

# D2IMIG

MIGRATIONS MOVE THE WORLD

Dialogue for Diversity, Inclusion and Migration  
and Improved learning opportunities for Grown ups

## Social workers



Co-funded by  
the European Union



## What is the D2IMIG project?

It is an Erasmus+ KA2 project focusing on reducing stereotypes and prereceived ideas about migrants among European citizens. It includes the development and digitalisation of training modules for educators, journalists, and social workers.

D2IMIG stands for “Dialogue for Diversity, Inclusion and Migration and Improved learning opportunities for Grown ups”.

### Specific goals

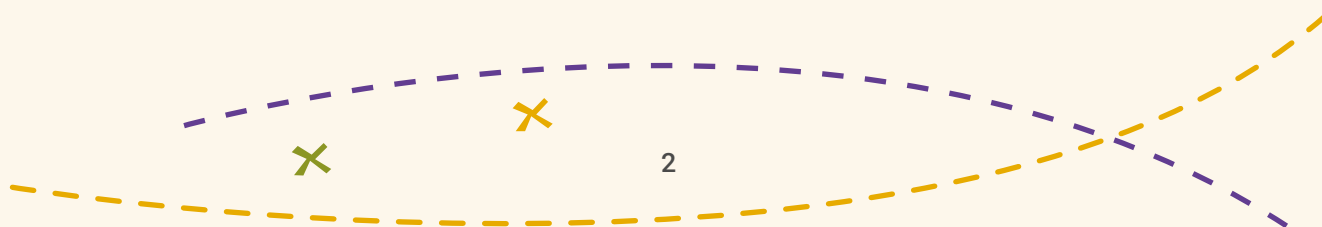
- Promoting interculturality
- Contrasting discrimination towards migrants
- Providing training
- Targeting key actors that can promote equality in media, school and society.

## Who are we?

The D2IMIG project includes four organisations from three different countries: France, Italy, and Spain. Together, we aim to provide quality training and motivational resources to you, that are easy and motivating to explore.

**GRDR:** The Grdr Migration-Citizenship-Development is a French international NGO, created in 1969. The Grdr is present in West Africa (Mali, Mauritania, Senegal, Guinea, Guinea-Bissau), in North Africa (Algeria, Tunisia) and in France (Branches in Montreuil in Seine-Saint-Denis and in Lille in the North) and in Europe. The Grdr develops its actions through a local approach reinforced by a local associative base, which support the field teams. Grdr has four areas of expertise: migratory pathways and human mobility, rural and urban development and natural resource management, socio- professionals integration and support for entrepreneurship, and the fight against discrimination

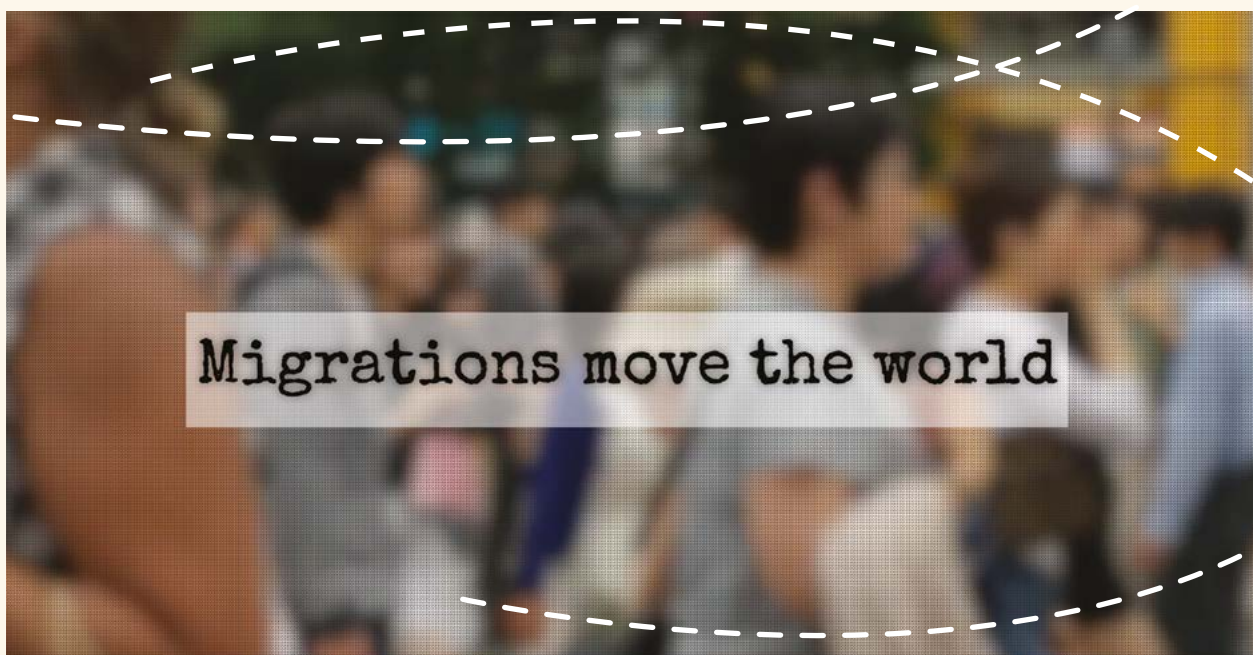
**Ligue de l’Enseignement du Nord:** La Ligue de l’Enseignement du Nord is a secular movement for popular education which is part of the national movement of la Ligue de l’Enseignement based in France. The organisation works mainly in 5 main areas: education and training, culture, holidays and educational leisure activities, sport for all and international solidarity. Created in 1924, the departmental federation works for the lifelong training and education of citizens and brings about social change. It gathers and supports 700 associations across the country and works with over 42.000 members who support the humanist, secular and fraternal project that the organisation has been pursuing since 1866. On a European level, the northern federation develops for many years projects around international solidarity, youth mobility and the inclusion of all people, particularly those from migrant backgrounds.





**COSPE:** COSPE was founded in 1983 as a nonprofit and secular association for international cooperation. COSPE operates in 23 countries on the side of local civil society and communities, committed as we are to social justice and peace, supporting marginalised and discriminated groups in their demands for social inclusion, human rights and democracy. In Italy and Europe, it promotes activities to prevent and contrast racism, discrimination and hate speech against migrants, minorities, refugees and asylum seekers and it develops intercultural activities, innovative educational tools, training courses and communication campaigns with an intersectional approach.

**Consultoría de Innovación Social:** The Consultoría de Innovación Social is located in the south of Spain and its main activity areas are employability, gender equality and international cooperation. It aims to promote changes in these areas by participating in innovative projects on a national and international level, thus also improving the exchange of best practices and learning from each other. To achieve this purpose, it develops and provides: Transnational and national training for groups. Certified seminars and courses for individuals. Collaborative workshops for specific targets. Counselling sessions on demand. Thus, its main goal is to create impact and sustainability by innovative approaches to solving existing social challenges and requirements.



Migrations move the world





## What is this booklet for?

To produce awareness-raising guides for education, media and social workers and combat stereotypes about migration. To enable professionals to transmit reasoned, dispassionate and informed discourse on migration.

This booklet is made of a general part addressing definitions and main data about migrations followed by a specific part for the professional fields of teaching // social work // media.

## Words of migration

When talking about migration, words tend to be mixed while many of them represent a different reality, with sometimes even a specific legal status. This confusion is also the basis of stereotypes and misconceptions as they tend to put all migrants in the same bag and essentialise the migration experience. Migrations are complex and diverse and cover a huge set of realities. Going back to terminology is a first step to produce a reasoned and informed discourse on migration.

“The limits of my language  
mean the limits of my world.”

(Wittgenstein, 1922)



The following is a [glossary](#) containing definition, data, images and infographics of words regarding migration.

The [goal](#) is to deconstruct misbeliefs that these words often carry with them.

