

The Handbook



Strengthen Cooperation Among Young People

The content of this document is the sole responsibility of the authors. Reproduction and translation for non-commercial purposes are authorized, provided the source is acknowledged.

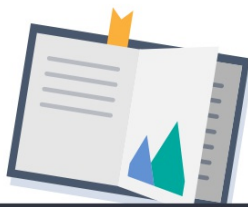
MARCH 2017

Co-financed by



Erasmus+





HANDBOOK

INDEX

#1/ The project

Objectives

Needs analysis

Expected results



#2/ The research

The questionnaire

Data collection

Data analysis



#3/ The youth workers

Who are they?

Their work with migrants

The situation in our countries



#4/ The migrants

Who are they?

Their journey

Their needs

Their relations with youth workers

The situation in our countries



#5/ Policy recommendations



About the consortium



#1

The project

The increasing influx of asylum seekers to European countries has stressed the importance, now more than ever, to take action in enhancing the possibility of their integration within the society. According to Eurostat, over 2.5m asylum seekers have arrived in Europe between 2015 and 2016.

The main objective of the SCAYP project was to facilitate the integration of migrants and refugees through their participation in the Erasmus+ programme while establishing new strategies to enhance the communication between young people from different cultures and ethnic groups.

Goal

The purpose of SCAYP is to increase the communication between youth workers and migrants thanks to the introduction of a new working methodology, in order to raise the participation of young migrants in Erasmus+ programs.

> 1.300.000
MIGRANTS

IN THE EU

In 2015
Source: Eurostat

SET OF ACTION POINTS

NEEDS ANALYSIS

1 Increase youth workers' skills by improving their communications skills.

- > Networking to share best practices
- > Create tailored trust-building programme with the help of european partners

2 Increase communication between youth workers and migrants.

- > Organize follow-up meetings
- > Organize local events to showcase the results of the project
- > Disseminate the handbook containing need analysis and the new working methodology guidelines.

1. Factors limiting the involvement of migrants

- > Uneasiness to confront their peers belonging to different cultures
- > Reluctance to speak a foreign language in front of other people
- > Fear of being marginalized

2. Issues faced by youth workers

- > Communication skills
- > Trust building
- > Lack of expertise and training

Expected results

1. Boost migrants' confidence
2. Encourage them to speak out for themselves
3. Deal with interculturality
4. Tips to gain trust with migrants for youth workers
5. Share the expertise among the partners of the Consortium

Presented by the Belgian ECEPAA, this KA2 project co-financed by the Erasmus+ programme gave the Consortium the opportunity to have a meeting in Greece in Ioannina to visit the Katsikas refugee camp and a transnational team meeting held in Brussels.



#2

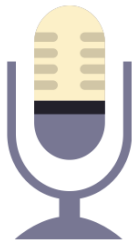
The research

THE QUESTIONNAIRE

In order to better understand the needs of migrants and youth workers, the Consortium decided to carry out a research. We collected 100 qualitative interviews. The data collected provided an evidence-based support for better identifying the needs of the target group. We prepared 2 kinds of questionnaires. One targeting youth workers and the second one targeting migrants.

The first questionnaire was addressed to the youth workers and, beyond the traditional socio-biographic questions, it was divided in 3 main topics (the job, the relationship influenced by the work and that influence the job's dynamics, and the communication with the migrants) consisted in 5 questions for the first topic, 11 questions for the second and 26 for the last one.

The second questionnaire was addressed to the migrants and also in this case beyond the traditional socio-biographic questions, it was also divided in 3 main topics (the journey, the expectations and the social dynamics within the center and the communication with the youth workers) consisted in 6 questions for the first topic, 4 questions for the second and 31 for the last one.



As said, we recorded (video and/or audio) 100 qualitative interviews (50 of migrants and 50 of youth workers) in Brussels (Belgium), in Paris and Lyon (France), in Ioannina (Greece) and in Coruna (Spain).

DATA COLLECTION

The administration of the questionnaire started during the summer 2016 and finished at the end of the same year.

100 Interviews were collected

DATA ANALYSIS

Once we had all the interviews, we started the transcript of the interviews. Then following the questionnaire structure we identified some recurrent patterns on which we focused to reply to the research questions.



#3

The workers

WHAT THEY DO ?

Their field of actions is very diverse. They are either statutory when they work for governmental institutions or non-statutory when they work in an other context, most of the time NGOs and small non-profit organizations.

They can be social workers, psychologists, educators, trained members of youth organizations that deal with young people to have a positive impact on them, motivating them to engage in cultural, social, environmental projects.

Regarding migrants, youth workers are either directly in the street camps, in reception centers or in government run emergency reception centers, or for their organizations that provide a service to migrants, or have regular interventions in migrants' center.

Who ?

Youth workers support community activities through non-formal education to impact the youth.

Volunteers are very important, they are non statutory youth workers but nevertheless trained - most of the time- and they are the biggest part of the youth workers in Europe thanks to funding and training like those offered by Erasmus+.

They're often coming from citizen initiatives or small NGOs and they often work on the side of all official structures and organizations managing the camps or the reception centers and are able to fill gaps due to the lack of financial and political means.

They work usually outside of the official network. But all alone wolves among them come alone to start an activity and it can be destructive when it goes against activities already in place.



PROVIDE INFORMATION
about the organization of the camp or center, the lifestyle of the country, the services, the asylum.



LEGAL ADVISES
Jurists and lawyers offer free support to request asylum and those being under Dublin Process.



