



SUMMARY REPORT

2016-2017



Gemeente Maastricht



East of England
Local Government Association



CONCELLO DE CATOIRA



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WHAT IS ELAINE?

ELAINE is an EU-project, funded by the Europe for Citizens programme that brings together five European local and regional organizations to work on the common theme integration of migrants and refugees. The aim of the project is to **exchange experiences and best practices and develop recommendations, raise awareness and increase our knowledge on the issues with integration on both the local and the European level**. Moreover, the project aims to foster a sustainable cooperation between the participating partners as well as the participants themselves. The project consists of one conference/meeting in each participating country. Each conference focused on one specific theme of integration. The conferences were varied and interactive as they consisted of workshops, seminars and study visits. Each project partner was responsible for organizing the meeting in their country and for summarizing the meetings in a report. The following five themes were addressed with regards to integration:

1. **Integration through entrepreneurship and employment programs**
Hosted by EU-office Skåne Northeast the 14/4-15/4 2016, Hässleholm & Kristianstad, Sweden.
2. **How the public and voluntary sector work in partnership to improve migrant integration**
Hosted by East of England Local Government Association the 13/6-15/6 2016, Ipswich, United Kingdom.
3. **Sports and cultural activities as a means for the integration of migrants and refugees**
Hosted by Catoira City Hall the 8/9-10/9 2016, Catoira, Spain.
4. **Language acquisition and integration**
Hosted by Vejle Videns- og udviklingscenter the 31/10-2/11 2016, Vejle, Denmark.
5. **Health and integration of migrants and refugees**
Hosted by Municipality of Maastricht in cooperation with Central Agency for the Reception of Asylum Seekers (COA) and Foundation Justice and Peace Netherlands the 19/4-21/4 2017, Maastricht, the Netherlands.
6. **Final conference in Brussels, with the purpose of dissemination of results and dialogue with EU based organisations and actors.**
Hosted by EU-office Skåne Northeast in cooperation with Skåne Association of Local Authorities.

The primary target groups were professional officials from local government and civil society organizations working with migrants and refugees directly or indirectly at the local level. The secondary target groups were politicians and policy makers on a local, national and European level. The project aimed to be cross-sectional and the participants came from different departments, depending on the theme, with the purpose of creating broad discussions. The project was financed by the participating organisations with co-financing from the Europe for citizens program 2014-2020.

THE PROJECT PARTNERS

EU OFFICE SKÅNE NORTHEAST (PROJECT COORDINATOR, SWEDEN)

EU office Skåne Nordost is a resource for EU financed project development in southern Sweden, and is functioning on behalf of a number of municipalities; Bromölla, Hässleholm, Hörby, Höör, Kristianstad, Osby, Perstorp, Älmhult and Östra Göinge. The EU office works mainly with project guidance and planning, arranging workshops and project management courses. Furthermore, the EU office also often has the role of coordinating the municipalities in collaborative EU projects. The nine municipalities work with integration of migrants and refugees on a daily basis. The municipalities are among the biggest "receivers" of refugees in Sweden in proportion to their size. The experience of integration is extensive. The municipalities are both urban and rural types and they all share a common interest when it comes to integration. The aim is to increase their number of citizens and therefore they are actively working to make sure that refugees can and are motivated to stay in the municipality. With this aim they cooperate in different projects targeting for example refugees with an academic degree. They also work with language learning in connection with employment programs.

EAST OF ENGLAND STRATEGIC MIGRATION PARTNERSHIP (UNITED KINGDOM)

The East of England Strategic Migration Partnership has fifteen years of experience in organizing conferences and workshops as well as courses with various themes on integration and migration. It facilitates and coordinates work around migration (EU, non-EU, asylum-seekers and refugees) in the region and cooperates with local governments, voluntary sector organizations, police and health professionals to improve migrants' access to services and integration within local communities. It also contributes to national discussions around migration and responds to various consultations on migration issues on behalf of the region. Strategic Migration Partnership (SMP) has also delivered successful EU projects for four years, within the European Integration Fund, managing up to twelve local community groups who run the training workshops organized, monitored and evaluated by the SMP.

CITY COUNCIL OF CATOIRA (SPAIN)

The City Council of Catoira is a local entity integrated within the local public administration of Spain. It is located in the Ria de Arousa (Pontevedra-Galicia), in the northwest of Spain, in one of the Galicia's most both economically and demographically dynamic areas, the Atlantic axis A Coruña-Vigo. The municipality's location, together with its main economic activities, endows the municipality with an urban character.

