

# A Resource Bank

on Building Capacity for Diversity and Social  
Inclusion in Migrant Integration Programming



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## Addressing diversity and inclusion in pre- and post-arrival integration programming

The arrival of the COVID-19 pandemic revealed that while the measures to combat the virus apply to all, not all migrant groups have the same set of resources and capacities to comply with the rules and cope with the current situation.

Migrants are not a homogenous group: some are at greater risk of being “left behind,” while some have experienced discrimination and are identified in situations of vulnerability. Migrants include individuals with variety of gender identities and expressions, and have different ethnicities, socioeconomic backgrounds, sexual orientations and sex characteristics, ages, family structures, marital statuses, different ages, as well as physical and mental abilities. Recognizing the diversity of migrant communities allows actors to develop target solutions, interventions and policies that respond to specific needs, thereby facilitating their social inclusion.

IOM acknowledges that successful integration starts at the earliest stage of their migration

journey, i.e. at pre-departure. Addressing diversity considerations and social inclusion at the pre-departure stage and as soon as migrants arrive will contribute to reducing existing inequalities, respond to their unique needs and allow them to establish themselves with more ease. Yet, there is also a need to leverage migrants' diverse assets they bring to their communities: migrants have a wide range of skill set, language, culture and perspectives that are necessary to contribute positively to the technological progress and sustainable development of their countries of origin and destination.

This Resource Bank compiles a wider range of capacity building approaches, tools, resources, and trainings that can guide the mainstreaming of diversity and inclusion into IOM programming at the pre-departure and post-arrival stages. Recognizing the intersectionality of migrants' identities and being responsive to their needs is key to facilitating the effective integration of migrants in their new communities.

# Addressing gender and diverse SOGIESC in migrant integration programming

Gender significantly affects all aspects of the migration process as it influences reasons for migrating, who migrates and how, as well as impacts social networks and resources available to migrants on the move. At all points across the migration continuum, it is essential to consider the gender, gender identity and gender expression of migrants given that the roles, expectations, relationships, and power dynamics associated with these intersecting identities influence lived experiences.

Migrants who have diverse SOGIESC (sexual orientation, gender identity, gender expression and sex characteristics) particularly face a complex

array of challenges and threats in countries of origin, transit, and asylum, including discrimination and prejudice, which make it difficult for them to access assistance.

IOM is committed to mainstreaming gender considerations into its work, especially in promoting gender equality in all stages of the migration journey. The following resources serve to further emphasize the crucial role that gender plays in the context of migration and ensure that all of IOM external and internal activities contribute to gender equality and address the specific needs and capacities of all beneficiaries regardless of gender.

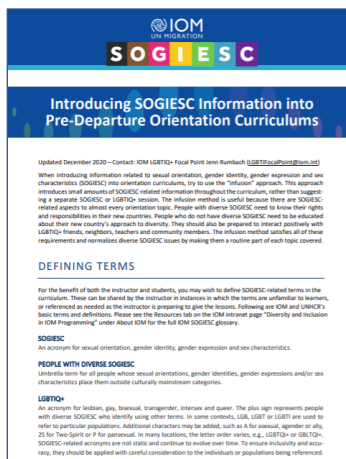
## Mainstreaming Gender in Pre-Departure Orientation

[These Guidelines](#) have been developed to guide users in the implementation of a comprehensive gender-sensitive approach to PDO training. They include good practice examples in gender mainstreaming from existing IOM PDO (and post-arrival) training sessions, which have also inspired the development of recommendations. Developed through the framework of COMMIT, the Guidelines emphasize the importance of an inclusive PDO to best prepare refugees for the process of resettlement and integration so they may be equipped and empowered to start their new lives in their resettlement country.



## Introducing SOGIESC Information into Pre-Departure Orientation Curriculums

[This resource](#) provides a template to introduce diverse SOGIESC information into a pre-departure orientation curriculum using the “infusion” approach. This approach introduces basic SOGIESC-related information throughout the curriculum, rather than suggesting a separate session for people with diverse SOGIESC or who identify as LGBTIQ+. The infusion method is useful because there are SOGIESC related aspects to almost every orientation topic and is mutually beneficial for both people with diverse SOGIESC who need to know their rights and responsibilities in their new countries as well as people who do not have diverse SOGIESC, who still need to be educated about the destination country’s approach to diversity.





