M4M | Using the buddy system to foster integration
of asylum seekers in the society
Project Number 2019-1-FR01-KA204-063158

MODULE I - CONTEMPORARY INITIATIVES TO WELCOME MIGRANTS

Module description

This module starts with a description of the most relevant contemporary initiatives to welcome migrants, both at a national and at an European level. Then, it highlights the differences between these initiatives and the welcome provided by Migrants4Migrants, explaining what mentoring is and why it is important in order to help migrants integrate in the hosting society.

Learning Objectives

Upon completion of this module you will:

- o Be able to understand which are the main needs of newly arrived migrants and how to satisfy them;
- o Know several contemporary strategies to welcome migrants in European countries;
- o Understand all important aspects related to the inclusion of migrants, thus being able to create a supportive environment in which migrants feel welcomed and accompanied;
- o Be capable to develop an effective way of welcoming migrants in the hosting society, thus fostering their social inclusion;
- o Comprehend what is mentoring and how it can be helpful in order to support newly arrived migrants.

Theoretical and Contextual Background

Currently, all European countries are facing a high rate of migration, precisely the highest one since World War II on the record. Nowadays several different initiatives and strategies are implemented in all countries in order to face this phenomenon. The amount and the quality of these initiatives vary from one country to another. Moreover, the aspects that determine a migrant integration in a hosting society are numerous, and often it is difficult to take into consideration all of them. In fact, trying to settle in an unknown country might prove challenging for different reasons, such as language barriers, different cultural and social norms, educational gaps, bureaucracy, legal requirements, and obstacles to access the labour market. Such barriers often result in the social marginalization of migrants within the host

M4M | Using the buddy system to foster integration
of asylum seekers in the society
Project Number 2019-1-FR01-KA204-063158

country, if each community does not develop specific integration services which ensure migrants and refugees' social inclusion.

The most common problems faced in the development of these kinds of services are related to the fact that, often, the legal framework on migration presents a big room for improvement, the procedures to welcome migrants are not developed and the related infrastructures are not spacious and equipped enough.

In order to contribute to solve these problems, a solution could be for migrants and refugees to be supported, since the earliest phases of their arrival, by a role person able to provide guidance and assistance, while assuring steps towards their autonomy. Precisely, this role model is called mentor and provides a response to migrants' needs through the development of a better inclusion process in the host country.

Content/Topics

This module will discuss the following topics:

1. National and European initiatives for welcoming migrants
2. Why the M4M welcome can be different
3. What is mentoring

Supporting material for practicing/understanding/implementing the method

Additional Resource 1

Title:	INFOMIGRANTS webpage
Description:	Successful stories of refugees welcome around European countries
Link to resource:	https://www.infomigrants.net/en/tag/refugees%20welcome/

Additional Resource 2

Title:	Amnesty International webpage

M4M | Using the buddy system to foster integration
of asylum seekers in the society
Project Number 2019-1-FR01-KA204-063158

Description:	News, events, reports and campaigns related to welcoming migrants
Link to resource:	https://www.amnesty.org/en/search/?q=welcome+migrants&sort=relevance

Additional Resource 3

Title:	"Welcome, Support, Pledge, Resettle"
Description:	Oxfam report – best practices and policies to welcome migrants
Link to resource:	https://oxfamilibrary.openrepository.com/bitstream/handle/10546/620923/bn-global-refugee-forum-111219-en.pdf

Additional Resource 4

Title:	Global compact for migration
Description:	The global compact for migration is the first, intergovernmental negotiated agreement, prepared under the auspices of the United Nations, to cover all dimensions of international migration in a holistic and comprehensive manner.
Link to resource:	https://refugeesmigrants.un.org/sites/default/files/180713_agreed_outcome_global_compact_for_migration.pdf

Additional Resource 5

Title:	Mentoring Refugees – A Handbook for Volunteers

M4M | Using the buddy system to foster integration
of asylum seekers in the society
Project Number 2019-1-FR01-KA204-063158

Description:	Essential information about mentoring, understanding who refugees are and how a mentor can help refugees adjust to life in a new country
Link to resource:	https://ec.europa.eu/migrant-integration/librarydoc/mentoring-refugees-a-handbook-for-volunteers