The town's main economic sectors are focused on the goods industry, services, building industry and tourism. Catoira has put in value its historical heritage and turned it into the driving force of development and promotion of the municipality, both at national and international levels. Its economic develop has made that immigrants from different European and non-European countries have arrived searching for better economic and social conditions. This has created an incitement for

the local authorities to develop active policies for their economic and social integration by promoting different programs.

VIDENSCENTER FOR INTEGRATION – VIFIN (DENMARK)

VIFIN is a resource centre established in 2002 by Vejle municipality (DK), which aims to collect, create and disseminate best practices on migrant integration. It is particularly strong in the area of Danish as a second language, which often involves the use of digital media. VIFIN has, for instance, developed e-learning materials for Danish as Second Language for the Danish Ministry for Children and Education in 2013. VIFIN also created DanskSimulatoren, an interactive online learning game, which was awarded the European Language Label in 2012. Additionally, VIFIN has considerable experience in administration and reporting of projects, project development and management on local, national and international level. It has a great network within the municipality of Vejle, as well as in Region South Denmark consisting of 22 municipalities.

On a national level VIFIN cooperate with The Danish Refugee Council (DRC). DRC is a humanitarian, non-governmental, non-profit organisation founded in 1956 that works in more than 30 countries throughout the world. DRC is the biggest NGO in Denmark working with integration of refugees and migrants. The DRC Integration Department is responsible for networks servicing municipalities, regions, ministries, institutions, private companies, and the voluntary sector in the area of integration.

CITY OF MAASTRICHT (NETHERLANDS)

Maastricht is a historic city with around 120.000 inhabitants, situated in the southeast of the Netherlands. It is the capital city of the province of Limburg. Maastricht is known as an international city of culture and education. Furthermore, it has become known, by way of the Maastricht Treaty, as the birthplace of the European Union, European citizenship, and the single European currency, the euro. The City of Maastricht participated in many EU funded projects, mainly as partner but also as lead partner, especially within the framework of the Interreg A and B programmes.

In the Netherlands the Central Agency for the Reception of Asylum Seekers is responsible for the reception, supervision and departure (from the reception location) of asylum seekers coming to the country. COA has various types of reception centers throughout the Netherlands. Since 2014 Maastricht (again) hosts a large asylum seekers reception centre. This will be closed in September 2017 in anticipation of another centre that will be the core location in the province. Maastricht also houses two smaller temporary annexations.

The municipality of Maastricht and COA cooperate in an office to build bridges between inhabitants, voluntary and professional organizations in Maastricht and the asylum seekers and refugees living in the asylum seekers center and annexations. It's a unique and innovative collaboration regarding policy of the reception of immigrants in the Netherlands. The purpose of the joint approach is to activate asylum seekers and refugees and create better circumstances for a successful integration

process, which - among other things as work and education - contributes to the health of the asylum seekers and refugees.

DISPOSITION

This brief report is a summary of the main findings during the workshops held on each ELAINE conference. The conferences consisted of a combination of lectures, workshops and visits to relevant organisations. The purpose of the workshops was to facilitate exchange of experience, knowledge and methods between the participants. The participants represented the local level in Europe and came from local government, non-governmental organisations, sports associations and the private sector.

The workshops took different forms but were all based on two underlying questions:

- *What are the main problems and challenges concerning integration under this theme?**
- *What are the possibilities and suggestions to: decision-makers, local government, NGO and private companies?*

*See page 3 for a list of themes.

The report is brief and only lists the main findings. Those who wish to form a deeper knowledge of the project and the material from the conferences can download all the reports, workshop summaries, powerpoint presentations and more at:

<https://www.dropbox.com/sh/q7u4nefusn6l11o/AAAhTjVWb8rXE0dPUQwaybuza?dl=0>

SUMMARY OF THE ELAINE WORKSHOPS

This chapter will summarize the main findings from the workshops held at the projects conferences. The conferences had different themes related to the integration of refugees and migrants. There are however some problems that was mentioned at more than one conference, for example lack of purpose for the refugees stuck in integration programs, slow asylum process and a lack of multi-agency approach.

INTEGRATION THROUGH ENTREPRENEURSHIP AND EMPLOYMENT PROGRAMS:

Link to the conference documentation:

<https://www.dropbox.com/sh/02im1ojf4mg8btf/AADsCWWQ2f8ccgwCCqRRGrBla?dl=0>

What are the main problems and challenges concerning integration under this theme?