PSYCHOLOGICAL SUPPORT
Volunteers or psychologists are here to help the people overcome their trauma and the acclimatization to their new environment.



MEDICAL ORIENTATION
People in the camps easily come to you when they need medical attention, it's up to you to orient them to the medical team or call an ambulance if needed.



EDUCATION
Asylum seekers all have to learn a new language. A moment that can be difficult and that needs lots of patience and fun.

Communication

1. Mix of intercultural and interpersonal skills
2. Think about the cultural background
3. Don't treat them as victims
4. Empty promises are toxic
5. Active listening



The situation in Belgium

Sex



■ males (50%) ■ female (50%)

From 19 to 55 yo

Education



■ Higher education (80%)
■ High school (20%)

Foreigners < 30yo
Less than 2 years in Belgium

Belgians > 30yo
Spent their entire career in Belgium

VALUED SKILLS

Sociability
Communication
Interculturality
Openness
Care
Respect
Self-management
Emotional involvement
Right distance in helping relationships.

Youth workers in Belgium are motivated in doing their work primarily by the attempt of having a positive impact on migration issues and being involved in social causes. They all express interest in knowing people from unfamiliar cultures and they suffer from bureaucratic problems and limited resources and funds in the face of a high workload. But all in all, they are satisfied with their work.

VOLUNTEER

They started mainly by working as volunteers and then they kept developing their professional paths by addressing youth and migrants' needs.

Youth worker



Most of the interviewees work in reception centers, but there are also citizen initiatives and associations.

Their work usually don't influence their relationships with relatives and friends, and the relationships between colleagues as well are characterized by mutual respect and support. No specific expectation is held between colleagues, except for mutual encouragement.



Communication with migrants

Youth worker job

The activities offered to migrants by youth workers span from helping them to go to school or with legal procedures, teach them basic language and IT skills and to repair their bicycles, doing sporting, animating, artistic and creative activities, offering informal relational and psychological support. Making migrants respect reception centers' rules is perceived as very fundamental, although often trying and stressful.

While also stressing the positive aspects of their work — the opportunity to know people from different backgrounds above all — the interviewees pointed out many significant issues that have a negative impact on their work:

The general population shows to be indifferent to the situation of asylum seekers and thus avoid to interact with them and to accept young migrants into their schools; this dynamic results in migrants feeling unwanted and marginalized and in youth workers have difficulties in motivation and supporting them in their integration process.

Tension

Migrants hosted in reception centers tend to develop aggressive conducts toward members of different national or cultural groups, due to their intercultural differences and the limited resources that can be distributed among them by youth workers (food, clothing, rooms, bikes, relational and psychological care, etc.). These intergroup dynamics provoke tension and hostility among migrants and with youth workers.

Youth workers face a high turnover and burnout situations due to the high workload, the frustration in tackling too many migrants' needs, and the high emotional commitment to migrants' problems.

Language turns out to be a major problem in involving migrants in the activities proposed by youth workers and in helping them integrate into the Belgian society.

The very long wait for a response to their asylum request due to bureaucratic slowness causes a sense of helplessness and depression in asylum seekers, which youth workers are not able to address without proper training and resources.

Interacting with religious women sometimes prove to be very trying for youth workers, due to the different cultural habits in construing gender roles.

Youth workers' values

Youth workers are not supported with adequate funds and by professional interpreting and psychological services.

While still focusing on keeping a fair professional distance with migrants, youth workers value their attempt to build friendly relationships with them, and are often reciprocated. Bureaucratic issues do not have any negative impact on the relations between youth workers and asylum seekers, and youth workers' efforts are well acknowledged by migrants.

The migrants' satisfaction prove to be a complex matter. Although appreciative of the youth workers' commitment, asylum seekers are perceived to be suffering because of both their migration experience from difficult situations and their current stasis in a country that does not seem to be welcoming. Youth workers do not have great difficulties in communicating and empathizing with migrants, but often perceive not to be able to support them in their personal problems.

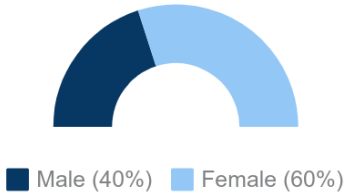
The only expectation that the interviewees express towards young migrants is to make use of the opportunities that they strive to offer.

Besides field experience, the interviewees consider language, relational and psychological skills the most important in their work with migrants, refugees, and asylum seekers.



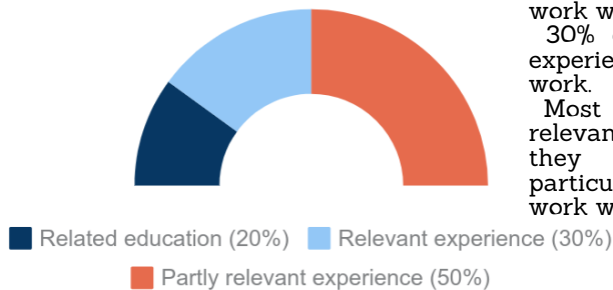
The situation in Greece

Sex



From 24 to 30yo
More than half of them are volunteers at reception centers.

Experience



100% of the interviewed persons have university or technical university education.

Only 20% of them had education related to their work with refugees.

30% of them had relevant experience before starting the work.

Most of them had a partly relevant experience to work they are doing and in particular, no experience in work with refugees.