# SOGIESC and Migration Training Package

IOM and UNHCR have jointly developed this [comprehensive training package](#) on the protection of people with diverse SOGIESC (sexual orientation, gender identity, gender expression and sex characteristics) for personnel as well as the broader humanitarian community.

The training's modules cover a wide variety of topics, including terminology, international law, communication, protection, assisted voluntary return and reintegration (AVRR) and Refugee Status Determination (RSD), all with a focus on practical guidance for IOM and UNHCR offices and partner organizations.



GUIDE | 27 Sep 2021  
Facilitation Guide Modules 1-12



PRESENTATION | 12 May 2021  
Presentation Briefing Session



PRESENTATION | 12 May 2021  
Presentation Modules 1-7



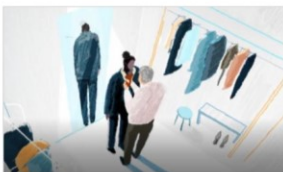
PRESENTATION | 12 May 2021  
Presentation Modules 8-9



PRESENTATION | 12 May 2021



WORKBOOK | 20 Sep 2021



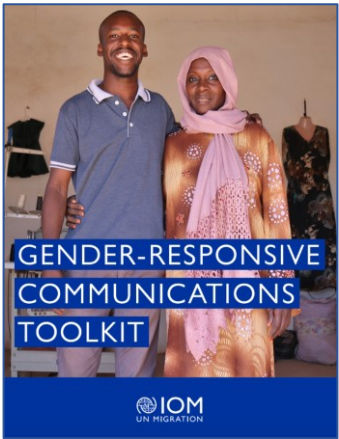
WORKBOOK | 20 Sep 2021



WORKBOOK | 20 Sep 2021

## Gender-Responsive Communications Toolkit

The aim of [this toolkit](#) is to promote gender equality in all IOM communications. The toolkit provides guidance on ensuring communications materials, both written and visual, portray specific groups of migrants and show diversity, thereby supporting more accurate and inclusive images of migration that defy gender stereotypes. It also addresses gender inclusive practices in other communications activities, including panel discussions and community consultations. By designing this toolkit, IOM intends to raise awareness about the need for both gender-sensitive and gender-responsive communications for IOM communication staff and other communication professionals working in the field of migration, urging them to consider how gender significantly affects all aspects of the migration process. A [guidance on gender-inclusive communication](#) has also been released.



### Online Training

### [Gender Equality and Migration](#)

Enrollment Key: **IKGM16-IOM**

Developed jointly by UN Women and IOM, the course will help you understand how migration is a gendered experience. Through this module, you will learn about international migration trends from a gender perspective, how to conduct a gender analysis and how to start mainstreaming gender equality into your everyday work at every stage of the migration cycle.

# Age considerations for providing targeted training and assistance to migrants

Migrants face exceptional and complex challenges related to their age, physiological and psychological development, family relations, and migration experiences. Stress, frustration and feeling of uncertainty are common to individuals and families who undergo the resettlement process; and these are often compounded by age category they fall into.

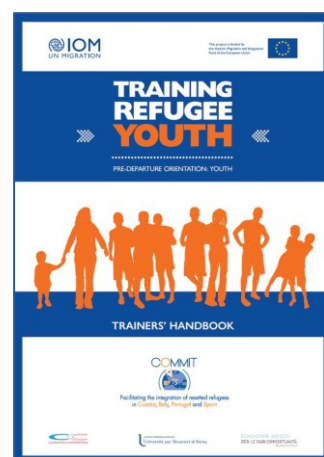
Age consideration is an undoubtedly crucial component to consider when providing adapted and relevant pre-departure and post-arrival orientation training for migrant populations. By considering the needs of beneficiaries of different ages, IOM is better equipped to develop training

programmes for each age group which will ensure their proper inclusion in the services provided. Every age group faces its own challenges, especially when it comes to how they each respond to the different stages of the migration continuum.

Youth learn and adapt to changes in different ways than adults; therefore, IOM offers resources ranging from Youth Handbooks, educational videos, to online learning courses for employees interacting with older beneficiaries, guaranteeing that the diverse age-related needs of migrants are met as they are getting ready to settle in a new country.

## Training Refugee Youth at the Pre-Departure Orientation Stage

The Training Refugee Youth Handbook aims at supporting the delivery of pre-departure orientation sessions for young refugees being resettled. The Handbook addresses themes ranging from building friendships in school, bullying and classroom etiquette to freedom of religion and expression, culture and money management skills. Based on a learner centric, participatory and interactive methodology, the Handbook promotes the creation of a positive learning space where young refugees not only feel comfortable but also are empowered to share their opinions, thoughts and feelings.