- Skilled workers are needed in several countries not least because of the demographic changes that Europe is undergoing. Especially in Europe's rural municipalities; there is a need for both young citizens and skilled/educated workers.
- The integration process and especially the path from language learning courses to a job needs to be faster while refugees and migrants still have to learn the language. Language is a key for both employment and integration in the long run. Today refugees and migrants are stuck in a slow asylum- and integration process were they for example spend a long time in language learning courses. It takes a long time before they reach the labour market let alone an actual job.
- Refugees that have not received their protection status are not allowed to work. This leads to diminishing knowledge and competence among refugees with specific professions. Especially for those with knowledge-intensive professions such as doctors, IT-programmers, engineers etc. Some professions have an even longer path to jobs in Europe. For example a medical degree is not valid in the EU and therefore they are not allowed to work in the medical field.
- A great challenge is attitudes in society which hinders an efficient integration into the labour market. Cultural differences and language skills is not viewed as a valid resource for the businesses but rather as obstacles.
- Many of the refugees from for example Syria and other migrants have experience of working as entrepreneurs and business owners. But in Europe the regulations and conditions for running a business can be too complicated to grasp for someone who does not have the language skills and knowledge of the local business culture.

What are the possibilities and suggestions to decision-makers?

- Working in boxes slows down the process of integration. Only focusing on getting a refugee a job, self-employment or into vocational training has the consequence of lower language skill. Learning the language is the key for learning the culture and integrating in society. But getting stuck in language courses with no goal on the horizon leads to the feeling of futility and hopelessness. There have to be a visible process where the individual can see how

language learning will lead to a job. This will require stronger connection and even combination of vocational training, validation, internship with language learning.

- Educational initiatives that combine language learning, vocational training and study support in native language has shown to be a fast and efficient initiative for supporting refugees and migrant to enter the labor market.
- There is a problem today with matching between job seekers and the competence requested among businesses. Internships and vocational training matched with real and needed jobs should be a priority in creating a connection to the country's labour market for migrants and refugees. Integration relies on fast ways into societal structures, including the labour market.
- Special focus must be to actively include women that might not have been given the same opportunity to work in their country of origin.
- One important tool for giving more migrants and refugees the opportunity of running their own businesses is information about how to actually achieve this. The information must be adjusted to an understandable level, depending on the individual language skills. This together with simpler regulations is very much needed.
- There must be a better coordination between forums that help migrants and refugees to find gaps in markets, and thereby creating businesses that are motivated from a specific need. One suggestion is the creation of a social online business market that would function as a supportive forum for this.
- Initiatives must be taken to as soon as possible map the skills of migrants and refugees and validate education or professionals skills. Fast-track solutions can be an excellent tool for this. However, it is important that it is adapted to the individuals and the profession.

HOW THE PUBLIC AND VOLUNTARY SECTOR WORK IN PARTNERSHIP TO IMPROVE MIGRANT INTEGRATION:

Link to the conference documentation:

<https://www.dropbox.com/sh/qwlmup1m00g5sdd/AAA3CnDe9m8eNOMks-zwaMr6a?dl=0>

What are the main problems and challenges concerning integration under this theme?

- A problem lifted by the UK delegates, but that seems to be common in other member states, is that the public bodies (local and others) try to listen and communicate with the civic sector every few years. But they fail to communicate back the results and what have been done, leaving the volunteer and migrant communities feeling frustrated and ignored.
- In Sweden there is plenty of statistics and data to look at. The problem is that the Swedish municipalities are used to doing everything themselves and the cooperation with NGO:s is not as developed as in UK and NL. But as seen under the sports and culture theme it is important to engage and cooperate with for example sports association to improve refugees and migrants integration.
- In some EU countries, for example the UK, different migrant and refugee groups are entitled to different services. This makes it difficult to communicate correct information to different groups of refugees and migrants and there is a risk that those in need do not get help that they are entitled too.

- Both the public and NGO sector work with a lot of project funded activities. These are usually short term activities and when the project ends so does the activities.
- Community groups and the volunteer sector can, in general, be a great resource for the society and the local governments. However, a major problem is their constant struggles with funding were it is common that the organizations have to constantly hunt for project grants. Project grants are temporary and are not supposed to cover long-term financing of organizations, therefore there is a risk of inconsistency. On the other hand the local government has a limited resource pool but many organizations asking for support.
- There is also a major risk of the volunteer sector being pushed into a position of where they are supposed to replace services that the government no longer supports, or the opposite, the cases where they become a tool to only generate and communicate demands of the government.
- Even if it is encouraged and wished for there are several problems that prevent migrant's civic participation in Europe. Most common is cultural differences, language barriers, racism, mistrust of government officials and police, health problems. These problems require a multi-agency approach.