Background

In Greece, there are various kinds of operators in the refugee reception centers. Around half of them are social workers, psychologists, translators and other types of workers that have social interaction with the refugees employed by national or international humanitarian organizations. During the last half of the year, there are also similar types of workers and teachers employed by the government. The other half of operators in refugee reception centers are volunteers- independent or with small, new foreign NGOs, in very few cases with local small NGOs. Volunteers are mostly youth workers, teachers, children educators or often without specification and covering needed spots.

The work

60% of the interviewees admitted they have no rules within their organization or independent volunteers' group; 30% of the interviewees said they have very few general rules according to the common sense but the rules are not official and don't have to be followed. Only a worker of an international humanitarian organization said there are official working rules towards the refugees in her organization and she is the only one who have had an appropriate training for work with refugees before starting the work. Other interviewed volunteers and workers said that, even though they didn't have any training, it's necessary or necessary according to the person because the reception center reality is very different from any other type of working environment and psychological aspect in refugee reception centers is much harder than in other working places.

In addition to training (for work and psychological) before work, as necessary skills operators that we interviewed mentioned intercultural understanding, patience, psychological strength, understanding of the worker's role, empathy, respect and if possible, language skills for better communication in their native language.

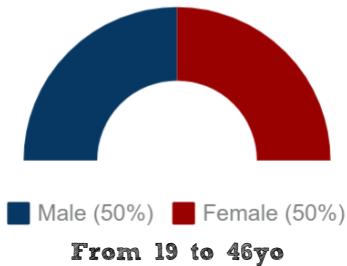
The communication

All of the interviewed operators have a good and friendly relationship with refugees, only some of them admit that not having an emotional contact is beneficial for them and for the refugees. All of them have had many frustrations at work, whether it being due to seeing the situation of refugees, conflicts with workers/volunteers from other organizations, their own personal relationships with family and friends due to the distance (most of the volunteers are foreign), feeling of being powerless or others. As other problems mentioned were often low level of communication due to the language barrier, low involvement in educational and recreational activities by few children and their parents, lack of experience in the field and not having necessary materials and appropriate venue for the activities with refugees.

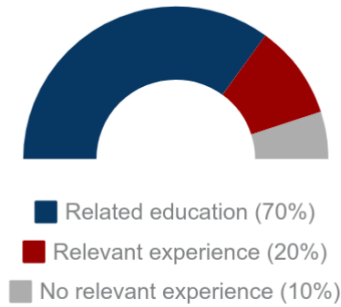
50% of the interviewees said they have had arguments with other volunteers or workers from other organizations and it appeared that the coordination meetings of reception centers are not efficient / don't solve conflicts because there are no official camp rules and no agreed working rules between the organizations. Moreover, there are many independent volunteers and small scale foreign NGOs without internal working rules and they are not accountable for their unethical actions.

The situation in France

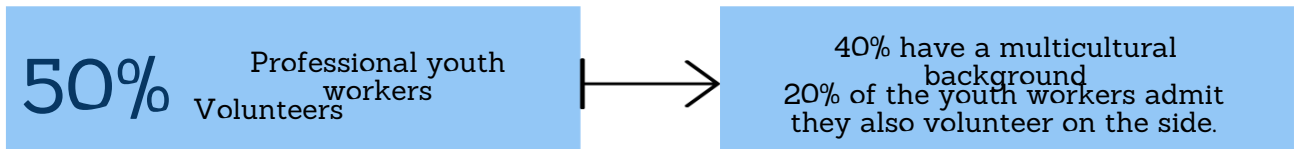
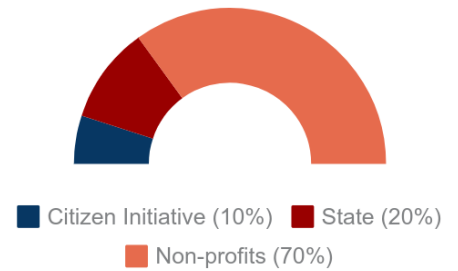
Sex



Experience



Structure



Almost all of them recognize that their motivation comes from images of refugees and the war in Syria they may have seen in the media. Their actions is limited due to financial reasons and restrictive administrative process.

Influence and dynamics

The interviewees feel their actions make them more inclined to argue with their relatives about the news and political subject. The workers easily explain to have boundaries between professional and personal life contrary to volunteers that don't accept this idea of boundary because they see more themselves as activists or militants and often their friends are among the volunteers. Family has to stay the priority for the workers.

Both population admit they started to work in this field to help. A small nuance with volunteers is that they started to act because they were feeling helpless facing an international crisis.

Frustration is a big thematic for youth workers and volunteers in France due to the political context. It comes more once you actually started to do something, before working frustration comes mostly from the feeling of being useless. Camps are not official and therefore there is no real organization. People have to organize themselves to provide food, clothing and basic health care towards those in need of it. Youth workers working at the camps and in welcome organizations feel lots of violence. The police is being violent towards migrants and youth workers by destroying the tents at the camp every time the authorities ask for the camp to be "cleaned" or by giving parking tickets to those bringing food outside the state reception center. Big NGOs are reported to not fulfill their humanitarian mission of sheltering and harboring those in need, specially isolated minors. Because of this there is a huge feeling of misunderstanding among youth workers and volunteers.

Most of the difficulties our interviewees talk about are linked to cultural misunderstanding. It is hard to talk with a person when you know nothing about her country, her background. To have some knowledge about the situation of the people's country is a prerequisite to communication and interaction with the migrant.