More infos

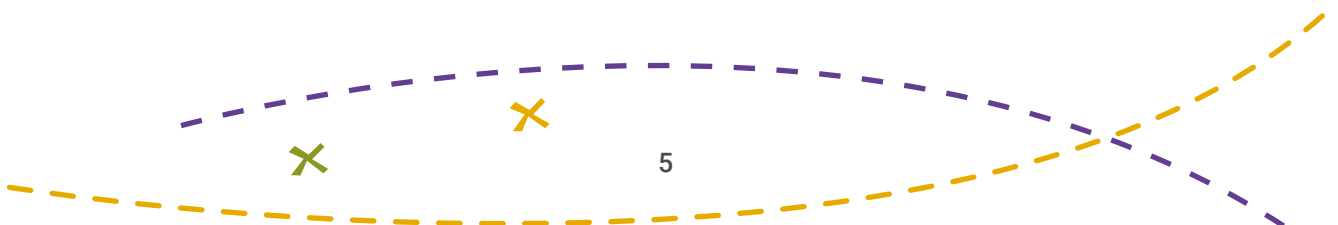
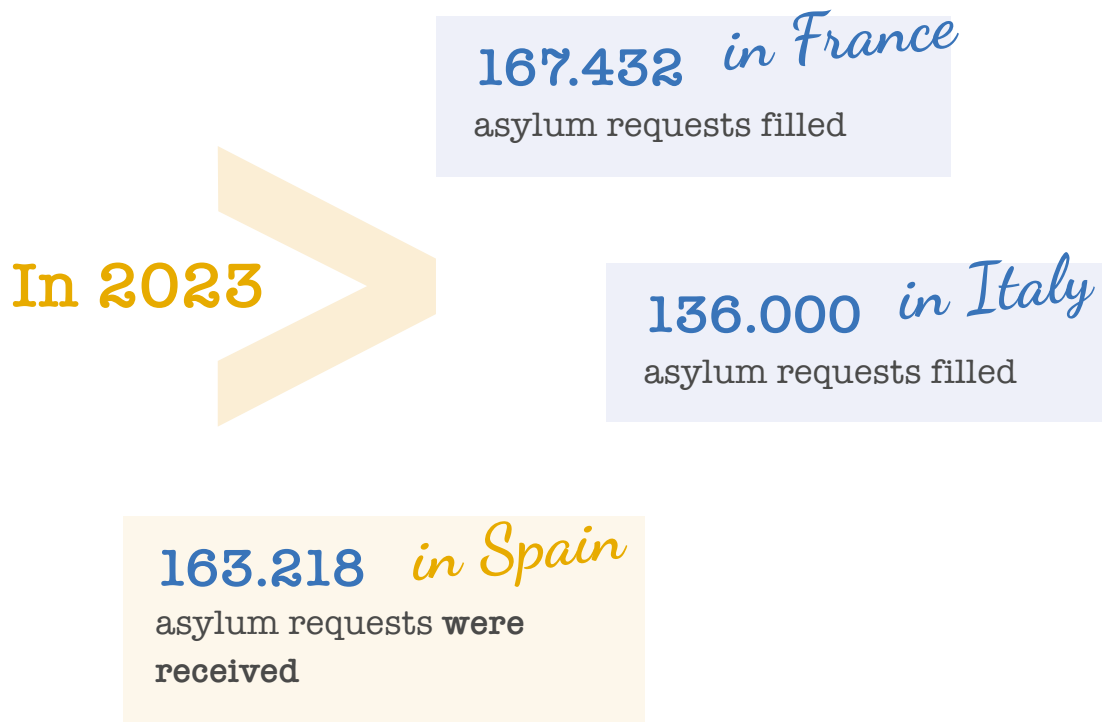




# Asylum seeker

> A person seeking asylum: a person who asks for international protection and who has applied to a country other than their own for reception and protection.

According to UNHCR, the UN Refugee Agency, 69% of refugees and other people in need of international protection lived in countries neighboring their countries of origin and 75% of refugees are hosted in developing countries.





# Displaced person

> According to the European Commission, a person forced or obliged to leave their home but who has not crossed an international border.

In the world, there are 75.9 million displaced people that can be displaced both because of conflict and violence (68.3 million in 2023) and disasters (7.7 million in 2023). The number of internally displaced people (IDPs) around the world reached 71.1 million as of the end of 2022, an increase of 20 per cent from the previous year, according to the Internal Displacement Monitoring Centre's flagship annual report. The five countries reporting the highest figures of Internal displacements in 2023: Sudan, Dem. Rep. Congo, Palestine, Myanmar, Ethiopia for conflicts and violence (p.9). China, Turkey, Philippines, Somalia and Bangladesh for disasters.

**69%**

hosted in neighbouring countries

69% of refugees and other people in need of international protection lived in countries neighbouring the countries of origin.

**75%**

hosted in low- and middle-income countries

low- and middle-income countries host 75% of the world's refugees and other people in need of international protection. The Least Developed Countries provide asylum to 20% of the total.

**7.900** *in France*

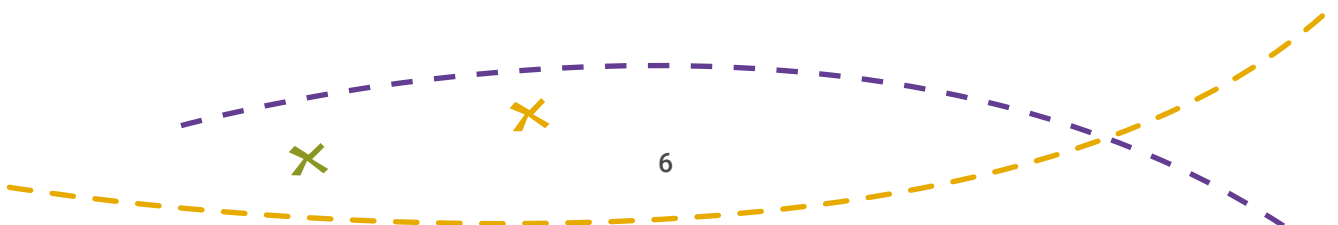
internally displaced people mostly because of storm and wildfire in **2023**

**189.000** *in Italy*

internal displacements took place mostly because of natural disaster events between **2008** and **2023**

**92.000** *in Spain*

the **cases resolved** by the Office for Asylum and Refugees in **2023**, additional to over 1000 cases of statelessness