Additional Resource 6

Title:	Mentoring Webinars – European Mentoring Summit
Description:	Webinars about mentoring programs across Europe
Link to resource:	https://mentoringsummit.eu/mentoring-webinars/

Challenges and tips for professionals/ mentors

- Assessing migrants and refugees' background and needs and find the best welcoming option for them
- Setting reasonable goals while developing a welcoming programme
- Accurately planning all the steps needed for the welcoming activities
- Developing the skills to be a good mentor
- Dealing with migrants' priorities and worries

Duration

The duration of this block is approximately 1 hour and 30 minutes (1 hour module content + e-capsules + quiz and 30 minutes for additional resources).

Quiz / Self – assessment activity

List 2-4 questions and their answers for the users to assess if they correctly understood the module' s content. [Use multiple questions style (please do not use images)]

1) The role of a mentor in the Buddy System Service Model is:

M4M | Using the buddy system to foster integration
of asylum seekers in the society
Project Number 2019-1-FR01-KA204-063158

a. To become a strict friend of the mentee **[Incorrect answer. The role of a mentor is to establish a non-formal relation with mentees, in order to help them integrate in the society in relation to all the aspect of their life]**

b. To establish a non-formal relation with mentees, in order to help them integrate in the society in relation to all the aspect of their life **[Correct answer]**

c. To establish a formal relationship with the mentee in order to help him achieve a specific and short-term goal **[Incorrect answer. The role of a mentor is to establish a non-formal relation with mentees, in order to help them integrate in the society in relation to all the aspect of their life]**

2) The Migrants4Migrants welcome is different because:

a. It relies on the bureaucracy of European States in order to help migrants. **[Incorrect answer. M4M aims at developing a peer mentoring programme in order to empower migrants since the earliest phase of their arrival in the hosting country]**

b. It aims at developing a mentoring programme, thanks to which natives can help migrants from an economic point of view. **[Incorrect answer. M4M aims at developing a peer mentoring programme in order to empower migrants since the earliest phase of their arrival in the hosting country]**

c. It aims at developing a peer mentoring programme in order to empower migrants since the earliest phase of their arrival in the hosting country **[Correct answer]**

3) The most relevant activities related to migrants' welcoming concern:

a. The provision of economic support, so that they don't need to be integrated in the labour market soon **[Incorrect answer. The most relevant activities related to migrants' welcoming concern: accomodation, education, labour market integration, access to care and socio-cultural integration services]**

b. Provision of food, accomodation and education services **[Incorrect answer. The most relevant activities related to migrants' welcoming concern: accomodation, education, labour market integration, access to care and socio-cultural integration services]**

c. Accomodation, education, labour market integration, access to care and socio-cultural integration services **[Correct answer]**

Sources
(following APA style)

M4M | Using the buddy system to foster integration
of asylum seekers in the society
Project Number 2019-1-FR01-KA204-063158

U. Jennewein, "Buddy System Service Model" – Migrants4Migrants project, June 2021, https://www.migrants4migrants.eu/results.html

"Evidence review on the current of the conditions and services offered of newly-arrived migrants in partners' countries" – Migrants4Migrants project, June 2020, https://www.migrants4migrants.eu/uploads/8/0/6/2/80629992/m4m_report_io1_eng__1_.pdf

OECD, "Making Integration Work: Refugees and others in need of protection", Making Integration Work, OECD, 2016, https://doi.org/10.1787/9789264251236-en

Global Compact for Migration, "Global Compact for safe, orderly and regular migration – Intergovernmentally negotiated and agreed outcome", July 2018, https://refugeesmigrants.un.org/sites/default/files/180713_agreed_outcome_global_compact_for_migration.pdf

M. Garringer et al., "Elements of effective practice for mentoring", 4th edition, MENTOR, 2015, https://www.mentoring.org/resource/elements-of-effective-practice-for-mentoring/

J. Kupersmidt et al., "Peer Mentoring - Supplement to the Elements of Effective Practice for Mentoring", MENTOR, July 2020, https://www.mentoring.org/resource/peer-mentoring-supplement-to-the-elements-of-effective-practice-for-mentoring/