There are many arguments with migrants, specially when they're still asylum seekers or under the Dublin process because they need lots of patience to wait for the paperwork to be done and the fact that France is conducting many expulsions of migrants is bringing a new dimension of fear in the migrants' life. The lack of trust makes the work harder but it's understandable and with good communication and interpersonal skills it becomes easier. Youth workers have to keep in mind that migrants' are lost in a country they don't know, a culture they know nothing about and a language they don't understand.

Youth workers and volunteers both recognize lots of jealousy and sometimes hate between all the organizations, specially towards official NGOs managing reception centers. It is toxic for the people living in the camps or those welcomed in reception centers. There is no coordination between them and it can be damaging towards migrants, like organizations managing the food decide to come one day without caring if any other is already here and sometimes there is no food in one day. Also volunteers coming from their own initiative can be unproductive. Of course, it is always nice to have new people but they usually don't know what it's being done and they bring their activities without caring and it may disrupt the already ongoing activities.

Our interviewees with a multicultural background are more strict towards migrants that enjoy the financial help given by the State of France without motivation to find a job or learn french properly. They are angry that migrant people don't use the opportunity they have in France to build a new life.

Communication is complicated because French is very hard to learn and French people speak usually only basic English. Depending on the activities, there is more or less a need for interpreters. For example, during therapy and legal advises, it is mandatory. Otherwise they always manage to explain in English or with Arabic if they are lucky enough to speak it. It is more complicated for Afghans because pashto and dari translators are very rare.

It appears to our interviewees that some workers and volunteers discriminate some people depending on the country they come from probably because of intercultural knowledge.

Their organizations act in various field as language classes, administrative follow-up, legal advises, cultural activities and psychological intervention. There is no rules except for discretion, politeness and respect.

Youth organizations leaders or workers realize it would be better to have trained volunteers and volunteers recognize a wish to be trained only for the administrative part.

As said before, youth workers being professional have clear boundaries and even if they're friendly they're not friends with their beneficiaries. One says that the contact between them naturally vanishes because they stop coming to the organization. Volunteers are more in a disposition to make friends out of the beneficiaries of their organizations. And all refuse to portrait migrants, to avoid their stigmatization. Having this in their mind helps them to assume their role of youth workers in general.

Their work brings them lots of different emotions, make them better human beings and when they're not pay for it they have even more satisfaction: it is pure solidarity. It is not motivated by money and this is one of their explanations to tell us why people working for the state reception centers are usually inadequate to help, because they do this as a normal job and not a vocation. Youth workers, like firemen or policemen should be in their field because of a deep motivation and strength.



The situation in Spain

In Spain, youth workers have a proved experience in migration-related jobs, although it has to be marked that due to the changeable and dynamic situation of migratory flows, these workers have continuously faced an ongoing formation process. The demands and needs of the migrants can be different according to their origins, culture, and the region they come from, so youth workers have the necessity to adapt to the new migration realities in order to accomplish the mission of a good reception, assistance and follow-up of the immigrants.

According to the interviews carried out, in the social work sector, the people who are involved are oriented to bring an integral assistance to refugees and immigrants, which requires a worthy of consideration specialization, necessary to attend adequately and efficiently all their needs. For those reasons in this global action, participate different professional profiles from the social field concerning the received persons, as psychologists, lawyers, educators, social workers, mediators, employment consultants, etc. The people interviewed are mostly people with higher education.

On several occasions, these workers lack special knowledge about social and political reality of immigrants' countries of origin, and the differences between those realities and their own. In their professional formation, it is possible that they meet a lack of correct perception and knowledge of cultural keys to adequately understand different situations that immigrants could have faced and suffered from. It is also important to mark that the continuously changing legislative process, involving also administrative procedures, forces the workers to continue updating formative process, to be more effective at work and to organize activities they provide in the best way.

According to the interviewees as for years has been working for the integration and care of immigrants, Spanish society values the work done, see that in good manner, understanding that youth workers are necessary qualified professionals which contributes to the social well-being, in fact social conflicts in this sense are not common. In the event of any conflict, it is intended to make the person aware of reliable information about what he or she thinks.

The greatest conflict that the interviewees can highlight, in relation to the development of the work they perform, has to do with the intricate and braked administrative course. Since in several occasions workers are not able to face with and solve the real needs of the persons they are assisting, and so workers act more as advisers and counselors about migration process to make it the less damaging for them. On the other hand, if we want to refer to the social professional, who works within a volunteer service, it is necessary to indicate that traditionally in Spain, volunteering was related to the charity punctual and lacked professionalism and qualification, it scarcely counted on the good will of the people. Social action was closely linked to the Church and to the charity of the Spanish upper class.

Currently, due to the increasing of the immigrants arrivals (which has been growing little by little from the 90s), social action and volunteering in Spain has been professionalized, in accordance with an emerging priority into the welfare programs. Nowadays high specialization and specific qualities are required, and this labor is often accomplished as a form for youth workers to gain professional experience during or after their studies, and as a way to improve their skills with the aim to achieve a better-remunerated job.

At a personal level, people that works with refugees and immigrants, underline that their work is purely vocational and has very positive aspects which are connected with fulfillment and self-satisfaction. Direct contact with people that have urgent and specific needs, which they try to face with and solve, is what motivate them. Furthermore they contribute to the well-being of the entire society that becomes enriching even if it has not to be forgiven that this administrative-dependent work and his corresponding bureaucratic procedures to solve human problems, can turn those good feelings into frustration, impotence and personal failure. Communication with migrants is simple because immigrants come to ask for help. Sometimes ignorance of the immigrant's language may be a problem in communication.