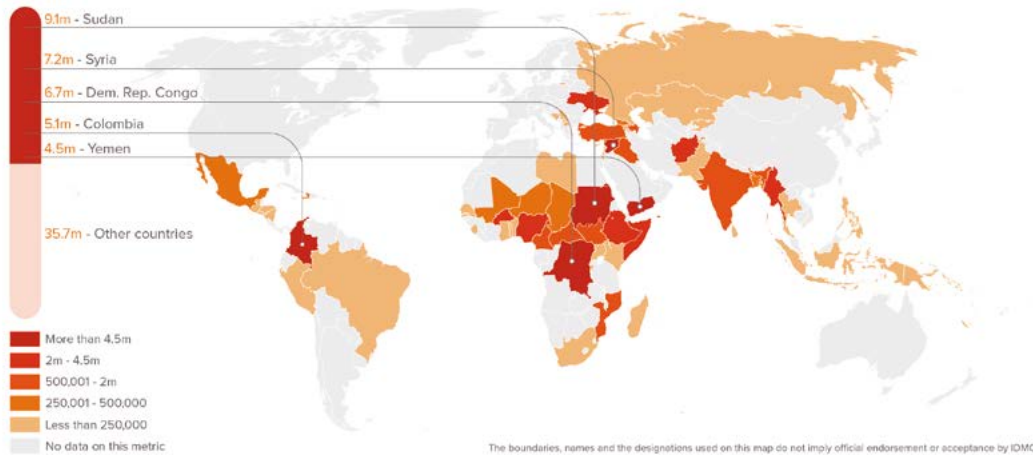






# Displaced

## Displaced by conflict and violence



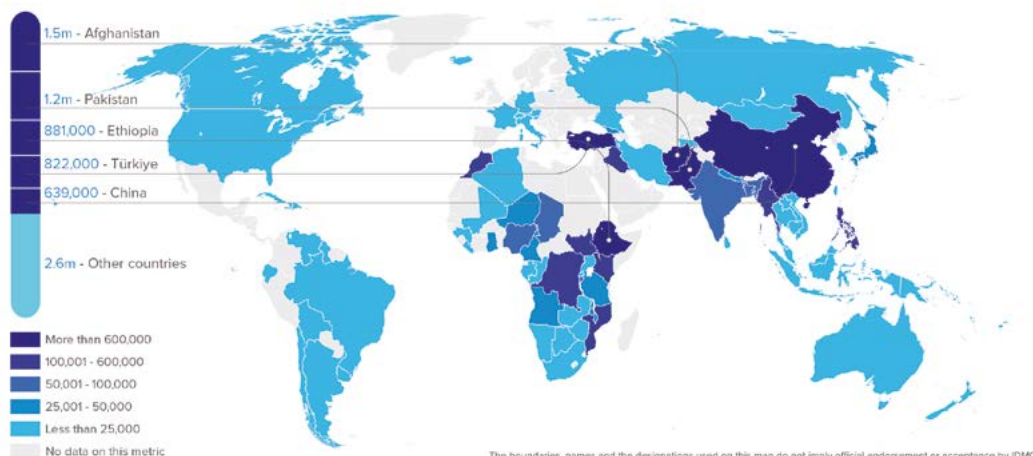
**68.3 million**

Internally displaced people as a result of conflict and violence in 66 countries and territories as of 31 December 2023

**↑ 9%**

Increase in the number of people internally displaced by conflict and violence since 2022

## Displaced by disasters



**7.7 million**

Internally displaced people as a result of disasters in 82 countries and territories as of 31 December 2023

**↓ -11%**

Decrease in the number of people internally displaced by disasters since 2022



# Emigrant



From the point of view of the country of departure, a person who leaves their country of nationality to settle in another country.

There are **448.8 million** inhabitants living in the EU (2023):

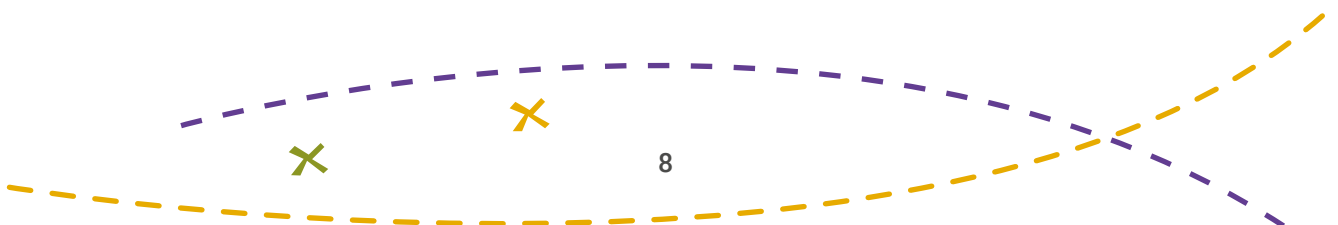
**27.3 million** are non-EU citizens (6% of EU's total population)

**42.4 million** people were born outside the EU (9% of all EU inhabitants)

**55.000** *in France*  
emigrated in **2021** (Source: Insee)

**1.423.000** *in Italy*  
internal transfers (+6.7%), over **318,000 immigrations** (+28.6%) and **158,000 emigrations** (-1%) in **2021**

**220.000** *in Spain*  
people emigrated Spain, 12.4% having always lived in Spain, the rest having resided abroad beforehand in 2022.







# Expatriate

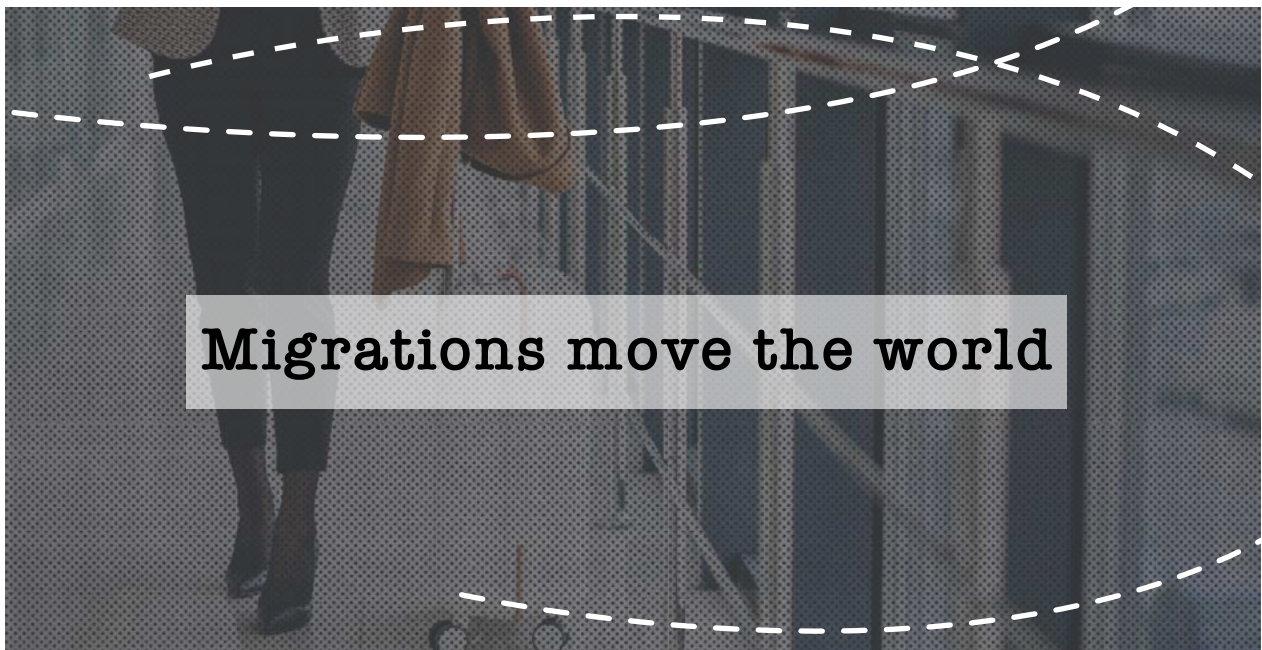


A person living in a country other than their own, often for work reasons.

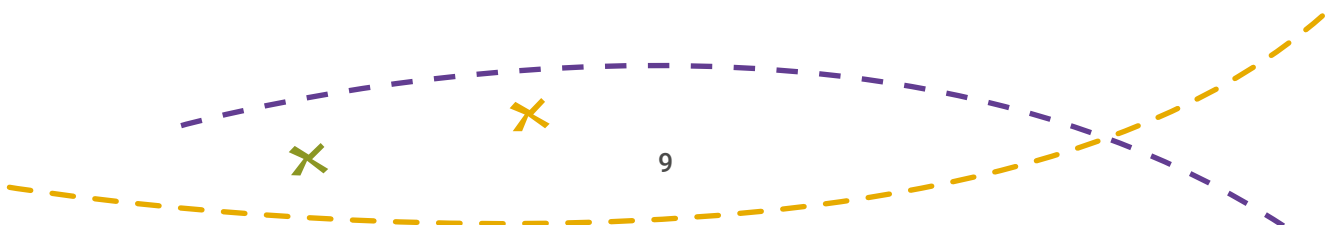
1.5 million people previously residing in one EU Member State migrated to another Member State in 2022, an increase of around 7% compared with 2021.

27.3 million people (6.1%) of the 448.8 million people living in the EU on 1 January 2023 were non-EU citizens.

The word “expatriate” is often used to designate migrants coming from developed countries, it builds up the divide between so-called “good” and “bad” migrants. Being a migrant coming from a rich country is often seen as something valuable, as brave and adventurous. A migrant coming from a poorer country is very rarely designated as expatriate except if this person is from the upper-class.



