:** From 2015 and the increased influx of migrants/refugees from Middle East the Red Cross of Serbia became a part of the integrative response of the Republic of Serbia to the migration crisis. Eleven Red Cross branches of Serbia on the so-called Balkan route are active with supporting migrants through registration at the entry point, distribution of food and hygiene items, clothes, shoes and temporary shelter assistance. During 2015 Red Cross of Serbia has supported 404,129 migrants.

**Target groups:** Migrants/ Refugees (vulnerable man, women and children) from Middle East.

**Tools:**

New / scaling up / intensity efforts - These activities are not new but rather scaling up activities in as a consequence of the increased influx of migrants from Middle East.

**Restoring family links in temporary shelters**

**Activity:** Restoring family links in temporary shelters for migrants/refugees from Middle East. Two temporary offices for restoring family links were formed in transit centers in municipalities Presevo and Sid. The tracing service of the Red Cross of Serbia in 2015 had assisted 147 families that lost contacts among themselves on the migratory route.

**Target groups:** Migrants/ Refugees (vulnerable man, women and children) from Middle East.

**Tools:**

New / scaling up / intensity efforts: These activities are not new but rather scaling up activities, as a consequence of the increased influx of migrants from Middle East.

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Reception, assistance and integration service

**Activity:** Reception, assistance and integration services for refugees and asylum seekers through the provision of a full range of services including accommodation, social assistance, legal counselling, psychosocial support, language courses, livelihoods and economic support, etc.

**Target group:** Refugees and asylum seekers, with particular attention to especially vulnerable groups such as children, victims of torture or trafficking, persons with mental disabilities and/or health conditions, elderly people, etc.

**Tools:** Personalized social itineraries focused on integration and implemented by a network of multidisciplinary teams at local level. Active partnership with national, regional and local stakeholders including public social, employment, health and education services, private sector and civil society organizations. Continuous monitoring and evaluation systems in place. IT applications.

**New/scaling up/intensity efforts:** Increase of SRC reception capacity reaching a total number of 1,227 temporary accommodation places by December 2016 in 35 Spanish provinces.

Building social diversity and integration

**Activity:** Building the social diversity and integration through the employment.

**Target group:** Employers and general society.

**Tools:** Sensitization campaign "In reality it isn’t funny". Web page, social networks, training activities directed to immigrant persons, co-working with employers in order to promote cultural diversity management in Spanish labour market. Creation of sensitization resources around cultural diversity and how cultural diversity in the labour market can be a key factor for the business sector.

**New/scaling up/intensity efforts:** The project is a response to promote more inclusive local labour market. We’ll intensify efforts in order to move a more employers a company joint to the message of the project and reinforce their co-operation with Spanish Red Cross initiatives aimed to people with social difficulties get an employment.

Building social diversity and integration

**Activity:** Detection and intervention with Victims of Trafficking of Human Being (VTHB).

**Target group:** VTHB and their children.

**Tools:** Multidisciplined teams and training. The teams in hotspots have been trained for a better detection of cases (ERU at coasts, detention centers, contexts of prostitution, reception centers for newly arrived migrants, border points, etc.), participation at national and regional networks against human trafficking, IT, guidelines, networking.

**New/scaling up/intensity efforts:** Intensifying communication with the main stakeholders, advocating in favour of the victims and their children, awareness raising to the general public and direct, training of our teams and stakeholders, detection and intervention to better protect the VTHB.

File holder - Contact details

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Switzerland

**Refugee reception Centers**

**Activity:** In spring 2016 the Swiss Red Cross was mandated by the Swiss State Secretariat for Migration to run ad hoc refugee reception centers in case of a growing number of arrivals. The Swiss Red Cross is responsible for these centers in three border cantons. In the course of implementing this mandate, the SRC headquarter is working closely with the SRC branches of the respective cantons, not only regarding preparation and contingency planning, but also with regard to the running of the centers. To be able to ensure sufficient staff, the SRC has created a first response and support pool out of SRC headquarter staff and is currently developing a concept for spontaneous volunteers (see Volunteering section).

From October 2015 till January 2016 the SRC already run a similar reception center. However this was an urgency measure based on an ad hoc assignment by the Swiss authorities following a sudden increase of arrivals.

**Target group:** migrants.

**Tools:** Contingency planning for increasing arrivals of refugees; concept planning for spontaneous volunteers; creation of first response and support pool at headquarters for opening and running of refugee centers.