#4

The migrants

WHAT THEY DO ?

Migrants regroup different kinds of "status". They arrive in Europe as asylum seekers. They're supposed to have the choice in the country they want to establish themselves to request asylum, but because of the Dublin regulation, now lots of people don't have that possibility. Once they made it to Europe they're caught by the authorities and their fingerprints are taken and registered in a common database.

The Dublin Regulation force migrants to request asylum in the country they've got their prints registered. And if they don't, the country they've chosen will very probably not accept it and can send the people back to their country of arrival, or home if the request is denied.

Migrants can be refugees, foreign workers, have political asylum. It depends on the country's law but it's pretty much the same everywhere in Europe.

Who ?

Migrants are people leaving their country for political, cultural, economical, climatic reasons.



© SOS Méditerranée

THE JOURNEY

Migrants have a long journey to reach Europe and many ways to travel. According to IOM, the majority of them join Europe by boat and walk. Families often took the plane. Most of Africans come from Libya to Italy, while most of Middle Eastern people come through Turkey. They have to pay expensive fees to smugglers, sometimes several thousands of euros each, at the risk of their life.

BASIC NEEDS

Should we stop there ?

Stopping there means we don't consider migrants as evolved women and men able to read, learn, discuss, engage in projects...



The situation depends of course on each country but we should offer to migrant people any possible opportunity so that they can better integrate in our societies, feel better about themselves and speak out about what's happening in their country.

This is the role of youth workers. Offering migrants opportunities of non-formal education, specially because in that case this is the easiest way to explore a new side of our always changing societies. Dealing with youth workers can be challenging from migrants because they don't trust people easily, and when they see people trying to talk to them, helping them, then it makes it harder to understand that youth workers and volunteers are not decision makers, are not the authorities. We don't hold any power on their administrative procedures.



The situation in Belgium

Belgium registered in the last three years an irregular trend of migrants' arrivals. According to IOM, as compared to 2014, twice as many asylum seekers arrived to Europe in 2015. Specifically, the increase of migrants' arrivals has been registered in the second half of 2015, while in 2016 the trend dropped again twice as in 2015. Consequently, in order to face the situation of 2015, Fedasil, the Belgian State Agency for Asylum Requests, increased his reception capacity (collective centers and individual housing) to be able to welcome all people who are entitled to do it, succeeding to make available 17,400 reception places in just six months. In fact, at the end of 2015 in Belgium there were 33,400 reception place compared to the 16,000 structural places at the start of July. Furthermore, it is interesting also to observe that, in 2014, 54% of asylum applicants were rejected, while in 2015 they were just 20%. In addition, in 2015 just 19% of asylum applicants were recognized as refugees, as defined by the Geneva Convention.

Sex

In the interviews done during the implementation of the SCAYP project has emerged that most of asylum applicants came from Iraq, Afghanistan and Syria. They are, above all, young men, not married and Muslim. On average, they speak Arabic, have a basic level of English and all of them have at least the primary education.



■ Male (85%) ■ Female (15%)

Concerning to the journey, 50% of the interviewees travelled alone crossing the Eastern Mediterranean route and the Western Balkan route, They paid smugglers to reach Europe by boat or by truck, some of them travelled by train or by bus, and all of them crossed on foot. For sure they took ten days to reach Europe from Turkey, some of them told to have spent more than one year in Turkey to wait the right moment to cross the borders. Obviously most of the interviewees told us that the reason of their escape was war, someone else told us to be persecuted because of his political activity or because his work and his collaboration with NGOs. Just two of them said that they came to Europe to look for a better life.

About the expectations, before their arrival they knew little or nothing about Belgium and therefore had no expectations on the country. Many of them were heading to other European countries, but could not reach them either because they had been refused or because they had not enough money. About their life projects, most of them told us to want to continue the studies.

The Belgian sample of migrants/refugees expresses a very positive attitude towards the operators, but it does not correspond to a general positive attitude towards the first arrival reception system. The migrants agree on the fact that all the operators are very friendly, professional, helpful and willing to understand them, but they only do what they can, they don't do more than what is their job. It's not the same with their social assistants who make them feel welcomed and helped. Generally, female operators are perceived very positively and more supportive than male operators. Instead, the main problems, indicated by the interviewed migrants, are: long processing times of asylum applications, strict rules and low flexibility in the receptions centers, and above all language difficulties identified as the fundamental problem that lead to other problems.

Interviewees told us to perceive positively their relationship with Belgian population even if people are not interested in making contact and build a dialogue with migrants. Instead, the relations among migrants suffer because of cultural contrasts.

Finally, the main migrants' suggestions on how to improve the operators' skills and relationships focus on: a better understanding of the migrants' culture and background; the possibility to involve migrants in an active participation to the camp life and the need to put reception centers nearer to the city center.

Why leaving

Expectations

Social dynamics



The situation in Greece

100% are male.
from 16 to 48yo

Our interviewees were coming from Syria, Iraq, Afghanistan and Iran, most of them having a family with them and all having a high school or university education. 90% of them knew at least 2 languages, in 60% of cases one of the spoken languages was the English.