Migrations move the world





# Foreigner



A person who doesn't have the nationality of the State in which they live, either because they have another nationality (on an exclusive basis) or because they have none (such as stateless persons).

A foreigner is not necessarily a migrant because they can be born in a country with parents of a foreign nationality. Being a foreigner doesn't always last a lifetime because a foreigner can gain the country's nationality if they respect the said country's naturalisation criteria.

**5.3 MILLION** *in France*

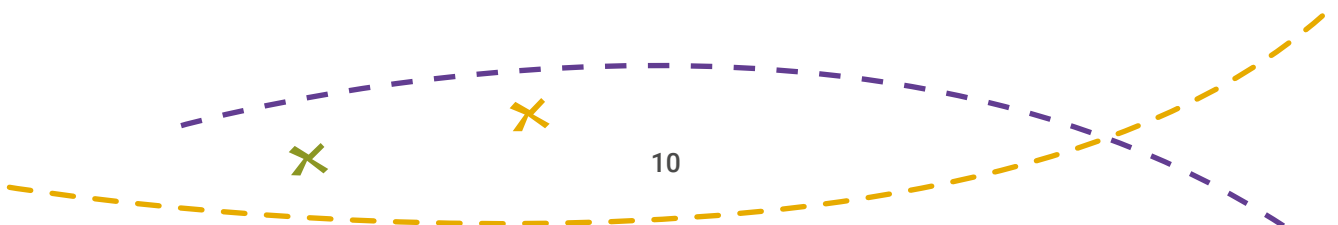
foreigners in France and 0.8 million  
non migrant foreigners in 2022

**5.05 MILLION** *in Italy*

the foreign population in 2023

**5.8 MILLION** *in Spain*

the foreign population in 2022





# Immigrant



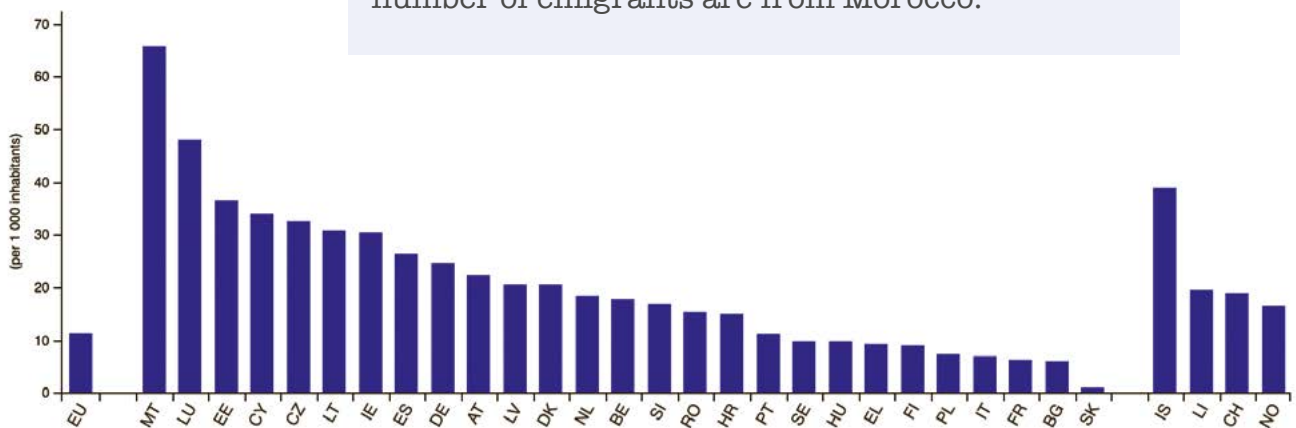
From the point of view of the country of arrival, a person who travels to a country other than their country of nationality or habitual residence.

**10,3%** *in France*  
of the population were immigrants  
(7 millions) in **2022**.

**8,5%** *in Italy*  
of the total number of residents were foreign citizens (5 millions) as of **1 January 2022**. Compared to the previous year, they decreased by 141,000 (-2.7%), of which about 41,000 are to be attributed to the negative natural and migratory balance and another 100,000 not counted in 2021.

**11,7%** *in Spain*  
of the total Spanish population were of a foreign nationality (5.5 millions) in **2022**. The highest number of emigrants are from Morocco.

Immigrants, 2022





# Migrant

> Any person who lives temporarily or permanently in a country in which he or she was not born and who has acquired significant social ties with that country. [UNESCO definition]

In 2022, in the world there were 281 million international migrants in the world. In Europe, 4 million immigrants had entered the EU (336 000 in France, 318 000 in Italy, 887 000 in Spain). In Europe, the distribution of female and male migrants is about equal across both the top 10 countries of destination and origin. Unlike Africa and Asia – where most countries have slightly higher shares of male than female migrants – in Europe there are more countries with slightly higher shares of female than male migrants (in both the top destination and origin countries).

50,6%

*in France*

of the immigrant population are women. (Insee)

50,9%

*in Italy*

is the percentage of women migrants living in Italy, almost 9% of the entire female population.

46-48.5%

*in Spain*

is the percentage of women migrants living in Spain between 2020 and 2023. The number has been steadily rising each year since 2001, with an increase of female immigrants with over 400% since then. Most migrations are intra-continental. When migrations are classified between rich (North) and poorer (South) countries, the biggest proportion of the flows stands for South to South migrations, which represent 38% of the flows. The flows that are more mediatised (South to North) only represent 35% of the global migration flows.





# Refugee



The Geneva Convention of 28 July 1951 defines a refugee as a person who has a “well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion” if they return to their country. A refugee is therefore someone who has applied for asylum in a foreign country and has been recognised as a refugee.

Worldwide, they are 36,4 million in 2023. They are protected by international law from the possible persecutions that could have occurred in their country of origin. They have the same basic rights as the national citizens (except some particular rights such as voting or accessing to national work positions). They have a right to a 10-year residence permit if they don't go back to their country of origin.

**32.630**

*in France*

refugees have obtained the status in 2022.

**296.000**

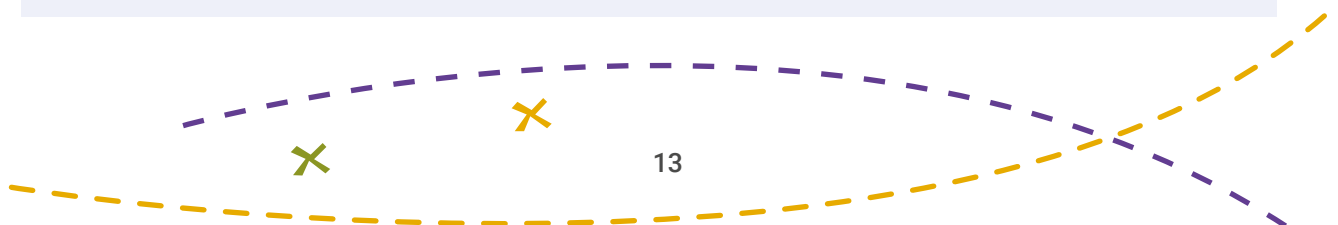
*in Italy*

refugees hosted in 2022. Since 1998, the number of refugees in Italy experienced an increase. This figure only refers to the total number of people whose refugee status has been recognized.

**92.000**

*in Spain*

of the already opened and newly opened applications were resolved. In 2023, the Asylum and Refugee Office in Spain received over 163,000 refugee and asylum applications. This is a 37% increase from 2022, and the highest number since 1992.





# Stateless person



A person who has no homeland and therefore no legal nationality.

Statelessness affects over 500,000 people living in Europe. Statelessness occurs for a variety of reasons including discrimination against minority groups, state succession, gaps or conflicts in nationality laws, and deliberate policies to deny or strip people of nationality. One of the UNHCR missions to erase statelessness. In the world 4.3 million there are stateless people.

1.716

*in France*

stateless people recorded by The OFPRA in France (as of 1 January 2022).