What are the possibilities and suggestions to decision-makers?

- Public services and regulations must be consistent and equal for all groups to prevent jealousy and unfairness between target groups but also for clear communication.
- Combination of different activities and strong cooperation with NGO/volunteer sector is a key to complete the process of integration. For example during language learning it is important to look at future job possibilities, set up goals, work with mental health. Here the NGO/Volunteer sector can make up what the public sector is missing.
- It is important for refugees' and migrants' sense of importance that they are listened to and involved. NGO:s can be a way to facilitate that participation. Here the UK is a good example for countries like Sweden that, in general, do not have active migrant community groups.
- Another great possibility with migrant community groups in particular is that they can be a way to work around language and intercultural communication problems. Professionals in all EU countries tend to speak with a certain jargon and migrants are more or less expected to understand the jargon and know things that they impossibly could know. Migrant community groups can fill a vacuum here and be "interpreters".
- The local governments and volunteer sector have to work together and for each other. This creates a more sustainable and giving partnership where both types of organizations strengths are taken advantage of.
- The EU, national and local governments need to support different kinds of NGO/volunteer organizations. For example there is no inherent goal that every volunteer initiative should become a permanent organization. Sometimes temporary volunteer organizations can accomplish much and for them public or EU grants can be a great support measure. For others, for example migrant community groups, there is a need for more sustainable funding, i.e. long term grants or self-sustaining business opportunities. The answer is not always public grants.
- The many problems for migrant's civic participation require a multi-agency approach, that include public, private and volunteer sector, that help migrants empower themselves. In the countries like the United Kingdom with a large sector of migrant community groups the

answer can be to use “old” groups to help form new or expand existent groups. But for all member states the main goal or tool to achieve this is to create meetings between officials and citizens and the migrants. One such example is the Swedish best-practice example “Lend a Swede”. It exists in different forms but the goal is to match a refugee with a Swede to form a mentorship or buddy bond.

SPORTS AND CULTURAL ACTIVITIES AS A MEANS FOR THE INTEGRATION OF MIGRANTS AND REFUGEES:

Link to the conference documentation:

https://www.dropbox.com/sh/0yp4z9xsu3299x8/AAC_wfG7k-oDWVvSnzRHJyoja?dl=0

What are the main problems and challenges concerning integration under this theme?

- The sports associations do not always have the capacity to handle the interest from refugees.
- There is also a lack of competence in the volunteer sector in for example handling psychological problems as PTSD or conflicts in values for example equality. This can lead to frustration and feelings of futility among the volunteers and conflicts between groups.
- New competition can lead to the emergence of racist and xenophobic attitudes and thoughts.
- Intercultural integration is a process that involves the whole family and therefore several sectors of the community need to be engaged. A problem is that we do not talk in those terms in several of the projects countries. For a successful integration educational, civil society and businesses need to reinforce each other.
- It is important that the schools works as an agent of integration and highlights the importance of sports clubs and cultural associations in the integration process.

What are the possibilities and suggestions to decision-makers?

- Integration through sport is a great possibility for improved and faster integration. Research show that participation in sport activities improves the individual mental and physical health, goal orientation, skill development (discipline, communication etc), socialization, academic performance, acculturation of the host countries values (democratic, gender equality etc) and tolerance and respect for differences among both the refugees and citizens of the host country.
- Participation in sport and cultural activities can also provide a purpose for the individual which is essential for mental well-being.
- Improved integration of refugees and migrants through sport and cultural activities is therefore a great possibility and should be supported by the public and private sector. The resources and competence is found in the volunteer sector. A recommendation is to direct financial support as well as to provide competences in intercultural communication and psychological support methods.
- The schools are especially important for the integration of refugees and migrants that belong to a family with children of school age. Through the child’s education the whole family can be reached.

- Measures of positive discrimination can be incorporated to match women with men and different groups. This kind of positive discrimination measures should be promoted with schools, sports clubs, cultural associations, etc. to integrate migrants and refugees and for example deal with questions of values and norms. An example of this measure could be a higher score, sub-award or economic resources for those clubs or entities that integrate these groups from for example government or national organisations.

LANGUAGE ACQUISITION AND INTEGRATION:

Link to the conference documentation:

https://www.dropbox.com/sh/0yp4z9xsu3299x8/AAC_wfG7k-oDWVvSnzRHJyoja?dl=0

What are the main problems and challenges concerning integration under this theme?