## Animation video for migrant children below 14 years old at PDO



IOM Portugal has developed an animation video for children below 14 years old who do not officially attend PDO sessions in Egypt and Turkey. The video is in Arabic, with subtitles in English and is intended to give an overview to children of their upcoming life in Portugal, by presenting topics related to the travel date, education in Portugal, making new friends, learning Portuguese and the mix of emotions they may feel. Providing specialized resources for children who migrate demonstrates IOM's commitment to tailor its programming to meet the needs of all migrants, regardless of age.



## Helpful IOM Materials on Migrant Children

IOM's Regional Office in Brussels has published this [resource brief](#) that compiles IOM guidelines, training materials, and examples of projects as well as reports and statistics which will be useful for those who work in protecting migrant children.

Migrant children are children first. They should be treated equally regardless of where they are from and why they have left their homes. IOM's work with and for migrant children aims to promote and

uphold the rights of children as established in the Convention on the Rights of the Child and strive to achieve the Sustainable Development goals of the 2030 Agenda. By doing so, IOM seeks to address children's unique individual needs which may encompass access to education, health care and psychosocial support as well as family unity and various protection measures to ensure children's safety.

### Online Trainings

#### Migration and Youth

*offered in Spanish*

*The module on Migration and Youth seeks to contribute to a better understanding of the reality of this population and to enhance their protection and assistance by government institutions and civil society organizations through a human rights-based approach that is sensitive to gender and diversity.*



[\\*How to login to e-Campus](#)

### Older People and Migration

[I-Learn](#) / [E-Campus](#) - Enrollment Key: OPM-IOM-2021

*The learning course will help you understand the unique barriers older people face in accessing services across the migration continuum and it will teach a more inclusive approach to increasing the participation and inclusion of older people.*



# Embedding intercultural mediation into migrant integration at the post-arrival stage

The links between intercultural mediation and migrant integration is an emerging topic of importance. In concrete terms, it refers to interventions that aim to reduce the negative consequences of language barriers, sociocultural differences, and tensions in diverse communities. As migrant populations are composed of highly heterogeneous groups, it is imperative for interpreters, local communities and service providers to recognize the unique cultural norms and traditions migrants carry with them as they enter a new community who may adhere to a different set of norms.

Mentorship schemes, for instance, facilitate migrants' journey towards empowerment, self-reliance and integration by connecting them with community members who can provide support and guidance.

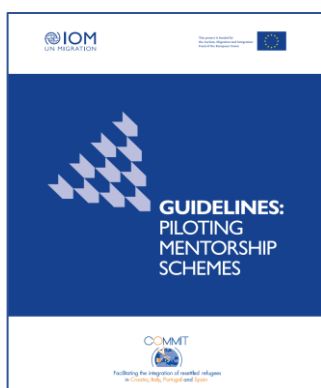
Applying appropriate intercultural mediation techniques can serve to bridge intercultural gaps and build trust between parties across interactions that occur in settings such as education services, health care, employment, legal matters, housing, communities, and mediation networks.

By learning from trainings and tools developed by experts in the field, individuals who interact with migrant groups can become better equipped to serve as intercultural mediators who address the wide variety of social barriers and conflicts that stand in the way of migrant integration.

Intercultural mediators can play a crucial role in facilitating social cohesion between migrants and their communities of arrival.

## Frameworks and Good Practices of Intercultural Mediation for Migrant Integration in Europe

[This new study](#) contributes to the knowledge and understanding of intercultural mediation and makes recommendations for improving policies and practices in the European Union by comparing good practices on intercultural mediation for migrants in various EU countries. Bulgaria, Germany, Italy, and Spain stood out with a range of solid, innovative experiences. Moreover, the study includes a variety of mediation contexts, such as integration of migrants into education and health-care services. The findings and recommendations can be used in similar contexts, where a novel approach to migrants' integration and social cohesion is required.