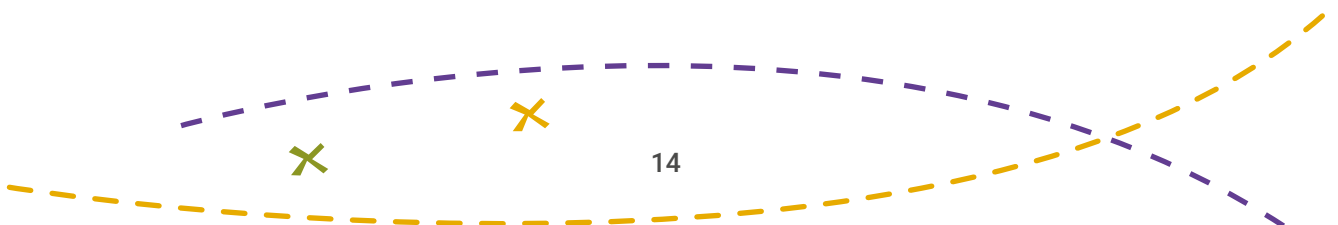
609

*in Italy*

stateless people recorded by Istituto Nazionale di Statistica (ISTAT) in Italy (as of 1 January 2022).

*in Spain*

Spain has rules in place which try to prevent and reduce statelessness with children born on Spanish territory automatically being eligible for Spanish citizenship, with children of refugees without permanent residence, able to receive citizenship after one year residence in Spain.







# Unaccompanied minor

> A minor who arrives on the territory of an EU Member unaccompanied by the adult responsible for them by law or by the practice of the EU Member State concerned, and for as long as they are not effectively taken into the care of such a person or who is left unaccompanied after they have entered the territory of the EU Member State.

In 2022, unaccompanied minors across the EU accounted for 19% of the total number of first-time asylum applicants. Juvenile migrants coming to Europe from countries in West Africa and the Horn of Africa are mostly boys, aged 16 to 17 and traveling alone. Applications for international protection for the period May 2022 to April 2023 have been approaching levels that resemble 2015-2016 figures, the period that saw a peak in migration triggered primarily by the war in Syria, reported the European Agency for Asylum recently. The migration of unaccompanied minors is also increasing. Unaccompanied Minors' rights are under the protection of the International Convention of Children's Rights (that is above all State or EU legislation). For example, the "Article 2: All rights apply to every child without exception. The State has an obligation to protect children against all forms of discrimination and to take positive measures to promote respect for their rights. All children have a right to housing, state protection, right to live in dignity and a right to education." **Unaccompanied Foreign Minors (UFM)** have the right to apply for asylum.

**11.315** *in France*

UFM recognised and placed in 2021 (95% boys).

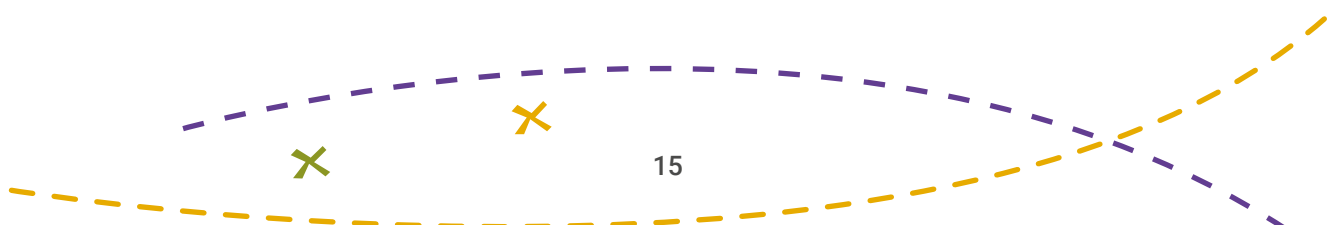
**15.595** *in Italy*

UFM as of 30 June 2022 (an increase of 99.9%).

**11.000**

*in Spain*

UFM reported in 2022, which is over 3 times the number of the years before (3000 unaccompanied minors as refugees in 2020).





# Undocumented migrant



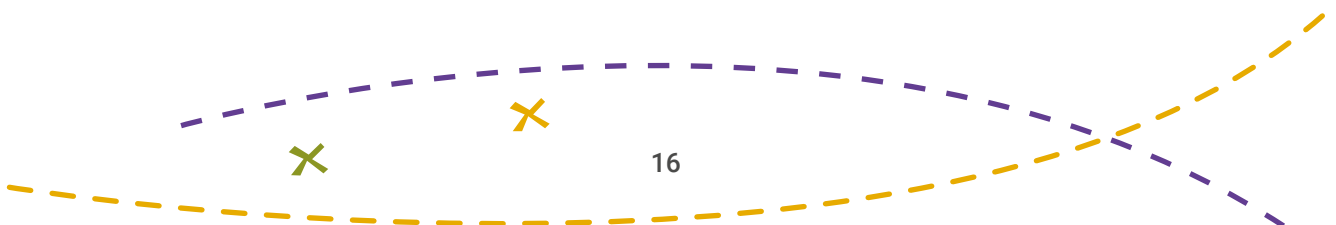
A foreign person who doesn't have a valid residence permit for the territory in which they are present.

In 2022, 143 000 non-EU citizens were refused entry into the EU at one of its external borders. Of these, 62% were stopped at external land borders, 34% at air borders and 4% at sea borders. Differently from what media often represent, people who are blocked by the borders aren't necessarily undocumented migrants. Among them there can be potential refugees (the Geneva Convention actually allows refugees to cross illegally), people who might obtain a residence permit etc. On the contrary, some people can be undocumented and have crossed the borders regularly (for example with a short-term visa). The words that describe the people who fall into the category of "Undocumented migrant" (clandestine, illegal migrants) have often negative connotations. Nevertheless no one can be illegal (only actions can be). And, even if undocumented migrants can end up without documents for many various reasons (rejection of the refugee status even though the person can flee a war zone, rejection of residence permit, etc.) they still have vital rights and often end up contributing to the local economy and society.

*France:* The law on immigrants has been complexified over the years (22 laws voted since 1990 on immigration and asylum). With the restriction of the length of residence permits and the criteria to have them (the length used to be several years but now, it is more and more 1 year, which puts foreigners constantly in the stress of the renewal. Prefectures are often late in the treatment of the files, which are more and more consistent because of more and more restrictions and it can put people who have legally the right to reside in an irregular administrative status. There is also a discrepancy between the way prefectures deal with one file (a same file can be treated differently according to the district they are in - for example, some prefectures ask for documents that are not enumerated in the law).

*Italy:* The latest estimates calculated by ISMU show a moderate growth of the foreign population living in Italy: as of March, 1st 2023, it has reached more than 6 millions individuals in 2022, 88,000 more than in 2021. On the contrary, the number of undocumented people has decreased, standing at 506,000, as opposed to 519,000 estimated in the previous year (-2.5%).

*Spain:* The Spanish Arraigo Social allows migrants, even if the arrival in Spain was illegal, under special circumstances to apply for temporary residence status after 3 to 5 years.





# Social workers

In this section you will find materials, references and resources meaning to support social workers in dealing with migrant users beyond stereotypes and misconceptions.

The main question this section wants to answer is **how does social work deal with migration?**

Starting from the definition of social workers, you will find more about the ways migrants' rights are connected to social work and you will also discover the differences between the 3 countries:

- France
- Italy
- Spain

*Looking for tools?*





## A definition of social workers:

Social workers are professionals aiming to enhance overall well-being and help to meet needs of communities and people. They work with different populations and types of people, particularly focusing on vulnerable ones.

Social work is a practice-based profession and an academic discipline that promotes social change, social cohesion, and the empowerment of people.