- Much of the integration process is divided into different phases for example language training -> employment program. The emphasis have the last decades moved to the employment parts with decreased focus on language learning, cultural education and psychological support. On the other hand in some of the participating member states language training is voluntary and/or funded by loans or grants to NGO:s. The training itself is organized by volunteer organizations and/or public organizations (NL, ESP and UK). To summarize it seems that the focus in all five EU countries is increasingly on jobs and less on language training and learning the culture and its dominating norms. The funding follows this shift in focus. This is understandable as refugees and migrants are in many cases seen as an expense, however, language acquisition is a central component for the integration as an active participating citizen with a place in the job market and society. So it is in other words contra productive to only focus on one aspect.
- Another problem related to the above is the question of how to keep the students motivated to learn a new language when both the government and their own focus is on getting a job. Also, worry about family members left behind is together with traumas a reason for lack of motivation.
- Teaching students with traumas/PTSD is difficult and becoming more common because of the dangerous road to Europe and increasing numbers of refugees coming from warzones. There is a lack of resources and competence at the schools, health care institutions and employment offices to handle these types of issues. Traumas strongly affect the individual's ability to study the host countries language.
- Internships can be a great method for students to learn the language. However, it is difficult to find enough internships, especially for older students. There is also a risk with internships which is loss of motivation or abuse of the intern.

What are the possibilities and suggestions to decision-makers?

- Traumas, depression and worry about family members can severely affect the students capacity to learn the new language. Language schools in several of our member states express a need of more funding and personnel but also knowledge in the field. It is needed to be able to identify traumas and to give more individual support.

- A way to deal with traumas that can be used in schools is roleplaying, theater and movie creation. One example is Anaobaba.tv where (refugee) fathers and sons waiting for the arrival of their family create daily movies about their life in Denmark. To prepare their family members and give them a way to help their family even if they cannot be with them.
- Combination of language learning/courses with employment programs (education) and/or internship at a future work place has been proven to be a very effective initiative. Examples of this was presented by the Gothenburg association of local authorities at the Swedish conference and by Laerdansk Aarhus at the Danish conference. The key is to create a clear process from learning language and vocational skills with a future job. This makes the education more meaningful for the student and increases their motivation as well as speed up the process.
- Another improvement that would make language acquisition seem more meaningful is to connect it with everyday situations. By leaving the class room the students can learn the words they need in their daily life in a more realistic situation. This is done in Sweden where for example groups of students can get different assignments to complete in the “real world”.
- Letting refugees and migrants have a goal and supporting them with reaching that goal is the best help the local government and other volunteer organizations can contribute with when it comes both to learning the host country’s language and in getting a job. The key is clear communication (in native language if needed), flexibility in the integration process and also self-responsibility of the student.
- Digital tools can be a great support in language training. It opens up the possibility; to start learning a language before you arrive in the host country, to help each other learn (facebook groups for example) and to learn the language with support in your native tongue.
- A possibility lifted at the workshops is to include education in the host countries culture, norms and values in the language training as the language is in many ways interrelated to the culture. This is already being done in some extent in for example Sweden. Knowledge about culture and dominating norms and values is important to prepare the students for the job market, the laws and rules in society and their rights as well as obligations.
- Last but not least, politicians need to realize that learning a language takes time but that it is essential for integration in a society. The choice is between the long term goal of integration or the short term of employment and self-sufficiency. Of course, there are ways suggested above that combine the two. It requires resources and cooperation between public, private and volunteer sectors.

HEALTH AND INTEGRATION OF MIGRANTS:

Link to the conference documentation:

<https://www.dropbox.com/sh/njihqgj32qos58g/AABXTswvT8F5nXtArKEI05gLa?dl=0>

What are the main problems and challenges concerning integration under this theme?

- Health literacy and knowledge about the health care system in the host country is very low among refugees and migrants. This is partly because the health care system in the refugees’ home country is different and, in general, not as expansive as in the EU but there is also a relevance to education and literacy. The negative effect of low health literacy is among

others that refugees avoid health care institutions or experience them as more threatening and stressful.

