



## **PROFESSIONAL HUMAN RESOURCES AGENCY**

**baseline survey in Romania on possible collaborating organizations utilizing teaching methodologies to prevent youth radicalization in various social environments**

### **Survey Report**

**Bucharest, February 2018**





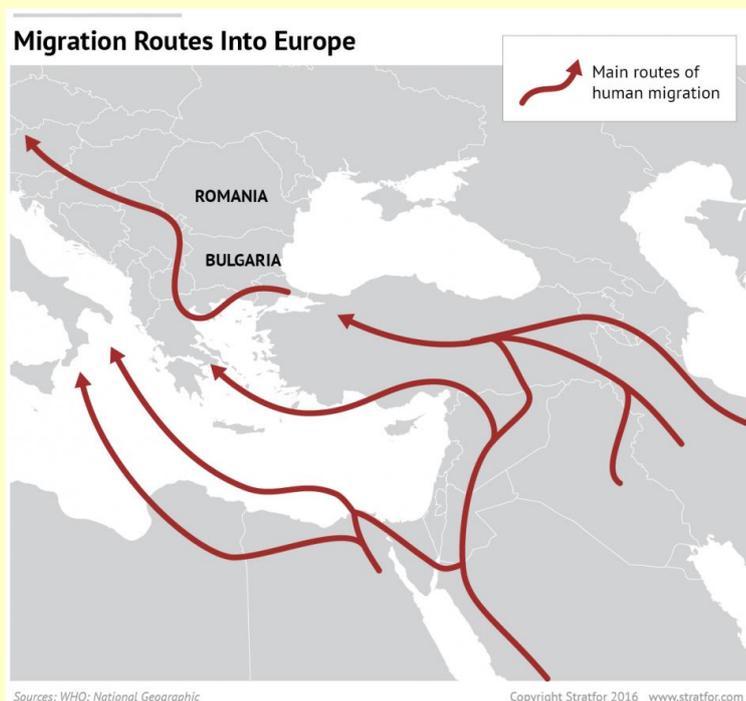


## 1. OVERVIEW OF THE SURVEY

The aim of the survey was to identify relevant organizations and good practices in the field of education and social integration for young refugees, in order to reduce negative social phenomena such as radicalization.

The survey was designed as a baseline, the materials presented in this report being chosen after implementing the methodology.

The report of the survey will present the key findings relevant to the topic extracted after applying the chosen methodology and will include the good practices and organizations. Also we attached supplementary materials (descriptive, educational instruments, integrated online teaching tools etc.) to help access the information.



## 2. METHODOLOGY

The chosen methodology was approaching the organizations and extracting the relevant information from them in order to put together a brief but comprehensive description of the good practices.

The methodology was designed in three steps:

A. identifying the organizations to be included in the survey. The criteria for the selection was:

- organizations that are not profit based (Inter Governmental, Government based, NGOs)
- organizations that directly work with refugees and implement social integration programs (counselling, assistance other forms of projects)
- organizations that are and were involved in some form of formal or non formal education, targeting the refugees

B. Identifying the good practices. This was a two-step approach:

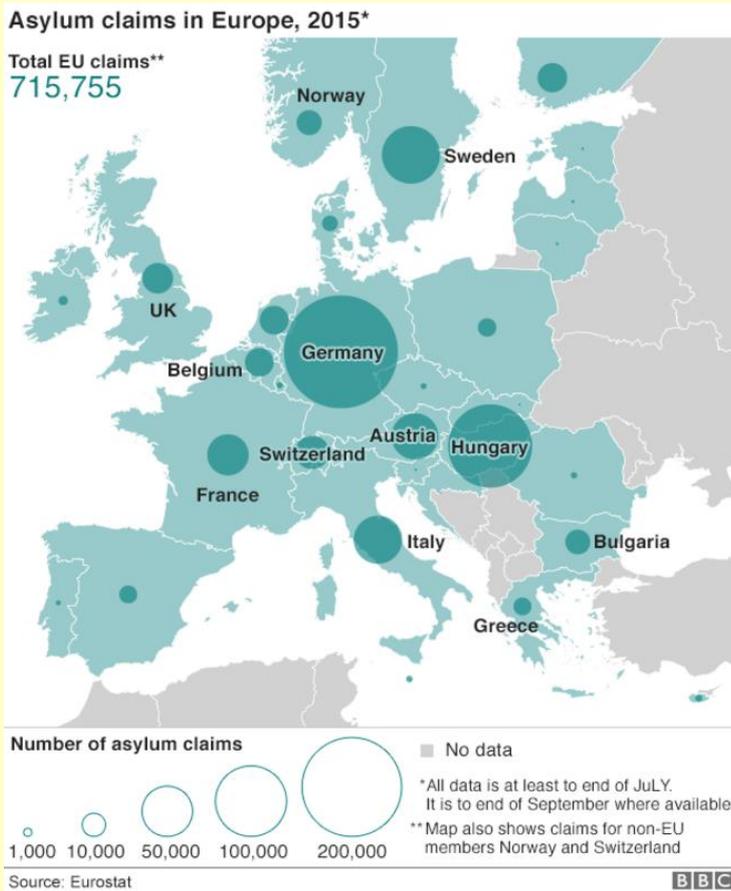
- in depth analysis and discussion about all the projects implemented by the organization in the refugees methodological area, with focus on those that have an educational component
- selecting the project or the method that can be considered a good practice. The selection was made based on the impact of the project/method, its novelty character, its relevant relation to the surveyed theme