## Social Workers in France

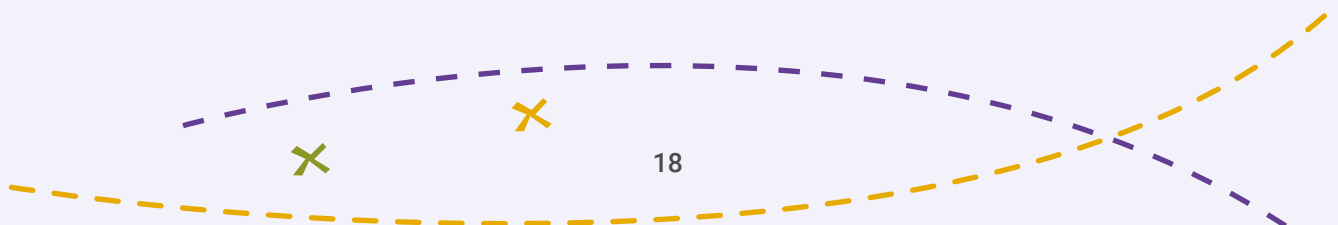
**Assistant/e social/e:** a Social Service Assistant (ASS), also called a social worker, supports people facing financial, social, health or psychological difficulties. This assistant can advise you, assist you in your applications and direct you to the services that can meet your needs.

## Social Workers in Italy

**Assistente sociale:** someone whose job is to intervene in situations of distress and marginalization through prevention, support and recovery; activities addressing individuals and families (elderly, minors at risk, drug and alcohol addicts, people with disabilities, migrants).

## Social Workers in Spain

**Trabajado/ora social:** a professional that works with people who have social problems.





# Rights of Migrants connected to Social Work

## Universal Declaration of Human Rights:

This declaration applies to all migrants, regardless of their legal status. These rights aim to safeguard their dignity, well-being, and access to essential services in host countries. Ensuring social rights for migrants is crucial for fostering social cohesion, combating exploitation, and supporting their successful integration.

Unfortunately, in law, policy and in practice, many migrants, particularly those in an irregular situation, are denied this access to such fundamental human rights. Some of the legal and practical obstacles that prevent migrants from effectively using their rights, include lack of identification or proof of residence, financial barriers, lack of information, linguistic difficulties and fear to be reported to immigration enforcement bodies which can result in detention or deportation.

## Social Rights of Migrants:

- 1. Right to health:** access to healthcare guaranteed by the International Covenant on Economic, Social and Cultural Rights (ICESCR) including preventive and curative care.
- 2. Right to education:** regulated in the Convention on the Rights of the Child (CRC)
- 3. Right to housing:** migrants are entitled to adequate housing that ensures security, privacy and basic living conditions.
- 4. Right to social security and labour rights:** this encompasses protection against poverty, unemployment, and workplace injury. The International Labour Organisation (ILO) underscores that all workers, including migrants, deserve fair wages, safe working conditions, and protection from exploitation.
- 5. Non-discrimination and integration:** Migrants should not face differential treatment based on their origin, ethnicity, or legal status when accessing social services or employment opportunities.





# Information about work practices/ attitude/ ethics:

Social Workers working with migrant population have a key role in supporting them to secure their rights listed above. This requires a deep understanding of human rights, a high level of cultural sensitivity and a strong commitment to ethical principles, as they have to address complex issues such as legal status, discrimination, access to services and often even trauma. Key practices for this job include:

## Cultural Competence and Sensitivity:

Migrants come from diverse backgrounds, with distinct cultural, linguistic and religious traditions. Social Workers have to be well aware of the cultural contexts of the targets they are working with, as they might have very distinct experiences, needs and challenges. A continuous self-evaluation and learning process that allows social workers to understand and respect cultural differences without imposing own values or judgments is recommended. It is important to recognise the specific stressors and traumas that migrants may have faced, such as displacement, persecution, or family separation. Communication should be clear and effective. This might be by multilingual services, interpreters or translated materials.

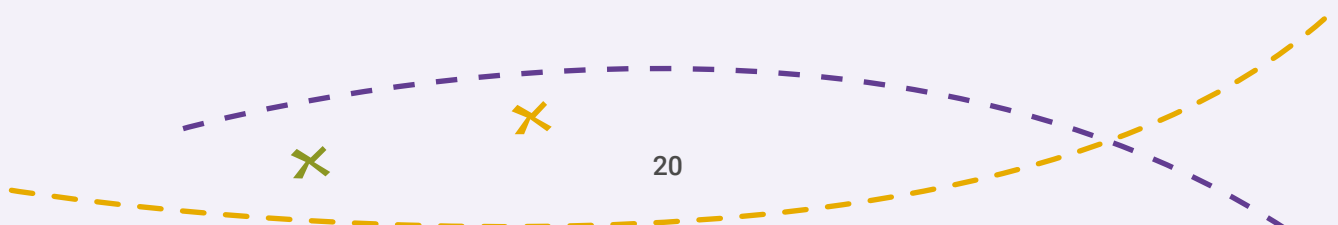
## Advocacy and Empowerment:

Migrants often face legal and social obstacles that hinder their access to essential services such as healthcare, education, and housing. This requires social workers to be able to navigate complex systems like assisting migrants to understand and access public services, legal aid and support systems they cannot navigate alone. They should be helping migrants build their own capacity to advocate for themselves by providing knowledge, resources and support.

## Trauma informed care:

Social workers must adopt trauma-informed approaches that recognise the impact on trauma on behaviour, mental health, and emotional well-being, because many migrants, especially refugees and asylum seekers have experienced trauma in their home countries or during their journey. It is essential to:

- Create a safe environment
- Build trust
- Avoid
- Re-traumatization







## Ethical guidelines:

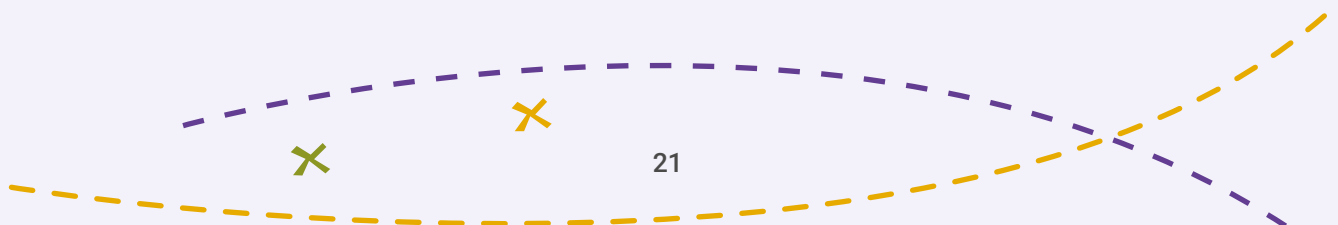
- **Confidentiality:** ensuring that sensitive information is protected and only disclosed with consent, required by law or to avoid harm.
- **Non-discrimination:** treating all migrants with fairness and equality in personal attitudes and institutional practices
- **Informed consent:** Migrants have to be able to make informed decisions about their care and participation in services. Social workers have to provide clear information about services available, potential risks, and the right to refuse assistance.
- **Boundaries and self-care:** maintaining boundaries is crucial to avoid burnout and maintain objectivity.

## Collaboration and interdisciplinary work:

for providing holistic care collaboration with other professionals and community organizations is essential. This means to build cross sectoral partnerships, apply interdisciplinary approaches and seek community engagement to assure cultural appropriateness.

## Flexibility and Adaptability:

Social workers are required to be flexible in their approaches. Interventions need to be tailored to the needs of each migrant and they should be responsive to changing policies. This ensures that the support is relevant and timely.





# Checklist for the Social Worker in case of working with migrants

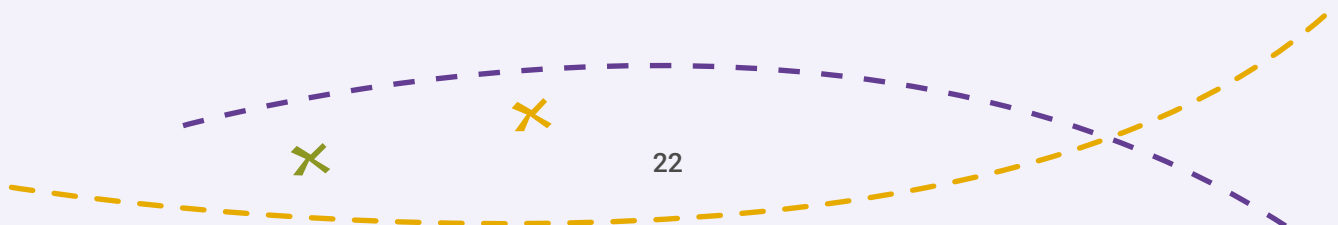
## Process related:

### 1) Initial Assessment and Documentation

- Conduct a comprehensive needs assessment (health, housing, legal status, education, etc.)
- Ensure that all documentation (legal, identification, immigration status) is reviewed and handled confidentially
- Verify understanding the migrant's legal rights and eligibility for services.
- Determine language proficiency and need for interpreter services.