The data

Even though it's extremely dangerous and forbidden, asylum seekers still continue to arrive in Greece mostly by the sea from Turkey because they are in need of international protection, fleeing war, violence and persecution in their country of origin. According to the data of UNHCR, there has been a dramatic decrease in sea arrivals starting from April 2016. If in period of time from August of 2015 until April of 2016, there were 50 to 12,500 sea arrivals in Greece per day, then in period of time from April 2016 until February of 2017, there are 0 to 460 sea arrivals per day in Greece. In 2016 there were 173,450 sea arrivals in Greece in total but in 2017 there are only 2,226 sea arrivals until February 23rd.

Most asylum seekers are arriving from Syria, Iraq, Afghanistan, Pakistan, Iran and some others, 42.1% of them being men, 36.7% of them being children and 21.1% of them being woman.

Currently there are only slightly over 60k asylum seekers in reception centers in Greece, because despite all the legal and physical risks, the majority of them chose to continue their travel to other European countries on their own, in almost all cases by foot. The ones staying in Greece are staying in various reception centers- tents, abandoned old buildings and hotels in the best cases where they are in the process of relocation to another country.

Youth workers and volunteers

All of the interviewed asylum seekers expressed the feeling of being welcomed and most of them expressed being thankful to the volunteers and workers of reception centers in general. However, many of the interviewed people admitted that they are having shared feelings with the volunteers and with the paid workers of reception centers - they feel friendly and have positive opinions about the volunteers but don't feel very trustful and positive towards the paid workers of the centers, due to receiving different attitudes from both sides and feeling more cared about from the side of volunteers. At the same time, we discovered that many asylum seekers don't recognize the actual roles of volunteers, youth workers and social workers and that creates chaotic approaches, mistrust and misunderstandings.

While around half of the interviewed asylum seekers said, they feel understood and helped by the social/youth workers and volunteers, the other half of them felt that they would like to improve the overall relationship between them and feels that social/youth workers and volunteers are not able to solve most of the urgent and basic problems and conflicts of the reception centers. Some of the asylum seekers also expressed the communication and lack of cultural interpreters (translators) being the first obstacle for them in the centers.

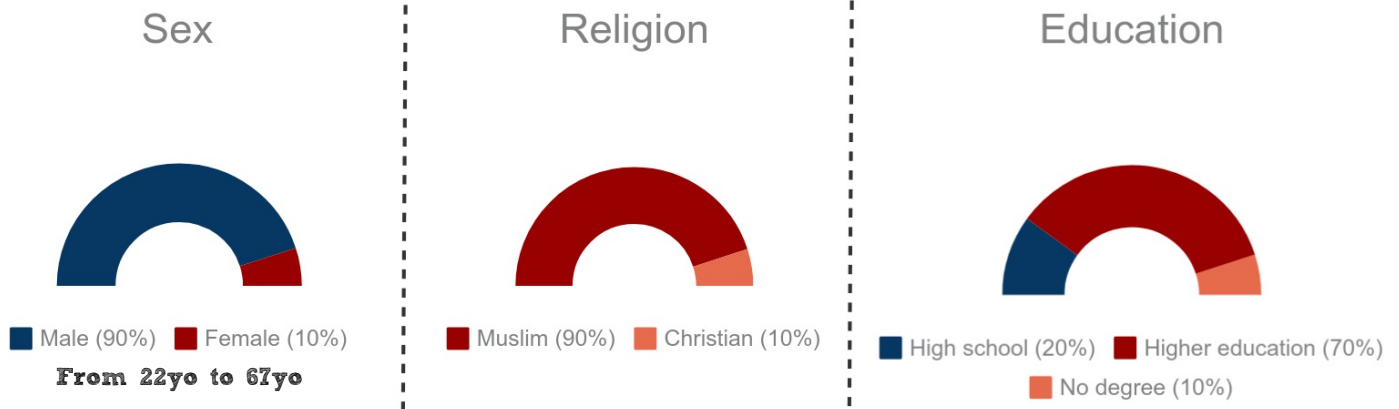
Only 20% of the interviewees said they prefer a social/youth worker or volunteer with the same gender as theirs and all of them said they have developed some contact with the local people, few of them have received help and socializes with the locals, none of them have had conflicts with the locals or with other asylum seekers, except for one interviewed person.

Expectations in Greece

None of the interviewed asylum seekers didn't have any realistic information about Greece before coming here because they didn't expect that they will have to stay in Greece for that long time (by the February 2017, they are in Greece for about 11 months and most of them not expecting a soon relocation to other countries). They all left their countries because of the war and unstable and dangerous political situation and they were not expecting to stay in Greece, another country which is in economic struggle and couldn't support their inclusion in socio-active life.

Among the mentioned problems, interviewees mentioned also such problems as unregular lack of basics for living, like water, electricity, efficient food and clothing, heating, far away location from the city, excess heat, delayed or not efficient language lessons (there are different situations and problems in each camp, sometimes according to the type of the camp).

The situation in France



Double-standard trauma

Different forms of post-traumatic stress and long mourning of the lost country

Host country

Home country

Important distress due to the life conditions in France + violence of the reality check face to the idealized country

Hard living

Lots of them have logical integration difficulties due to a lack of communication because the access to french classes is very limited and it's only when they receive the status of refugee or the subsidiary protection that classes are mandatory. Most of them are staying in the streets or emergency reception centers. They have little money from the State each month (between 7 and 11€ a day) when they are asylum seekers which make it impossible for them to pay for an apartment if they're sleeping outside. Also the cultural integration process is hard because often things that are very different to understand for them are not explained properly and it creates frustration. Politeness being a good example for this : when a french doesn't hear « please » and « thank you », he gets mad but for people coming from Arabic and African culture, not saying it is not a lack of respect.