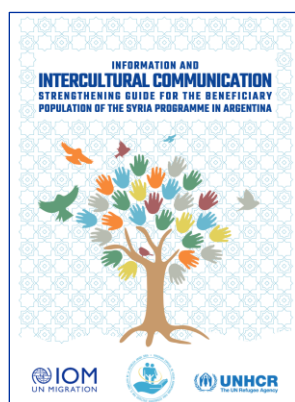
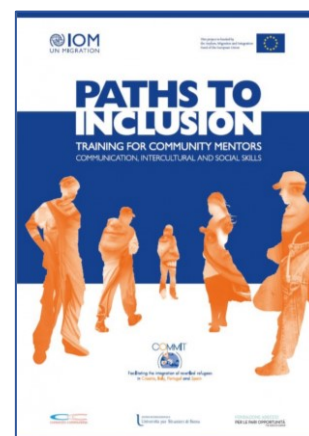
## Guidelines for Piloting Mentorship Schemes

[These guidelines](#) created through the project COMMIT support actors to set up mentorship schemes for resettled refugees, to help them get integrated into their country of resettlement. The guidelines provide an overview of the key steps for establishing a mentorship scheme, including a set of questionnaires for monitoring purposes. By applying a community-based approach, the guidelines promote the active membership and engagement of communities and broader society contributing to the inclusion and integration of newcomers.



## Paths to Inclusion: Training for Community Mentors - Communication, Intercultural and Social Skills

[This training curriculum](#) aims to build the capacity of community mentors in supporting resettled refugees in their integration process. The handbook provides a mentor self-evaluation tool designed to help mentors reflect on their role as a source of encouragement and support to mentees in navigating daily life in their country of resettlement. By including training modules, strategies, and guidelines, this resource aims to improve mentors' communications skills and intercultural competencies.



## Intercultural Communication Guide for the Integration of Syrian Migrants in Argentina

This [intercultural communication guide](#) is designed to strengthen and develop the intercultural communication and intercultural competences of all actors involved in the processes of receiving and integrating beneficiaries of the Syria Programme in Argentina. By providing information and tools to facilitate effective intercultural communication between Syrian beneficiaries and various stakeholders such as those in healthcare, education, and civil society organizations, the guide aims to lessen misunderstandings caused by sociocultural differences and prejudiced views. [Spanish version](#) is also available.



### Online Training

#### Working with Interpreters

[I-Learn](#) / [E-Campus](#) - Enrollment Key: WI-IOM-2021

*The course will explore the professional expectations for interpreters and help you understand how human rights principles play a role in interpretation.*



# Prioritizing mental health and psychosocial support along the migration continuum

Addressing migrants' mental health at all stages of the migration continuum is crucial for their wellbeing. As migrants prepare to be resettled, they undergo pre-embarkation health checks which assess not only their physical health but also their mental health as it also affects all aspects of their daily lives.

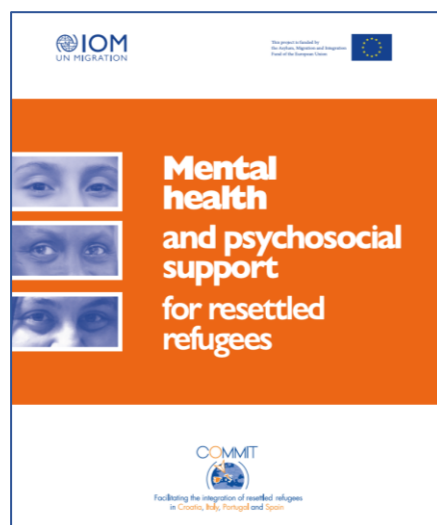
Considering the mental health needs of beneficiaries during the pre-departure stage, actors can uphold the continuum of care and provide the necessary Mental Health and Psychosocial Support (MHPSS) as new arrivals start their lives in the new community.

An emphasis on community-based MHPSS can foster more positive outcomes for both migrants and host community members alike. Community-based MHPSS approaches encourage families, groups and communities to become active participants in improving individual and collective well-being by supporting and caring for one another in ways that empower recovery and resilience.

Prioritizing mental health as an essential component of migrants' wellbeing contributes to their ability to thrive in their new context.

## Guide: Mental health and psychosocial support for resettled refugees

The [guidelines developed under the project COMMIT](#) aim to bring attention to the main psychosocial responses of refugees at each phase of the resettlement process to inform decision-makers and practitioners. It also presents the role of IOM in the process and provides practical recommendations and resources for decision-makers and practitioners to help them in providing mental health and psychosocial support to refugees in each of these phases. The guide gives an overview of refugees' psychosocial reactions across the migration continuum, initially at the point of First Asylum and then at the different stages of the Resettlement Process.