### 2) Advocacy and Legal Support

- Help the migrant understand his/her rights and responsibilities under local immigration laws.
- Assist in navigating legal services (immigration lawyers, asylum applications, work permits).
- Advocate for access to essential services (healthcare, education, housing) when barriers arise.
- Stay informed about changes in immigration policies and their implications for the migrant.
- Empower the migrant to take part in advocacy efforts if they are comfortable.





### 3) Access to services

#### Health:

- Ensure the migrant has access to medical care, including preventive, emergency, and mental health services.
- Help the migrant enroll in health programs or access free/low-cost clinics.

#### Housing:

- Assist in securing safe, affordable, and adequate housing.
- Be aware of potential overcrowding, unsafe living conditions, or housing discrimination.

#### Education:

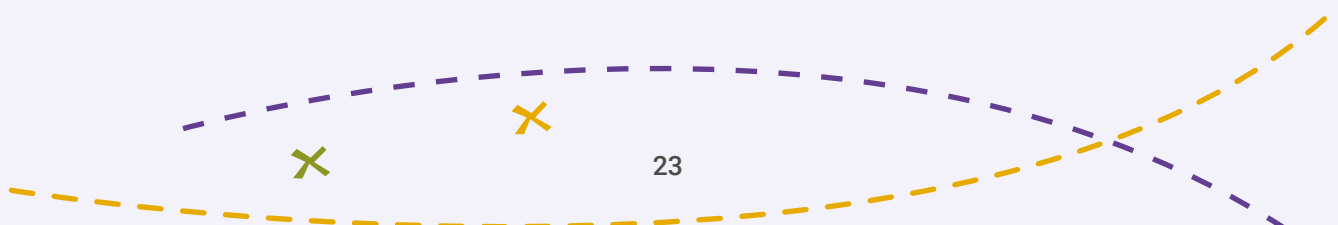
- Support access to schooling for migrant children (including language support programs).
- Help adult migrants access educational opportunities, such as language courses or vocational training.

#### Employment:

- Assist with job search, employment documentation, and navigating labour rights
- Report or address instances of exploitation or unfair treatment in the workplace.

### 4) Empowerment and Self-Determination

- Encourage and support the migrant in making informed decisions about their own care and future.
- Offer resources that promote self-sufficiency (e.g., language classes, employment support).
- Respect the migrant's autonomy and cultural preferences in decision-making.
- Reinforce the migrant's strengths and resilience throughout the support process.





## 5) Trauma-Informed Care

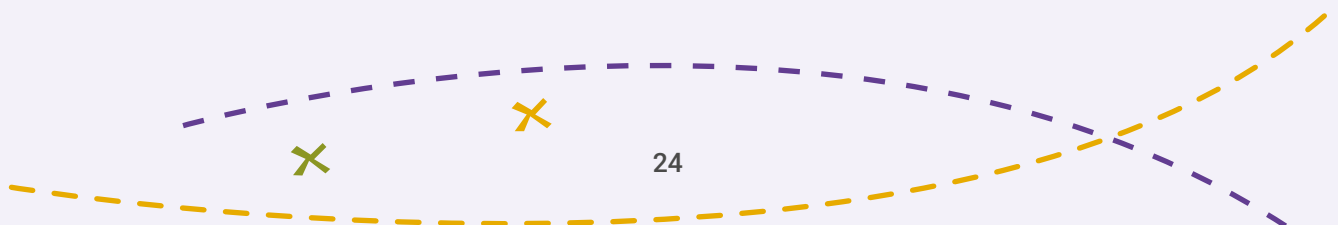
- Recognize potential signs of trauma, anxiety, or stress in the migrant's behaviour.
- Create a safe and welcoming environment during interactions.
- Build trust through empathy, active listening, and non-judgmental support.
- Avoid asking intrusive or triggering questions unless absolutely necessary.
- Provide appropriate referrals for mental health or trauma support services, if needed.

## 6) Collaborative Support

- Work with interdisciplinary teams (lawyers, healthcare providers, community organizations) to address the migrant's comprehensive needs.
- Collaborate with migrant-led organizations and community groups for additional support.
- Connect the migrant with local resources, shelters, food banks, or social programs as needed.
- Build relationships with legal and immigration experts to ensure accurate advice and representation.

## 7) Ongoing Monitoring and Follow-up

- Regularly check in with the migrant to ensure their needs are being met and to adjust the care plan as necessary.
- Monitor for changes in their legal status, housing, employment, or other important areas.
- Ensure continuous support is available, especially during periods of transition or uncertainty.
- Maintain an open line of communication, offering long-term support if needed.





## Personal competences of the professional:

### 1) Cultural Competence

- Research and familiarize yourself with the cultural, religious, and social background of the migrant.
- Ensure that communication is culturally appropriate and respectful.
- Use translation services or bilingual staff if necessary to ensure clear communication.
- Remain open to learning about the migrant's customs, traditions, and values.

### 2) Ethical Considerations

- Maintain strict confidentiality and explain to the migrant how their information will be used.
- Ensure informed consent is obtained for any action or referral.
- Be mindful of potential power imbalances and treat all migrants with dignity and respect.
- Avoid bias or discrimination based on ethnicity, legal status, or personal beliefs.
- Recognize and challenge your own assumptions or biases that could affect service delivery.

### 3) Self-Care and Professional Boundaries

- Reflect on your own emotional well-being when dealing with difficult cases, especially involving trauma.
- Seek supervision or peer support to debrief challenging cases.
- Maintain professional boundaries to avoid burnout while still offering compassionate care.
- Engage in regular self-care practices to sustain emotional and mental resilience.





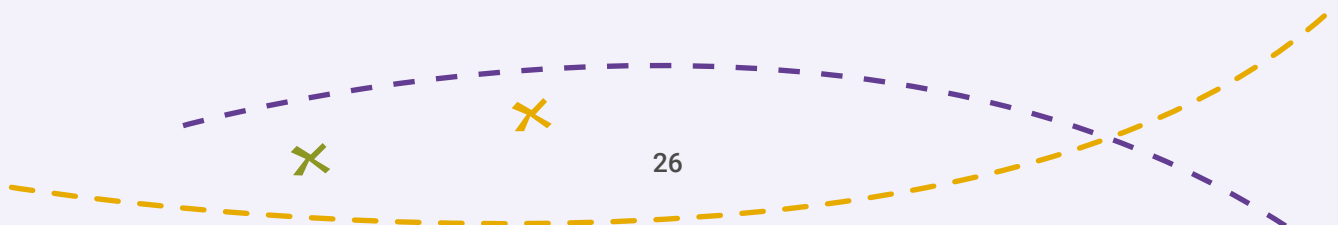
# Hints for best practice

## Participation:

include the target group in all the decision-making processes right from the beginning. Face-to-face conversations are an important first step to become aware of the 'other' side. Only in this way one can be sure to act according to their needs, and create the necessary motivation on both sides to work together towards a common aim.