C. Completing the description of the good practices

In this stage we collaborated with the organizations in describing the good practices and obtain the support materials, where such materials were available.

Also we informed the surveyed organizations that were selected for the present survey about the purpose of the survey.

*Note: We would like to point out that all the organizations included in the present survey expressed their interest in a continuous communication with the project team and in being informed about the public results of the project.*



### 3. KEY FINDINGS

In this chapter of our report we would like to outline the main information that resulted from our survey and that are relevant to the project at hand.

#### 3.1. Types of migrants in Romania

For the purpose of the project we selected the following types of migrants, according to the Romanian and international legislation:

##### UNHCR's populations of concern

**Refugees** include individuals recognized under the 1951 Convention relating to the Status of Refugees; its 1967 Protocol; the 1969 OAU Convention Governing the Specific Aspects of Refugee Problems in Africa; those recognized in accordance with the UNHCR Statute; individuals granted complementary forms of protection; or those enjoying temporary protection. Since 2007, the refugee population also includes people in a refugee-like situation.

**Asylum-seekers** are individuals who have sought international protection and whose claims for refugee status have not yet been determined, irrespective of when they may have been lodged.

**Internally displaced persons (IDPs)** are people or groups of individuals who have been forced to leave their homes or places of habitual residence, in particular as a result of, or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights, or natural or man-made disasters, and who have not crossed an international border. For the purposes of UNHCR's

statistics, this population only includes conflict-generated IDPs to whom the Office extends protection and/or assistance. Since 2007, the IDP population also includes people in an IDP-like situation. For global IDP estimates, see [www.internal-displacement.org](http://www.internal-displacement.org).

**Returned refugees** are former refugees who have returned to their country of origin spontaneously or in an organized fashion but are yet to be fully integrated. Such return would normally only take place in conditions of safety and dignity.

**Returned IDPs** refer to those IDPs who were beneficiaries of UNHCR's protection and assistance activities and who returned to their areas of origin or habitual residence during the year.

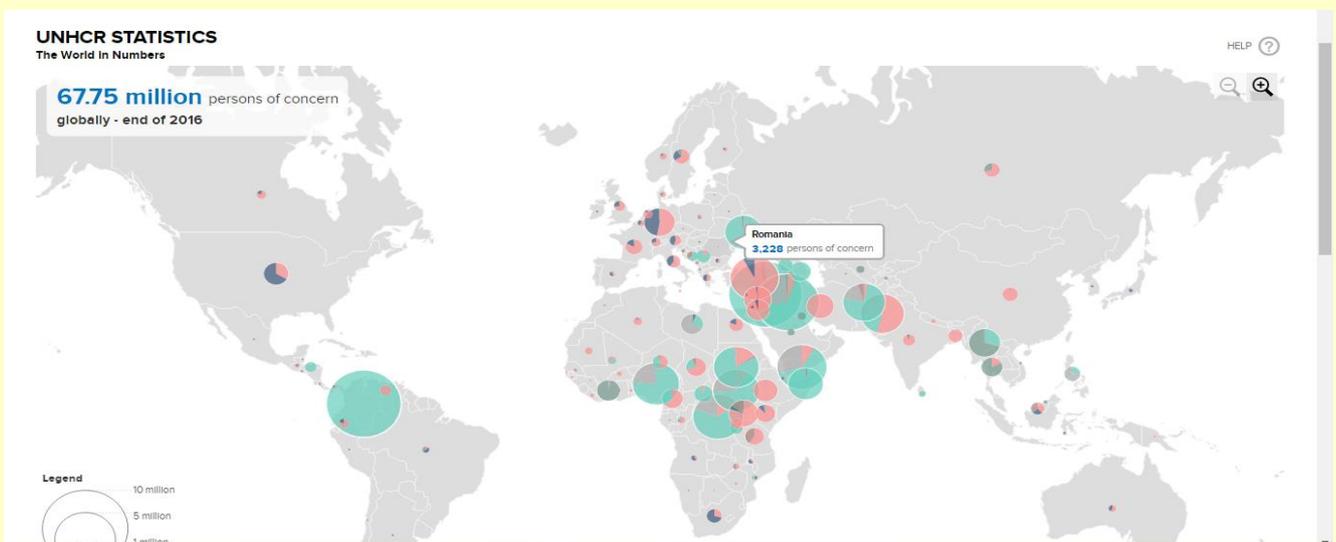
**Stateless persons** are defined under international law as persons who are not considered as nationals by any State under the operation of its law. In other words, they do not possess the nationality of any State. UNHCR statistics refer to persons who fall under the agency's statelessness mandate because they are stateless according to this international definition, but data from some countries may also include persons with undetermined nationality.