## IOM UK: Global Mental Health Assessment Tool (GMHAT)



The [Global Mental Health Assessment Tool \(GMHAT\)](#) is a clinically validated tool to assess and identify mental health problems in adults in various settings was used during the process of resettling Syrian refugees in the UK as part of the pre-migration health assessment. It helps to identify immediate mental health needs requiring urgent attention during the pre-departure phase and facilitate further assessments and referrals to specialized services once they arrive in the UK. In 2019, the Home Office and Public Health England in collaboration with IOM conducted a [pilot evaluation of the GMHAT](#).



Educational activities. Psychosocial mobile teams. Bassariya, Lebanon. © Timon KOCH 2017



# Manual on Community-Based Mental Health and Psychosocial Support in Emergencies and Displacement

The manual on [Community-Based Mental Health and Psychosocial Support in Emergencies and Displacement](#) describes the process IOM MHPSS programme managers should follow to design and implement relevant programmes in the aftermath of an emergency and to best serve the needs of displaced populations after-arrival in their country of resettlement. Through the efforts of many experts who wrote and revised each chapter, the manual serves as a resource that conceptualizes community-based MHPSS and then specifies concrete operational

and programmatic components, such as ‘Technical Supervision and Training’ and ‘Socio-relational and Cultural Activities.’ As an extension to the manual, an [online training course](#) has been developed that builds on the manual’s content by providing videos and suggested readings. This self-paced course will further explain how to design, implement, monitor, and evaluate community-based MHPSS programmes, projects and activities in contexts impacted by emergencies and displacement within humanitarian responses.



## Online Training [Psychosocial Support for Migrants](#)

*The training course will provide theoretical and practical tools to strengthen psychosocial care competencies and teach how to intervene in areas that have the most impact in all the stages of the migration journey.*



# Disability inclusion:

## Mainstreaming a human rights-based approach

Persons with disabilities are amongst the most marginalized people in crisis affected communities and face unique risks and vulnerabilities at any point in their migration journey. Persons with disabilities are more likely to experience violence, including sexual and domestic abuse and exploitation, exclusion from access to assistance, exclusion from healthcare facilities and other services.

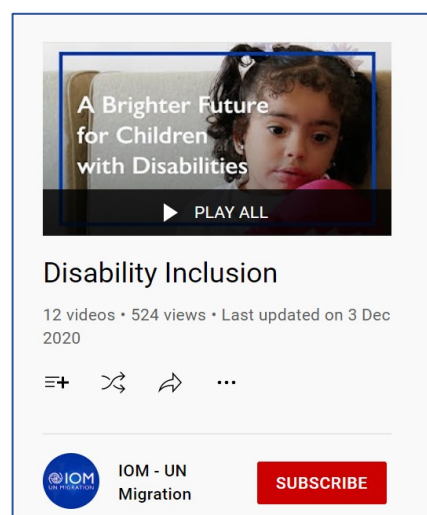
Therefore, efforts must be directed towards mainstreaming a human-rights based approach to disability, where interventions are designed for all abilities, in combination with targeted measures, to achieve the inclusion and empowerment of

persons with disabilities. Disability inclusion ranges from ensuring accessibility, to communication, to mainstreaming disability in projects and programmes, as well as guaranteeing protection of persons with disabilities.

The following disability inclusion resources and guidelines such as IOM Iraq's [Disability Inclusion Strategy 2019-2021](#) and online learning courses and informational videos allow personnel who interact with migrant people living with disabilities to ensure their safe and dignified mobility and effective integration in their communities.

## Disability Inclusion Video Resources

IOM has compiled a series of video resources into a [YouTube playlist](#) which provides various short videos on the topic of disability inclusion within the migrant population. These videos give a range of insights on disabilities and how to ensure to be inclusive to the people living with them. Specific topics such as children living with hearing impairment and children with autism are covered in these videos, as well as more general messages on the importance of visibility, dignity and respect towards people living with disabilities.