Child to Child , "Mentoring methodological framework: Mentoring for Integration" - Mint project, April 2019, http://tdh-europe.org/upload/document/7286/Mentoring%20Methodological%20Framework%2025%20April%202019.pdf

TOPIC 1: NATIONAL AND EUROPEAN INITIATIVES TO WELCOME MIGRANTS
Topic description:
This topic shows some current best practices both at a national and at an European level in relation to the welcoming of newly arrived migrants in the hosting societies.
Read

M4M | Using the buddy system to foster integration
of asylum seekers in the society
Project Number 2019-1-FR01-KA204-063158

The first step of a migrant's experience in a hosting country starts from the welcome they receive. The welcome should be aimed at fostering their integration in the hosting society, and that can be achieved in several ways and by considering different aspects. In general, the most relevant dimensions considered for welcoming migrants and refugees are related to accommodation, education, labour market integration, access to care and socio-cultural integration services.

There are significant differences between countries in the type and quality of integration services they offer. During the first phase of the M4M project, the partners involved were responsible for collecting the best practices related to welcoming migrants in their country. Governments, Public institutions, Associations and NGOs coming from several European countries were invited to take part in these activities, and at the end of the research the project partners collected five European best practices related to welcoming migrants.

1. Mentors for Migrants (Portugal). It is a mentoring program for migrants, promoted by the High Commissioner for Migration and developed throughout the country by a set of local partners. It aims at creating links between mentors (Portuguese citizens) and mentees (migrants). Mentors are tasked with supporting mentees in the development of their professional goals and integration in the host community through the provision of support, monitoring and guidance for resolving difficulties or concerns. There are about 600 mentors available nationwide, and this diversity allows them to find the most appropriate support for the needs and conditions of each mentee.

https://www.acm.gov.pt/-/programa-de-mentores-para-imigrantes

2. Family Side by Side (Portugal). This program, funded by the High Commissioner for Migration, targets migrant and refugee families and is related to the provision of socio-cultural services. In fact, it is an initiative through which a family agrees to welcome in their home a family they do not know, constituting pairs of families - an immigrant or refugee and another indigenous (or vice versa) - for the realization of a lunch-conviviality. The aim is strengthening social relations and promoting cultural diversity, fostering at the same time the migrants' social and cultural integration in the hosting country. This is made possible thanks to the promotion of reciprocal respect and understanding of the cultural differences. 82 Portuguese municipalities participate annually in the initiative.

https://www.acm.gov.pt/-/-familia-do-lado-2019-um-momento-de-partilha-fantastico-agradavel-e-unificador

3. KomIn - Kompetenzorientierte Intensivberatungn (Austria). The program targets newly arrived migrants, refugees, asylum seekers and third country nationals; it

M4M | Using the buddy system to foster integration
of asylum seekers in the society
Project Number 2019-1-FR01-KA204-063158

aims at their labour market integration in the hosting country. In fact, the project offers counselling in various languages, as well as workshops on certain topics connected to the labour market (e.g. application process, digitalization) and a competency mapping course called "Competence Kaleidoscope". The process starts off with a clearing phase, where the individual needs of each participant are analyzed, and the following steps are then planned accordingly. There is an individual path for each participant, depending on the current life situation, needs and possibilities. The project has been implemented together with the local labour market service and it's growing at a very high speed. In fact, the practice is a very updated and innovative approach, as it combines technologies and digitalization for helping migrants to find their best fit in the labour market. It helps at closing the gap between indigenous citizens and migrants by providing tailor made solutions and increases chances of participants to find the most fitted job.

https://migrare.at/a/komin/

4. Interreg project France-Wallonie-Vlaanderen AB Réfugiés-Social (France). This initiative aims at providing access to care to newly arrived migrants, asylum seekers and unaccompanied minors. This has been possible thanks to the creation of a new system, called IntegraPsy, which relies on multidisciplinary teams composed of professional figures such as social workers, psychologists and sworn interpreters. The IntegraPsy mobile teams accompany people who are going through suffering linked to migration and/or integration in the host countries, offering mobile health and social support teams. Their aim is to create a network of stakeholders specializing in interpretation-translation, mental health and mediation. Currently, the teams carry out approximately 2 interventions per week.