**Others of concern** refers to individuals who do not necessarily fall directly into any of the groups above, but to whom UNHCR extends its protection and/or assistance services, based on humanitarian or other special grounds.

According to the UNCHR statistics for 2016, the main countries of origin for those who are refugees in Romania, are:

| Year | Country / t... | Origin          | Refugees (i... | Asylum-se... | Returned r... | Internally d... | Returned I... | Stateless p... | Others of c... | Total Popul... |
|------|----------------|-----------------|----------------|--------------|---------------|-----------------|---------------|----------------|----------------|----------------|
| 2016 | Romania        | Syrian Arab...  | 1,775          | 21           | 0             | 0               | 0             | 0              | 0              | 1,796          |
| 2016 | Romania        | Iraq            | 426            | 12           | 0             | 0               | 0             | 0              | 0              | 438            |
| 2016 | Romania        | Stateless       | 85             | 0            | 0             | 0               | 0             | 249            | 0              | 334            |
| 2016 | Romania        | Afghanistan     | 129            | *            | 0             | 0               | 0             | 0              | 0              | 130            |
| 2016 | Romania        | Iran (Islami... | 64             | *            | 0             | 0               | 0             | 0              | 0              | 67             |
| 2016 | Romania        | Pakistan        | 33             | 14           | 0             | 0               | 0             | 0              | 0              | 47             |

At this moment, in Romania, there are 3.228 persons of concern



According to the General Inspectorate for Migration, the relevant activity indicators for 2017 were:

- 4.820 asylum request were registered, an increase with 161% related to 2016
  - 3.643 of these asylum seekers received housing in the IGI Centers, mainly from Timisoara and Bucharest
  - in 2017 2.079 requests for asylum were analyzed. From these in 1.309 cases a form of international protection was granted – 849 refugees and 460 subsidiary protection
  - in 2017 1.553 persons were enrolled into the integration program for refugees, over 805 of them originating from Syria, 492 from Iraq, 79 from Afghanistan
- Another important indicator was the number of persons who were issued a decision to leave the country – 1.568 decisions handled. For 244 persons the measure of tolerating their stay in Romania was issued

### 3.2. Migrants Profile and relevant changes

We decided to include in this chapter several key findings that are highly relevant to the profile of any integrative strategy and/or methodology for refugees.

- Romania is mainly a country of transit for all asylum seekers and refugees. Most of them are planning to migrate to Germany and the Northern Countries. Some of them arrive here by mistake, some of them want to transit Romania in their way to Hungary and some of them are relocated from other countries such as Greece etc.
- Romania didn't accept the mandatory refugees quotas
- An important part of the refugees and asylum seekers are relocated to Romania, our country not being a chosen destination for them. They are refugees in other countries where their safety or integration is not possible and are relocated to our country. In this regard the Emergency Center for Refugees from Timisoara was the first specialized Center from Europe and an example of good practice
- The largest part of asylum seekers leave Romania after a very short period of time. In the Western part of the country, in several situations they spend 24 hours in Romania and then leave
- The refugees and asylum seekers main purpose is to settle in West Europe. Some of them get their refugee papers which enables them to freely travel in Europe and leave, some of them leave even before obtaining the refugee status
- The asylum seekers who arrive to Romania are mostly families with children.

The main reason for outlining this aspect is because the profile of the migrants directly influence the structure of integration strategies and educational methodologies used.