Being at home

They usually feel safer and happier if they stay with people from their cultural background. They share this feeling of being « at home » when they're not. Most of them agree that there is problems and tensions in the center between people from rival ethnic groups that are often the mirror of the political situation of their home country. The difficulties encountered by the people we interviewed are mostly fights between migrants. All of them admit to feel lost, even after months or years in the country. During their journey, all of them came alone and 90% didn't want to stay in France. They were planning to go either to the UK, Germany or Sweden.

During the interviews, we had a feeling that those living in the camps made up answers like it was an interview to stay in France and were afraid to speak freely. It shows how afraid of the police and the authorities they are. Those living in the street camps or those who managed to enter a reception center have experience police brutality more than once, when the "men in blue" were coming to destroy their tents and arrest some of them or their friends for no reason.

Cultural dimension

They usually are more comfortable talking to a woman because they feel more empathy from them towards their situation, also because most of the volunteers are very maternal towards them but they are lost and feel helpless, they don't know either where to ask for proper help or they feel youth workers listen to them but don't do anything to help. Usually they recognize and value a lot the volunteers and the youth workers who helped them to settle down and find a job or a training, as requested by them since all of them express the wish to work even if they know that studying could help them have a better job.



The situation in Spain

The data

Since the 90s, in Spain has occurred a strong growth in the number of foreigners. Most of them, are economical immigrants, coming from Africa, Eastern Europe and, above all, from Latin America, which has managed to be the most significant continental origin. In Spain we have changed from being a country with a traditional emigrant culture, to become a place desired by thousands of emigrants - in 1975 there were 165 thousand foreigners registered and residing legally, whereas 2002, when there was more than a million. Despite the global dimension of this phenomenon, we have not reached yet the relevance as other countries in our surroundings. In Spain, legally resident foreigners form a 2,7% of the population. Its increasing importance presents some serious challenges, such as culture (social integration problems), economy and employment.

During its history and, alluding to the migratory movements field, Spain has been an emigrant country. Only from the second half of the 1980s, there has been a change of tendency towards being a country where immigration predominates and almost get the level, although this happens later, of the community countries with greater economic development, which had experimented those tendencies before.

The journey

Since the 90s, in Spain has occurred a strong growth in the number of foreigners. Most of them, are economical immigrants, coming from Africa, Eastern Europe and, above all, from Latin America, which has managed to be the most significant continental origin. In Spain we have changed from being a country with a traditional emigrant culture, to become a place desired by thousands of emigrants - in 1975 there were 165 thousand foreigners registered and residing legally, whereas 2002, when there was more than a million. Despite the global dimension of this phenomenon, we have not reached yet the relevance as other countries in our surroundings. In Spain, legally resident foreigners form a 2,7% of the population. Its increasing importance presents some serious challenges, such as culture (social integration problems), economy and employment.

During its history and, alluding to the migratory movements field, Spain has been an emigrant country. Only from the second half of the 1980s, there has been a change of tendency towards being a country where immigration predominates and almost get the level, although this happens later, of the community countries with greater economic development, which had experimented those tendencies before.

Education

On the one hand, most of immigrants who come to Spain have primary studies, what means that they need a formation so as to look for an employment. On the other hand, there is a percentage (especially Latin American immigrants) who comes with superior studies, but when they come here, they have problems to have their degrees recognized. This means that these immigrants will not be able to work in the field they have been studying for, due to the expensive and complex procedures.

This social reality implies inequality, disadvantage and vulnerability, produced essentially by the irregular legal and administrative situation, ignorance of the language and culture, prejudice and stereotype, work instability and a weak network of personal and social support, communication difficulties, loneliness or because of the different ways of seeing and understanding life. All this means that not only a social intervention in this populations but also within all the society is needed.

The Spanish government agreed to admit 20.000 people, and, nowadays, only 745 (3,8%) have arrived.

#Fact

The first work experiences in this area started at the end of the 80s. They are related to accommodation, employment and documentation. When immigrants arrive in Spain, they do it with the purpose of looking for a job so that they can improve their economic situation. Frequently they move to a country where they have a network of contacts, and, when they arrive, these contacts shelter them. They get to know their support possibilities from these contacts, and they go to the different institutions to ask for this support. During the first contacts they have with youth workers they keep the distance, because, generally, they are used to be treated in an administrative way. In addition, they know that quite often people ignore their culture and language, so there are not confident. As time passes by, they make up their mind and start having a familiar behavior. The young ones even consider the youth workers their models.

Nowadays, economic crisis affected even more to the immigrants employment, when they already had several handicaps. Since the beginning, foreigners had the most precarious with a temporal contract, not very qualified, and worst conditions and a poor legal coverage. The most frequent profession is construction, the most affected job during the crisis.

Generally, integration is a complex topic, just because usually they only get it with the members of its own community, although it is easier for the young ones. We need the collaboration of the whole community to achieve this integration, and, of course, promote work in the social field.

According to the interviews, we can draw several conclusions:

To begin with, you can divide the interviewees into 2 groups; one group belongs to immigrants coming from Latin American countries, and another group coming from African countries or from Eastern Europe.