- The great increase of refugees in 2015 affected the health care in relation to the reception and asylum process. None of the big receiving countries were expecting the big increase and therefore the organization was not in place. Since then improvements and downscaling have been implemented to make the health care more efficient. For example this means that TB screening of all refugees from Syria have been removed as it is deemed unnecessary. However, the long waiting period for permanent residence permit, moving around from different asylum and refugee homes and the queues for health checks etc. all have a direct impact on the asylum seekers decreasing health status, both mental and physical. It is important to have sufficient support for refugees in this area as it affects the whole asylum and integration process.
- An individual's mental and physical health status is complex and depends on many different factors, related to the individual, family and external. For a refugee there are generally many factors that affects. For example if the family is not with the individual, or if a family member is ill, it affects the refugee's mental health. Waiting for long period or being forced into language or employment programs with no or limited freedom also affects the mental health. Sitting in inactivity affects both the mental and physical health. This complex situation makes it difficult for any single public or NGO to fulfill all possible needs. Especially psychological issue that can be expressed with violent behavior but at other times it does not have obvious visible symptoms.
- Research and the experience from our local municipalities and NGO's show that refugees health is usually better, both mentally and physically, when they leave their home country. During the traveling to the host country it deteriorates somewhat but the major deterioration starts when they have arrived in the host country.
- Integration of refugees requires an integrated approach. Employment, participation, education, language acquisition are not only interrelated with each other, but are also related to the health of individuals. For example, language competence and a good health are conditions for employment. Health is no longer considered as a static condition of the "complete physical and mental wellbeing" but rather as the dynamic ability to adapt and to self-manage one's own well-being.
- Among refugees there are a lot of vulnerable groups such as the enormous group of unaccompanied minors. An unaccompanied minor refugee is defined as someone who is under the age of 18 and has travelled without a parent/guardian to seek asylum. Local governments, schools and professionals are facing a huge challenge to facilitate appropriate support and health care to these minors.
- There is a need to reinforce the resilience in refugee children, because the parent's psychological trauma can have profound effect in the child's mental health development, determining heterogeneous and complex manifestations and symptoms, characterizing a secondary trauma. In that context the influence of culture must be taken into account in shaping the traumatic experience and its resilience. Throughout the parents/child emotional communication and interaction, the child, directly or indirectly, is affected by the parents' trauma, as well as by the traces trauma leaves in their relationship. These traces can negatively influence the child's development, not only in the beginning of his/her life, but also in his/her future as adolescent and adult.

- Finally, one of the main reasons why refugees mental and physical health deteriorates is because they get stuck in employment and language programs that they do not understand and/or have little control over themselves. Human beings have a need of a personal goal and control over their lives. This personal wish is in the EU member states confronted with an asylum- and integration process with a full focus on employment and in some countries also on language learning.

What are the possibilities and suggestions to decision-makers?

- Translators and language training focusing on health literacy is needed. Integrating public health initiatives with language training has been tried locally and found to be an effective work method. If a student is not feeling well the odds of them finishing the language training is very low.
- Refugees and migrants move around a lot, sometimes willingly and other because of asylum and integration regulations. As mentioned above there are many different factors that affects the health status. With every move information about the individual and his or hers required support is lost. A common journal system that is accessed by different health care providers and asylum centres etc could help make the support more solid.
- Among the external factors that affect the health the most is the safety and wellbeing of the family. Family reunions is therefore of the highest priority for the refugees integration process.
- The health of refugees is better when leaving their home countries and we have to take care this doesn't deteriorate. In this it is important for refugees to work, speak the language and participate in society (in sports, culture and so on) and to give them this opportunity as soon as possible, also when they still are living in an asylum seekers centre. But also for asylum seekers who are waiting to get a residence permit it's important to remain fit and be able to enjoy activities and interact with other human beings to stay healthy. No organization can fully give the support that is needed. Cooperation between the public sector, cultural sector, sports and other volunteer organizations is vital.
- Employment and language training programs should be more flexible to allow the individuals some freedom in career path. The same freedom we offer youths in our countries. Every refugee has a past with education and/or skills. It is in everyone's interest that this is not forgotten but rather taken advantaged of in creating a future for the refugee.
- Employment programs, education and language training programs need to be integrated with psychological support since the acquisition of knowledge and skills are interrelated with the health of the individual. This support can be provided by both the public and volunteers. It does require resources but without the support the integration process and the road to a job is much longer.
- Unaccompanied minors need special care. For those who can stay it's important to get education, learn the language, participate in society and get proper healthcare and attention for their specific needs. For those that get their asylum application rejected and have to return to their country of origin this can lead to (increase of) psychological problems such as sleep problems, depression, auto mutilation and aggressive behaviour. Lack of concentration and motivational may also occur, which can lead to troubles at school. For them it's important to get proper (health)care and guidance to get a goal in life, which also will be meaningful in their home countries.