**New/scaling up/intensity efforts:** New, possible scaling up in the future

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**File holder - Contact details**

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**Training for working with traumatized children**

**Activity:** In the context of the global humanitarian refugee crisis and due to the rising influx of asylum seekers, inquiries to the SRC Outpatient Clinic for the Victims of Torture and War from people seeking advice are increasing since October 2015. These inquiries include issues of dealing with traumatized minor refugees. Based on many years of experience and expertise in working with traumatized people with migration background, the SRC (Health & Integration Department) has designed a project concerning “Traumatized Minor Refugees”, starting in fall 2016.

**Target group:** People seeking advice on topics concerning traumatized minor refugees (professionals as well as related persons). Among them are teachers, municipal health services, cantonal educational counselling centers, caretakers, school psychologists and school social workers, etc. Their inquiries include issues like information on services for affected children and young people, training and coaching on the subject, sensible leisure facilities for minor refugees, services provided by volunteers concerning personal assistance and support, e.g. tutoring and homework assistance for children.

**Tools:** The project’s objectives include topics like networking and exchange of expertise and information, sensitization and training, as well as psychosocial support and therapy. In a first step, a central contact point for professionals as well as other related persons will be established, in which all subsequent measures will be initiated and coordinated.

**New / scaling up / intensity efforts:** New project, starting in fall 2016; 2 years pilot project until the end of 2017, subsequently integration of established services into the regular services of the SRC.

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Tajikistan

“Rights of Migrants in Action” Project


Goal: To promote and protect the human rights of migrants in targeted countries, migration corridors and regions through a globally coordinated civil society action, with a specific focus on migrant domestic workers and victims of human trafficking.

Target group: Civil society organizations and actors, in particular local NGOs dealing with the promotion and protection of the fundamental rights of people in a migration situation in the targeted countries, but also migrants associations and workers' associations. Employers' associations and the private sector in general will be relevant target groups of the awareness raising activities. The central and local government authorities of the selected countries will be the main target groups of the advocacy activities carried out.

Final beneficiaries: migrants and their families, particularly migrant domestic workers and victims of trafficking.

Tools: Dialogue with public authorities and other stakeholders; exchange of good practices and networking between CSOs active in the field of human rights of migrants; comprehensive baseline study regarding the situation of migrants and their rights in the target countries as well as evidence-based analysis from the implementation of the overall action; and direct social assistance and protection to migrants and their families particularly in relation to migrant domestic workers and victims of trafficking. National Society – Red Crescent Society of Tajikistan – undertakes operational management and monitoring of project (small-scale grants) implementation by the local CSOs.

New/scaling up/intensity efforts: All objectives are designed for implementation throughout whole project period – until end of year 2017. None new, scale-up or intensifying efforts is assumed.

File holder - Contact details

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Turkey

KIZILAYKART (smart card) Programme

Activity: KIZILAYKART (smart card) Programme Food Support [50 TL (62 TL in off-camp) per person in a household per month].
Target group: 350,000 Syrian people inside Turkey.
Tools: Smart cards with multiple wallets are used by beneficiaries in contracted markets and ATMs.
New/scaling up/intensity efforts: 1,000,000 Syrian people inside Turkey (in-camp & off-camp) in 2017-2018.

Child Protection Project

Activity: Child Protection Project as Part of the Syria Emergency Response.
Target group: Syrian children and adolescents (school-aged) in camps and urban areas.
Tools: Child-friendly spaces, child and youth workers, social workers.
New/scaling up/intensity efforts: Reach as many children as possible in urban areas (all children in camp areas are reached).

Community Center Project

Activity: Community Center Project
Target group: Syrian adults and children who reside in urban areas.
Tools:
- Child Programmes
- Adult Programmes
- Seminars
- Other Psychosocial Activities
- Case Tracking and Referral services
- Harmonization and Cultural Activities

New/scaling up/intensity efforts: Increase the number of CSs, try to spread all over Turkey.

File holder - Contact details

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Uzbekistan

Migration Information Centers

Activity: Establishing the Migration Information Centers at the UzRCS local branches in the districts of four regions of Uzbekistan. The centers will work with potential migrants and people who returned from labor migration to advise on legal, medical issues and provide employment and passing a medical examination. If necessary, material assistance will be provided.

Target group: Potential migrants: students of universities and colleges, temporarily unemployed citizens in the community and people coming back from migration.

Tools: There are consultants in law, medicine, employment, training in Russian language and computer literacy. We have developed and published more than 50 000 pieces of various information materials - booklets, brochures and posters on the subjects: against human trafficking, legal issues, healthy lifestyle, personal hygiene and others.

New / scaling up / intensity efforts – This is a continuation of work that was carried out in 2013-2016 years. It is planned to expand it to other regions of the country.

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