### 3.3. Main services and types of projects targeting the migrants

In the first years of working with refugees, basically all strategies were short and medium term, having as main purpose the refugees integration in Romania. During the last years, the main services directed towards these asylum seekers shifted towards the following priorities:

- immediacy – the educational services, the counselling activities, the integration process start the moment the refugee arrives in the country, sometimes even before if he is relocated from another refugee camp
- individual approach – it was determined that all interventions in terms of education and integration should be individual. The reasons behind this conclusion was:
  - big differences in the initial educational level of the beneficiaries – a great number of them are illiterate, almost all of them speak no other language than their native language
  - compact methodology – the beneficiaries leave our country after short periods of time therefore they are not available, most of the times, for medium to long term activities. As a result, educational methodologies had to be concentrated, brief, available online
  - availability – the asylum seekers who arrive to Romania have basic needs that are most urgent such as housing, healthcare, assistance, legal issues etc. Under these circumstances the counselling and accompanying services need to be available immediately to them.
- customized solutions for women. Most women asylum seekers do not want to work, because of the cultural barriers and do not attend educational activities mainly because no alternative children care solutions are available to them.
- customized solutions for children. Children and young individual have particular needs, one of them being a constant involvement into educational and recreative activities. Also, their right to a continuous education is sometimes a challenge in Romania, mainly because of the language barrier but also because of bureaucracy challenges.

### 3.4. Challenges and needs identified

The challenges listed in this chapter refer only to those challenges that were identified as a part of our survey and that were considered relevant to the project at hand

#### Migrants challenges:

##### Social

The Integration program lasts a maximum of one year and it is conducted by an individual integration plan, drawn up for each adult by specialized personnel from the GII regional centers. Integration officers aimed at implementing the activities set out in the plan, benefiting from support provided by NGOs carrying out projects financed by the European Refugee Fund and other private funds. Special cases (unaccompanied minors, disabled people, people who have reached retirement age and do not receive pension, pregnant women, single parents with minor children, victims of trafficking and victims of torture, rape or other serious forms of psychological, or sexual violence) may benefit from the extension of integration and free accommodation in GII centers, indefinitely, until the end of the situation of vulnerability.

##### Educational

The educational strategies and courses tend to have a low participation rate. The reasons behind this situation:

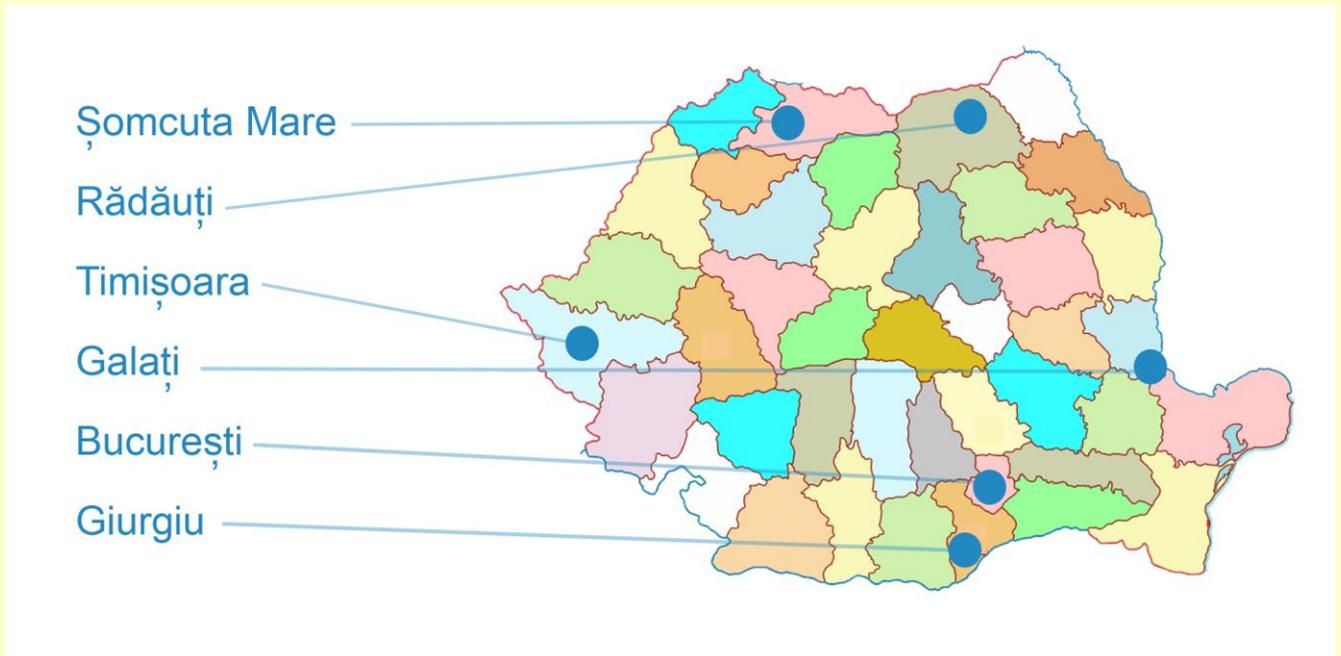
- Classes provide a basic level of study of the Romanian language. Some beneficiaries of international protection are able to quickly learn the concepts taught, already having some previous linguistic knowledge. The courses do not take account of these differences, the concepts taught being equal for all participants.
- The homogeneity of group (women and men) in the classroom discourages some women, coming from traditional cultures, to attend classes.
- Teachers are not specialized in working with migrants, and lacking financial incentives for teaching overtime.
- Free Romanian language courses are available only during the integration program of the beneficiary of international protection. Women with small children may find it difficult to attend classes during this time, no longer having the benefit of these courses after the program ended.
- Disinterest to attend classes and learn Romanian, motivated by the fact that most of the refugees wish to leave Romania, permanently or temporarily (seeking employment, family reunification or be with other fellow nationals).
- Some beneficiaries of international protection have low levels of literacy, which makes learning the Romanian language very difficult. There are no literacy programs as part of the integration program.