The initiative aims at fostering peer support with the creation of the function of "Ambassador for Integration". The Ambassadors for Integration are people who come from a migratory background. Having arrived in France or Belgium several months or years ago, they have come to the end of a successful integration process, since these people have settled permanently in the hosting territories. They speak rare languages often unknown to our accompanying staff. They have lived through a migratory experience and can therefore provide support as peers. They are an example for newly arrived migrants.

It created a new qualifying and certified training program for the Ambassadors for Integration, carried out by a steering committee, bringing together key national players from the associative world working on the reception and integration of migrants.

https://vieactive.fr/projets-europeens/ab-refugies-social-projet/

M4M | Using the buddy system to foster integration
of asylum seekers in the society
Project Number 2019-1-FR01-KA204-063158

5. Migrantour - New Roots (Portugal). The objective of the program is to integrate migrants and refugees into the labour market through unique guided tours and awareness-raising workshops in schools. Until December 2019, it was implemented in 5 countries and 10 European cities.

The objective of the initiative is to support the integration of migrants, building mutual understanding and respect. It gave different opportunities to find work, to create friendships and for a greater integration into the host society. It also favored greater tolerance and empathy on all the parts involved, creating a sense of community and belonging.

http://www.mygrantour.org/

http://www.mygrantour.org/en/new-roots-migrantour-intercultural-walks-building-bridges-for-newcomers-active-participation/

TOPIC 2: WHY THE M4M WELCOME CAN BE DIFFERENT
Topic description: Analyse which are the peculiar aspects of M4M project in relation to the welcoming of migrants: highlight M4M's added value and the differences in comparison to other contemporary welcoming initiatives
Read   As described in the previous topic, several initiatives and different procedures are currently provided to welcome migrants, both at a national and at an European level. All of them are valid and efficient in their country/countries of application; however, what most of them lack is the continuative presence, during a consistent period of time, of a person who acts as a role model for migrants and refugees and in every moment is available to support them, providing advice and counselling in various aspect of migrants' integration process. This is precisely what provided by Migrants4Migrants project: we aim at involving as "role models" not only native people from the hosting country, but also previous migrants and refugees that are currently integrated in the hosting country, in order to provide the best possible support to newly arrived migrants. The project "M4M" offers a tailored training in order to make these participants become good mentors and acquire all the qualities and skills necessary to help migrants and refugees integrate in the hosting society, through the provision of tailored solutions, according to the migrants and refugees' specific needs.

M4M | Using the buddy system to foster integration
of asylum seekers in the society
Project Number 2019-1-FR01-KA204-063158

Trainees, in fact, will be able to satisfy in a tailored way the common needs that migrants could face at their arrival in the hosting country, such as:

- o Need to feel and to be safe
- o Find an appropriate accommodation
- o Access to health care services and to other kind of assistance services
- o Help to learn the language of the hosting country
- o Improving of the education level and strengthening of personal and professional skills
- o Successfully access the labour market
- o Inclusion in several kinds of social activities

Thus:

1. The M4M welcome is different because it aims at providing continuative and long-term support to newly arrived migrants. This support, in particular, consists in providing guidance, advice and help, but at the same time it aims at empowering migrants since the earliest phase of their arrival in the hosting country, thus developing their capacity of being progressively autonomous.

2. The M4M welcome is different because it directly involves in the mentoring and support activities not only native people but mainly previous migrants themselves, who are now integrated in the hosting country.

In particular, the involvement of the latter allows to build the support provided to newly arrived migrants on a very solid basis. In fact, previously arrived migrants are supposed to have experienced in the past similar problems to the ones currently faced by newly arrived migrants and refugees, thus being able to provide tailored solutions and effective support.

At the same time, M4M additional involves, if necessary, native people in the mentoring process, since they have a perfect knowledge of how their society works, its rules and procedures and, thus, they know which are the most effective solutions to foster integration. Moreover, they can count on a larger network of relationships, which they can exploit in order to allow migrants to find solutions for a larger set of needs.