## Disability Inclusion Strategy 2019 - 2021

The [IOM Iraq Disability Inclusion Strategy](#), developed with input from IOM Iraq staff and Iraqi persons with disabilities, highlights five initial areas for prioritization, drawn from the accountability framework of the system-wide UN Disability Inclusion Strategy (UNDIS), launched in June 2019. These areas include the development and implementation of a dedicated strategy, leadership, inclusive programmes and projects, consultation with persons with disabilities and capacity building for staff. The strategy will support IOM Iraq in developing capacity as an actor that effectively addresses the needs of migrants with disabilities and aims to inform policy-making which is inclusive of persons with disabilities.



| IOM TIP-SHEET   |  |   |
|---|--|---|
| on Disability Inclusion   |  |   |
| In order to successfully include persons with disabilities, the following should be kept in mind: |  |   |
|   | Description  | Key Actions   |
| Promote meaningful participation  | The CRPD, the <a href="#">Sendai Framework for Disaster Risk Reduction</a> , the <a href="#">Global Compact for Refugees</a> , the <a href="#">AISC Guidelines on Inclusion of Persons with Disabilities in Humanitarian Action</a> and the <a href="#">Global Compact for Migration</a> affirm that persons with disabilities are entitled to participate in decision-making processes that affect them. Thus, humanitarian and other actors, including IOM, are required to consult and involve persons with disabilities in their programmes and decisions. | <ul style="list-style-type: none"> <li>• Enable persons with disabilities to participate in all processes that assess, plan, design, implement, monitor or evaluate programmes, in all phases and at all levels.</li> <li>• Recruit persons with disabilities as staff at all levels within IOM including as front-line workers and community mobilizers.</li> <li>• Seek advice and collaborate with organizations of persons with disabilities while devising strategies for engaging with persons with disabilities in an affected community.</li> </ul> |

## Disability Inclusion Tip Sheet

The [IOM tip-sheet on Disability Inclusion](#) is intended to support IOM personnel in taking a more inclusive approach towards persons with disabilities within IOM offices and programming. The Tip-Sheet is divided into four parts:

- Accessibility
- Communication
- Disability Mainstreaming in Projects and Programmes
- Protection of Persons with Disabilities

This concise document provides a helpful starting point to ensure essential support to a very vulnerable fraction of the migrant population.



### Online Training

#### Disability Inclusion Learning Course

[E-Campus](#)- Enrollment Key: IOM-DI-2021 [I-Learn](#)

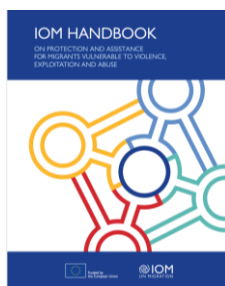
*The course will explain the link between disability and vulnerability and how to identify barriers and enablers. The aim is to learn ways to take a more inclusive approach to working with people with disabilities within IOM workplaces and programs.*

## Improving Protection and Assistance for Migrants in Vulnerable Situations

Individual characteristics are a central element of vulnerability and resilience, as they mediate how migrants respond to household/family, community and structural contexts. All individuals are rights holders, and the extent to which an individuals' rights are respected will affect how individual factors impact vulnerability or resilience. Some examples of individual factors are age, sex, racial and/or ethnic identity, sexual orientation, gender identity, personal history, mental and emotional health, and access to resources such as money, goods or support. The resources below will help practitioners provide a more structured approach to improve protection and assistance for migrants in vulnerable situations.



[Introduction Video of Handbook on Migrant Protection and Assistance](#)



[Handbook on Protection and Assistance for Migrants vulnerable to Violence, Exploitation and Abuse](#)



[E-course: Handbook on Migrant Protection and Assistance](#)

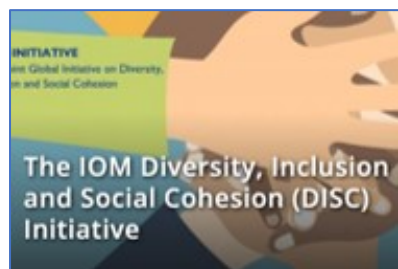


© IOM Iraq 2019

*“Let's be reminded of the humanity within migration. **Every person on the move has a different story** - whether they move because of imminent danger, in search of better opportunities, for love, or to re-join their families. Migrants bring with them hopes as well as capabilities, and we have the duty and the responsibility to listen to and respect them.”*

- IOM Director General, António Vitorino

### Check out these additional DISC Resources:



For any questions / concerns, please contact: Jobst Koehler ([jkoehler@iom.int](mailto:jkoehler@iom.int)) and Ace Dela Cruz ([acedelacruz@iom.int](mailto:acedelacruz@iom.int))

SharePoint: [DISC Collaboration Space](#) | IOM Website: [iom.int/migrant-integration-and-training](https://iom.int/migrant-integration-and-training)