##### Healthcare

- The process of compiling a file and apply for a health care insurance is difficult because of the misinterpretation of the law by the health insurance staff, with regard to the necessary documents proving identity - personal code; in the documents of refugees, these data are present in a different form from those of Romanian citizens and that leads to confusion.
- People who do not work legally, do not have a contract of employment, automatically do not benefit from health insurance.
- The reluctance of the target group without legal work contract, to pay health insurance contribution.

## Challenges for the professionals working with refugees – NGOs

- lack of constant funding
- most projects funded by IGI have some very precise methodologies (see below the refugees centers from Romania)



The main funding opportunity so far is IGI. Currently IGI finances integrated projects on 5 regions. Each project is implemented by one lead partner and several partners

- outdated materials. As in other situations, the published materials, as a result of various projects are either not available anymore, or outdated, or exclusively listed in Romanian. Also, their availability is rather poor making it rather hard for the asylum seekers to access them. Therefore there is a high need for educational materials
- materials availability. Most materials are not easily accessible. Although we could identify several NGOs with very interesting types of methodological approaches implemented with very good results, most of their materials are not published and communicated restrictively.
- information exchange on regular basis  
The intention of forming specialists networks was not, so far, a success. Therefore the information and good practices exchanges in this field are very poor. On this topic a more structured communication would be a great asset since an in depth analysis will outline very interesting teaching methods

### Challenges for state authorities.

Although the migrant flux in our country is rather small the general impression of those working in the field is that the Romanian authorities could hardly process and successfully integrate a larger number of refugees. Main challenges are:

- Housing. The conditions in refugees centers are quite poor and cover the minimal need of having a shelter but the infrastructure is quite challenged in terms of common spaces, hygiene, security. This directly impacts the attendance to any educational strategy or methodology
- access to healthcare for migrants
- integration in the educational system – formal and informal
- financial state aid

### 3.5. Youth radicalization and the integration process

All the data that we found in this survey indicated that, so far, in Romania, there is no radicalization among the young refugees.

No significant cases of aggression or violence, related to radicalization, was registered so far.

No other significant and dangerous attitudes were recorded. This reality is mainly based on the fact that Romania is just a transit country for migrants, so far.

Nevertheless, in case the number of refugees in Romania will slightly increase, the capacity to integrate them will suffer greatly since the capacity of the Romanian authorities is quite reduced.

The integration process – educational, cultural, social, professional – for young refugees seems to be the main process that could stop any radicalization from emerging.

In this regard, the educational strategies are not very well focused on young individuals.

Young refugees have particular needs that are quite poorly met at this stage by several programs implemented by NGOs. They have major difficulties in being integrated into the formal educational system and have no other educational prospects.

Further systematic efforts should be made in this direction in order to prevent dangerous anti social phenomena to emerge.

Another aspect would be the relation to Muslim faith. Basically the NGOs from the survey have integration programs for all refugees but, in practice, as it can be seen from the statistics included in the survey, the huge majority of the refugees in Romania are Muslims.

Therefore the educational materials included in the survey are for Arab speaking individuals.

### 3.6. Teaching in the Migrant Environments

The main challenges in teaching in this Environments are:

- poor attendance
- very big differences in educational level (important number of beneficiaries are illiterate)
- the language barrier
- very low motivation and self confidence

Thus, in terms of teaching methodologies we would outline:

- informal educational strategies are quite successful
- interactive methods of teaching have the best impact
- an individual approach is essential to the success of the teaching process



## 4. GOOD PRACTICES

### 4.1. Organizations included in the survey

#### A. International Organization for Migration, Office in Romania



IOM activities in Romania were sanctioned by HG 568/1992 regarding the ratification of the Agreement between the Romanian Government and IOM, in respect to the legal status of the Organization.