TOPIC 3: WHAT IS MENTORING
Topic description:

M4M | Using the buddy system to foster integration
of asylum seekers in the society
Project Number 2019-1-FR01-KA204-063158

Understand what a mentor is and what they do. Analyse which are the fundamental characteristics and qualities in order to be a good mentor. Understand why mentoring is important for newly arrived migrants.

Read

As a matter of fact, the great majority of migrants and refugees have difficulties in integrating in their hosting society and in having access to several services. The challenges they face are mostly due to language barriers, differences in cultures and social norms, educational gaps and obstacles to access to employment. Often, migrants are seen as a burden that needs to be sorted out and taken apart of the society, and for this they face space relegation, insecurity, marginalization and even violence: all these elements can lead to isolation and to lack of integration.

In the first place, the States are supposed to take the responsibility to create and implement social, educational and work policies that allow migrants' integration, their participation in the society and their professional and economic development. However, the public initiatives in this field – both at a national and at an European level – are not enough, and it is precisely from here that emerges the importance of a supportive figure acting as a guide, such as a mentor.

The Buddy System Service Model relies on the definition of mentoring as a process which involves the interaction between two individuals in which the mentee (i.e. a newly arrived migrant or refugee) is in a position to benefit from the knowledge, skills, abilities and experience of a mentor. A mentor is any person who is willing to use their own experience to model positive behaviours in a constructive way and on a voluntary basis to a migrant person. The mentor could be either a native member of the hosting society or a previous migrant currently integrated in the hosting society, who has been living in the host country for quite some time and is now familiar with the language, the culture and the procedures of the local authorities.

Being the Buddy System Model a peer-based process, the mentoring activities are marked by the absence of unequal roles and by mostly informal relationships.

The activities carried on by a mentor do not focus on a very specific and short-term goal, but should be aimed at helping and supporting the mentee in several aspects of their life, with a full-range view and on a continuative basis, lasting over time. The role of a mentor, in fact, is to act as a link between migrants and the hosting society, providing the best support in all fields of adaptation, such as accommodation, work, health and education, just to mention the main ones.

11

M4M | Using the buddy system to foster integration
of asylum seekers in the society
Project Number 2019-1-FR01-KA204-063158

The set of activities carried out by a mentor shifts from the most elementary – but necessary ones – to more complex activities which create a bigger added value, but require also a bigger effort. For instance, the mentor could be responsible for simple acts leading to the mentee's autonomy, such as how to get around the city in public transportation, how to get an internet contract, or show which are the main services and infrastructures to which the mentee can turn to in case of need. At the same time, mentors, according to the specific needs of their mentees, can be responsible for more complex activities such as where to find specific public services, providing support with bureaucratic practices, giving advice on how to perform well in a job interview and providing support in finding a job or an accommodation. The mentor can also introduce themselves to the authorities and organisations as a contact person in case of issues related to the mentee, in order to facilitate their communication and understanding.

To implement all the cited activities, the mentor is responsible for engaging in the mentoring relationship through the creation and participation to the so-called mentoring sessions: several meeting during which mentor and mentee get to know each other and the mentor gives support to the mentee in relation to their specific weakness points that obstacle their integration in the host society. The mentor is responsible for preparing, conducting and evaluating the mentoring sessions according to the scope and purpose of the mentoring programme and to the specific needs of the mentee.

If it is undoubtedly recognized that the mentoring process has several benefits for mentees, it should also be acknowledged that mentoring is particularly relevant for mentors as well, since it offers them the opportunity to develop not only new professional knowledge, but also personal skills. In fact, in order to be helpful for migrants, it is necessary for mentors to develop qualities such as: open-mindedness, flexibility and capacity to adapt to others, active listening and effective communication, tolerance towards different cultures and empathy. The Buddy System Service Model encourages mentors to enhance all these personal characteristics and to use them in a positive and constructive way, making them available to help others. Thus, mentors should perceive the mentoring activities as a means of self-efficacy, as well as the mentoring process should be perceived as an occasion for reciprocal development.

12