## Adapting to others' psychological, cultural and social realities is crucial:

- avoid overly generalizing, stereotyping and misunderstandings regarding punctuality vs. elastic time conceptions, offensive gestures, politeness codes or behaviour in general. Intercultural training may be helpful. Expecting gratitude and friendly responses may be too much asked under some conditions. Being homeless, not finding a job, being discriminated against, not understanding the language, etc. may lead to considerable frustration which should not be taken personally, be ready to be confronted with anger and/or rejected. Some related conditions may lead to the limitations of your engagement; migrant/youth work.
- forcing people from such different backgrounds to engage with each other just because of their supposedly equal nationality or need to flee their home may thus involve certain risks. The same may apply for refugees and migrants from Syria or other countries. Therefore, it is recommended to learn some basics about the target group's state, culture, politics, and history beforehand
- to make migrants feel welcome it is not enough to fulfil only their basic needs. People want to feel part of a community and participate in fulfilling activities. There are many possibilities to reach this goal, especially in personal mentoring, arts, music and sports: search for common interests but do not force anybody to engage.
- educating the general public and improving the incentive structures to open their doors, house or support newcomers privately. What if everybody, including politicians, would be incentivized into receiving a newcomer into their home? As an inspiring example, José Mujica, the former president of Uruguay, invited 100 young Syrian refugees to come live in his presidential palace. Visiting politicians at the local level, pressuring them into public discussions, and writing letters to NGOs and policy-makers are all good examples of this type of activism.







# How to create a safe place?

## Here is a checklist to guide you

### Process related:

Being mindful of situations or processes that could trigger distress or emotional harm, such as invasive questioning about past trauma or the use of coercive practices may create re-traumatisation. A safe space is essential to assure that people feel comfortable, respected, and free to express themselves without fear of judgment, discrimination, or harm.

### Physical Environment:

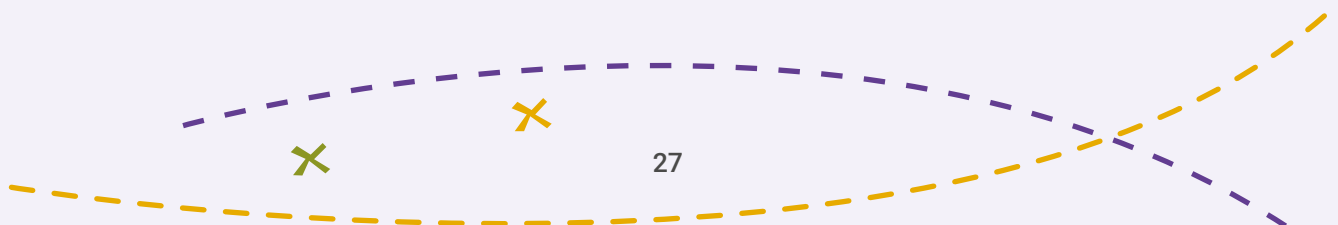
1. Ensure the space is accessible to everyone, including people with disabilities (ramps, elevators, seating).
2. Provide comfortable seating and lighting to promote relaxation
3. Designate private areas for sensitive discussions, if possible
4. Use neutral or inclusive symbols, images, and decorations that avoid potential triggers or offensive messages.

### Emotional Safety:

1. Establish and communicate rules on acceptable behaviour, confidentiality, and respect.
2. Encourage participants to listen without interrupting or judging others.
3. Promote the importance of asking for consent before touching or sharing sensitive information.
4. Encourage the use of inclusive language, avoiding stereotypes or assumptions about gender, race, sexual orientation, etc.
5. Foster a culture where diverse opinions and experiences are accepted without judgment.

### Communication and interaction:

1. Encourage open discussions, making sure everyone has the chance to speak without fear of reprisal.
2. Avoid derogatory or offensive language, and discourage others from using it.
3. Be aware of body language, facial expressions, and tone of voice, ensuring they convey respect and empathy.
4. Have a strategy for resolving conflicts peacefully if disagreements arise.
5. Encourage regular check-ins to ensure everyone is feeling safe and respected.



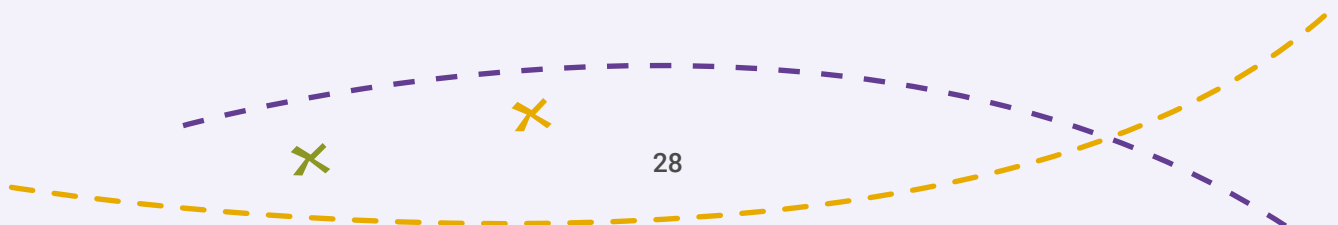


### Inclusivity & Diversity:

1. Be mindful of different cultural practices, holidays, and sensitivities. Avoid generalizations or cultural appropriation.
2. Encourage participants to share their pronouns and use them correctly to promote gender inclusivity.
3. Implement and enforce a zero-tolerance policy for discrimination based on race, gender, religion, sexual orientation, or other identities.
4. Create opportunities for people to give feedback on how safe they feel in the space and make adjustments as necessary.

### Support & Empowerment:

1. If possible, have trained facilitators or moderators to ensure everyone feels supported and included.
2. Provide resources for mental health, conflict resolution, or other types of support, especially in emotionally charged situations.
3. Encourage participants to take ownership of their role in maintaining the safe space.





# Resources

## Working with Migrants and Refugees/Salto-Youth

[Working with Migrants and Refugees - Guidelines , Tools and Methods](#)

## Language Support for Migrants A Council of Europe Toolkit

<https://rm.coe.int/80-tools-for-providing-language-support-to-migrants-and-refugees-intro/1680aef32b>

## Economic, social and cultural rights of migrants and access

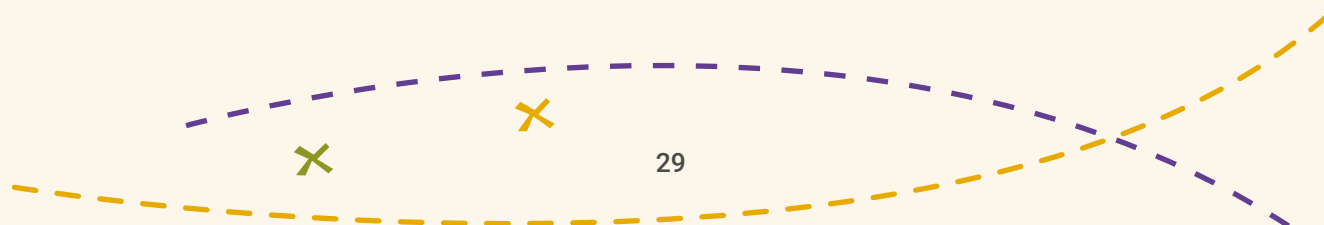
OHCHR's publication on the economic, social, and cultural rights of migrants in an irregular situation provides an understanding of the scope and content of relevant international and regional human rights law; describes the various legal, policy and practical barriers that irregular migrants face in having their human rights protected and fulfilled; and offers examples of promising practice.

<https://www.ohchr.org/en/migration/economic-social-and-cultural-rights-migrants-and-access-services>

## European Website On Integration

International Convention of the Protection of the Rights of All Migrant Workers and the Members of Their Families. The website promoted by the Directorate-General Home Affairs and Migration is the only EU-wide source bringing up-to-date information and good practices on migrant integration for policy makers and practitioners.

[https://migrant-integration.ec.europa.eu/home\\_en](https://migrant-integration.ec.europa.eu/home_en)





**Co-funded by  
the European Union**

© 2024 D 2IMIG. Project Nr. 2023-1-FR01-KA220-ADU-000157546

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union. Neither the European Union nor the granting authority can be held responsible for them.

CC-BY-NC: This license enables reusers to distribute, remix, adapt, and build upon the material in any medium or format for noncommercial purposes only, and only so long as attribution is given to the creator.