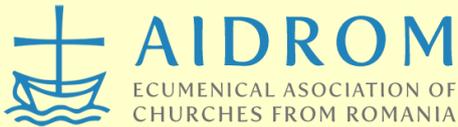
Romania has become an IOM member state in 1998 when the Law 123/1998 was passed, accepting the IOM Constitution.

On 8 May 2008, a Tri-partite Agreement was signed in Bucharest by IOM, UNHCR, and the Romanian Government, concerning the temporary evacuation in Romania or persons in urgent need of international protection, and their onward resettlement.

IOM is committed to the principle that humane and orderly migration benefits migrants and society. As the leading international organization for migration, IOM acts with its partners in the international community to:

- Assist in meeting the growing operational challenges of migration management.
- Advance understanding of migration issues.
- Encourage social and economic development through migration.
- Uphold the human dignity and well-being of migrants

#### B. AIDROM – Ecumenical Association of Churches from Romania



AIDRom Association was established in 1991 as a collaboration between the Orthodox, Calvin Reformed and the Lutheran Church from Romania. Later on the Evangelical Presbyterian and Armenian Church joined the initiative. The organization's expertise consists of supporting the spiritual development of Romanian society and to help those in need.

Today, AIDRom operates under 3 regional counseling centers in Romania, offering complex social assistance to vulnerable groups. They also host a safe house for victims of human trafficking and 2 shelters for asylum seekers, which are in strong cooperation with the Romanian governmental authorities. AIDRom staff consists of over 30 employees: managers, social workers, legal advisers, psychologists, teachers and auxiliary staff.

AIDROM is extensively involved in working with refugees in Timisoara, Bucharest, Iasi

### C. CONNECT Association



The mission of CONECT Association is to improve socially, economically, and culturally people's quality of life, to enhance social cohesion, dialogue, and the policies for the social integration of migrants and marginal or vulnerable groups, and to promote policies for the regional and communal development.

More to the point, according to its new charter, CONECT Association seeks to bring its efforts and expertise in support of protecting, respecting, and promoting the rights of migrants, also supporting the development and implementation of policies and programs for their integration/reintegration in the host/home countries.

#### D. PRO REFUGIU Association



##### Mission:

To protect, promote the rights of victims of human trafficking, asylum seekers, refugees and other vulnerable persons, as well as dealing with issues faced by these persons, according to national and international legislation.

##### Objectives:

- Identify the needs, problems faced by victims of human trafficking, asylum seekers, refugees and other vulnerable persons
- Providing legal advice, social and psychological assistance to the target groups, regardless of age, ethnicity, religion, social class
- Promoting the interests of the target groups through cooperation with public authorities that have competencies in the field, collaboration with other Romanian and foreign associations, foundations that have similar objectives and activities
- Advocacy, lobby, improving the legal framework, public awareness

The organization's fundamental values are: tolerance, equality, trust, solidarity, respect for diversity

#### E. the Intercultural Institute from Timisoara



The Intercultural Institute from Timisoara (I.I.T.) is a non-governmental organization, autonomous and without financial profit, with cultural, civic and scientific activity, without political goals, that accepts and promotes the values and principles of the Council of Europe in the intercultural dimension.

Starting with 1992, the Intercultural Institute from Timisoara has implemented, at local, regional, national and international level, as main coordinator or as a partner, more than 50 pilot projects, mainly related with intercultural education, with the financial support of the Council of Europe, the European Commission (Socrates, Leonardo, Phare), and also other institutions from Europe and U.S.A.

Currently the Institute is involved in several project working with refugees and has extensive expertise in education and communication strategies.

F. Save the Children



Save the Children has been involved for over 10 years in working with the refugees children from Romania.

Save the Children is part of the Save the Children network, with worldwide expertise in young refugees rights and educational activities.

In Romania they have implemented special educational centers in Bucharest, Timisoara, Galati, Giurgiu, Radauti, Somcuta Mare

## 4.2. Good practices included in the survey

Some of the good practices presented below can be related to a specific project in time and some were implemented over several projects or just during the everyday activity of the organization.