In the group of Latin American immigrants, all interviewees told us that they have knowledge of the Spanish language and chose this country precisely because of that, besides the majority knew someone. The reasons that brought them to Spain was to improve the standard of living (saving to buy a house in the country of origin, security, etc ...).

This group indicates that in order to reach their goal they had to save enough to be able to achieve it. The trip (by plane) was something that took its time.

In the group of immigrants from Africa, the situation is different, their main destination was not Spain, and many indicate that they wanted to reach Europe in general.

None of them knew the language (they speak French or English), which is one of the biggest difficulties they encountered when they arrived.

In addition, the reason for arrival in Spain of this group is different; most of them left the country for the war and / or political problems. The journey of these people was somewhat faster because the motive of their country was more a flight than a decision taken calmly.

In addition, we can conclude from all the interviews in general that the vast majority of immigrants / refugees are looking for work and stability for life.

In relation to the communication with the reception center, all indicate that they have been well attended and that they have achieved some of their objectives (learning the language, getting a job, processing residence permits), thanks to the work of the people of the center.

FIRST WELCOME

Print and distribute to the hosts (newly arrived migrants) a leaflet in the languages that are most widely spoken by them containing:

- a general explanation of where they are (Europe, country, and city), what is a camp and how does it work;
- an overview of the EU declared principles and policy on immigration and asylum;
- what humanitarian organisations and youth/social workers are and do;
- their rights and duties;
- the general rules and schedules of the camp and potential sanctions for offenders;
- the possible outcomes of their stay and the general procedures of the camp;
- a description of the humanitarian organisations involved and their workers, mission and commitment, role within the camp, rules, possibilities, and limits;
- the code of conduct and how to ask for assistance (informative, practical, medical, legal, etc.) and respect for their rights and for gender equity;
- how to report relational problems among hosts;
- a map of the country/city with the main features: city center, public transportation and schedules, public toilets, humanitarian organisations, supermarkets, etc.;
- a map of the camp with its main facilities and pathways: dorms, dining halls, telephones, sinks and showers, bathrooms, laundries, clothing supplies, humanitarian organisations, interpreters, information and orientation points, medical aid, legal counselling, psychological support, etc.;
- some suggestions on how to be proactive and contribute to the welfare of the camp and its hosts and workers: supporting peers in their needs, supporting and translating/interpreting for those who are not able to properly express themselves, teaching language, become a reference point for their fellow citizens in the camp in order to represent them and facilitate the relations between their group and the camp officials;
- some suggestions on how to improve their actual situation: learn languages, learn to use new transportation means (e.g. bicycle), learn to use smartphones and computers, learn about local culture, collaborate and participate in the work of local humanitarian organisations.

Training youth workers on:

- the protocol to be followed to address each new host;
- how to build constructive relations with colleagues of other organisations;
- how to welcome and empathize with hosts in order to prevent intercultural misunderstandings, hostility, and conflicts;

Develop networks among participating humanitarian organisations by formalising an agreement:

which specifies:

- shared principles: non-violence, respect of diversity, safety, confidentiality, equality, etc.;
- shared objectives: fulfilment of basic needs, education to EU values of multiculturalism, prevention of radicalization and hostility, mediation with camp officials, etc.
- shared strategy: regular coordination meetings, behavioural guidelines, action plans, risk management;
- shared resources and duties: facilities, shifts/rotation, tools, etc.

in order to:

- produce and share a protocol to be followed to address each new host;
- build constructive bonds on the basis of their shared commitment;
- facilitate relations and communications;
- share and disseminate good practice;
- give a good example of effective cooperation;
- be perceived as reliable by the hosts;
- develop social capital;
- rationalize efforts and the limited resources;
- prevent conflicts of competence;
- provide a better service;
- have more influence on the camp officials.

Raising cultural awareness of youth workers on hosts backgrounds: geography, language, and culture both on a national and a local level;

- politics and religion;
- armed conflicts;
- proper behavior between genders.

Training youth workers on identifying and preventing marginalization and radicalization issues among hosts and between hosts and camp officials.

- formalizing a CV;
- writing a motivation letter;
- learning local language, culture, and proper ways to build interpersonal relations with the locals;
- tackling prejudice and discrimination through proper behavior and intercultural dialogue;

Raising awareness about the situation of newly arrived migrants in the local communities

- awareness campaigns with active participation of the target group
- public meetings with refugees and local communities to get to know each other.
- facilitate the schooling of migrant kids.

ABOUT THE CONSORTIUM



European Centre for Economic,
Policy Analysis and Affairs

Belgian non-profit organization specialized in the development of European Union projects in the fields of research, education, youth, migration, entrepreneurship, culture and social inclusion. It is the lead partner of the project.



Ecos do Sur is a non-profit organization and has specific programs of guidance, health, training, social integration and employment. It takes part in several European projects every year and works on international cooperation with Southern countries.



The Colectivo Garcia Lorca is a non-profit social cooperative that gathers volunteers and organizations with the aim to develop social, cultural, artistic and sports activities that are inspired on a progressive vision of the society end based on equality, solidarity, respect and tolerance.



French youth organization aiming to strengthen social dialog within the youth and promote non-formal educations and multiculturalism through intercultural and inter-religious cooperation, active citizenship and the integration of refugees.



Greek NGO aiming to promote the coexistence of environmental care and the development of its region. Main working fields of the organization are environmental and voluntarism actions, social inclusion and refugee well-being, international cooperation and non-formal education for youth.



Project
SCAYP
2016/17