### 1. IOM

#### GOOD PRACTICES REPORT

##### An electronic Romanian language teaching support

| 1. Organization             |   |
|-----------------------------|---|
| <b>Name</b>                 | <b>International Organization for Migration (IOM)</b>   |
| <b>Country</b>              | Romania<br>Bucharest  |
| <b>Type of Organization</b> | Inter Government Organization   |
| <b>Web site</b>             | <a href="http://romania.iom.int">http://romania.iom.int</a><br><a href="http://www.oim.ro/ro/">http://www.oim.ro/ro/</a>  |
| <b>Contact</b>              | 11, Viitorului Street<br>020602 Bucharest<br>Romania<br>Tel: +40 21 210 30 50, +40 21 211 02 65<br>Fax: +40 21 211 44 54<br>Email: <a href="mailto:iombucarest@iom.int">iombucarest@iom.int</a><br><br>Mr. Mircea Mocanu<br>Head of Mission<br>Tel.: +40 21 211 56 57<br>e-mail: <a href="mailto:mmocanu@iom.int">mmocanu@iom.int</a> |

| 2. Good practice   |   |
|--------------------|---|
| <b>Title</b>       | An interactive method of teaching the Romanian language   |
| <b>Length</b>      | The practice is implemented on migrants for the duration of learning the Romanian language. In average, the migrants obtain the first results after around 6 months, their participation at these lessons being a condition for getting the migrant aid.<br>The length of their participation is directly influenced by the duration they spend in Romania (see key findings, beneficiaries' profile)                               |
| <b>Category</b>    | Teaching instruments  |
| <b>Description</b> | The migrants are supposed to learn the Romanian language as a first step in the process of social, cultural and professional integration.<br>As they arrive in Romania and get their refugee ID card, or are processed as asylum seekers, they are supposed to attend intensive Romanian courses, this being a condition for getting the state provided financial aid.<br>The core instrument of the present good practice is an e- |

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|  | <p>learning curricula and manual designed to facilitate the learning process.</p> <p>The electronic form of the teaching module will improve and facilitate de learning process through:</p> <ul style="list-style-type: none"> <li>- helping out those who cannot participate at the lessons</li> <li>- helping out those who need repeating in order to understand and learn the language</li> <li>- helping those who need and appreciate an interactive form of communication</li> </ul> |
|--|--|

|                               |   |
|-------------------------------|---|
| <b>3. Results</b>             |   |
| <b>Description</b>            | <p>The main targeted result of this method is shortening the period of time that refugees and asylum seekers need in order to learn some basic Romanian language notions. This will help them in the integration process and in order to properly assess their needs and necessary steps in Romania.</p> <p>Further more this will help them assist their family members (particularly children) into their integration process</p> |
| <b>Impact on target group</b> | <p>The impact the good practice aims to obtain is a faster delivery time for the Romanian lessons and also a ensuring the access to a higher quality educational process for refugees and asylum seekers</p>  |
| <b>Recommendation</b>         | <p>Additional materials pending</p>   |

## 2. IOM GOOD PRACTICES REPORT

### Cultural orientation

| 1. Organization             |   |
|-----------------------------|---|
| <b>Name</b>                 | <b>International Organization for Migration (IOM)</b>   |
| <b>Country</b>              | Romania<br>Bucharest  |
| <b>Type of Organization</b> | Inter Government Organization   |
| <b>Web site</b>             | <a href="http://romania.iom.int">http://romania.iom.int</a><br><a href="http://www.oim.ro/ro/">http://www.oim.ro/ro/</a>  |
| <b>Contact</b>              | 11, Viitorului Street<br>020602 Bucharest<br>Romania<br>Tel: +40 21 210 30 50, +40 21 211 02 65<br>Fax: +40 21 211 44 54<br>Email: <a href="mailto:iombucarest@iom.int">iombucarest@iom.int</a><br><br>Mr. Mircea Mocanu<br>Head of Mission<br>Tel.: +40 21 211 56 57<br>e-mail: <a href="mailto:mmocanu@iom.int">mmocanu@iom.int</a> |

| 2. Good practice   |  |
|--------------------|--|
| <b>Title</b>       | Cultural orientation   |
| <b>Length</b>      | The instrument is applied for the entire duration the refugees spend in Romania  |
| <b>Category</b>    | Cultural integration methodology   |
| <b>Description</b> | <p>The cultural orientation activities and tools are targeting a long term sustainable integration into the Romanian society.</p> <p>Getting in touch, understanding and coping with our values is a difficult process for the refugees if we take into consideration the fact that they come from a different set of values and have no previous contact or relation to our society. Further more the language barrier is a major difficulty in the process of cultural and social integration.</p> <p>The model is structured on three main directions:</p> <ul style="list-style-type: none"> <li>- information materials published in several languages (Arabic, Pashtun, Turkish, Chinese etc.). The most majority of materials regard basic facts about Romania and basic rights the refugees have in our country</li> <li>- electronic online instrument that facilitates a permanent contact with refugees (see the react android app)</li> <li>- practical cultural activities. These activities are the core of the methodology and are based on two major practices:</li> </ul> |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>- organizing cultural events with groups of refugees. In these frame they celebrate their holidays and practice their specific cultural activities together with Romanians. This type of activities help us become more familiar with their cultural values and help them feel integrated and understood. On the other hand, in the same groups they participate at traditional and national holidays and celebrate together with Romanians. Thus, they not only get to know and understand our culture but we get to know and accept their cultural values and learn to live together.</li> <li>- Familiarizing the refugees with our culture. Several events that involve both getting to know our culture and getting in contact with us are organized through visiting important cultural landmarks and participating together at larger social and cultural events.</li> </ul> |
|--|--|

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|-------------------------------|--|
| <b>3. Results</b>             |  |
| <b>Description</b>            | <ul style="list-style-type: none"> <li>- ensure a tighter connection between the members of the migrant communities and the public authorities, respectively the civil society</li> <li>- facilitate social skills and cultural integration</li> <li>- facilitate communication skills</li> </ul>  |
| <b>Impact on target group</b> | <p>The target group is getting to experience our values and traditions and getting to understand our culture. The practical approach is better because it also helps to improve their communication skills especially if we take into consideration the fact that, most of the times, they don't speak any foreign language.</p> <p>Romanians are getting to become more familiar with the refugees culture and values and so, the integration process is approached hands-on. By implementing this methodology right from the start of the integration process, it becomes easier to prevent dangerous social phenomena as isolation and radicalization</p> |
| <b>Recommendation</b>         |  |

### 3. IOM GOOD PRACTICES REPORT

#### Volunteers for Integration

| 1. Organization             |   |
|-----------------------------|---|
| <b>Name</b>                 | <b>International Organization for Migration (IOM)</b>   |
| <b>Country</b>              | Romania<br>Bucharest  |
| <b>Type of Organization</b> | Inter Government Organization   |
| <b>Web site</b>             | <a href="http://romania.iom.int">http://romania.iom.int</a><br><a href="http://www.oim.ro/ro/">http://www.oim.ro/ro/</a>  |
| <b>Contact</b>              | 11, Viitorului Street<br>020602 Bucharest<br>Romania<br>Tel: +40 21 210 30 50, +40 21 211 02 65<br>Fax: +40 21 211 44 54<br>Email: <a href="mailto:iombucarest@iom.int">iombucarest@iom.int</a><br><br>Mr. Mircea Mocanu<br>Head of Mission<br>Tel.: +40 21 211 56 57<br>e-mail: <a href="mailto:mmocanu@iom.int">mmocanu@iom.int</a> |

| 2. Good practice   |   |
|--------------------|---|
| <b>Title</b>       | Volunteers for integration  |
| <b>Length</b>      | The good practice is a methodological approach of the assisting activities the IOM provides to its beneficiaries. The duration of the assisting process is directly related to either the duration the refugees spend in Romania or until the integration process is finalized. The assisting activities record a peak in focus during the first year since the beneficiary starts the integration process.   |
| <b>Category</b>    | Individual assistance to beneficiaries  |
| <b>Description</b> | One of the main difficulties the migrants have to face when arriving in Romania is facing a totally different culture, a different language, a different legal frame and different expectations the society has from them. All of these challenges have to be faced without the typical support system regular families have in their social environment.<br>On the other hand, the beneficiary profile of the refugee and migrant has changed throughout the years as the period of time he/she spend in Romania became shorter. The support services started to focus more on the individual and immediate needs of the beneficiaries. Therefore the need for an individual assistance tool became quite important and this methodological instrument was instated. |

|  |  |
|--|--|
|  | <p>Basically OIM has volunteers in Craiova, Braşov and Bucharest who act as a “shadow” in the everyday life of the refugees families in Romania</p> <p>Each volunteer has one or more families he/she directly works with and accompanies them in their daily activities such as: shopping, attending integration activities such as language lessons, registering for state aid, registering for children aid etc.</p> <p>Further more this individual accompanying activities not only target the immediate needs of the refugees but also focus on their social and cultural integration facilitating a permanent contact with our cultural, educational and social realities. The integration process becomes a personal endeavor facilitated by direct contact with our values.</p> |
|--|--|

|                               |   |
|-------------------------------|---|
| <b>3. Results</b>             |   |
| <b>Description</b>            | <p>The targeted result is a more efficient cultural and social integration process for the refugees.</p> <p>Having a personal coach in this process facilitates a lot the process of getting to know and understand our cultural and social values and getting to become a part of our society.</p> <p>This type of support also aims to help the refugees in the process of understanding the type of support they can access for themselves and for their families in terms of state aid, paper, medical assistance, formal and non formal education, finding jobs</p>  |
| <b>Impact on target group</b> | <p>So far this good practice was implemented by 60 volunteers working in Braşov, Craiova and Bucharest. This volunteers accompanied about 200 families / year (about 900 persons).</p> <p>The activity was developed both in refugees centers and outside these centers.</p> <p>The impact on the targeted group was mainly on the following directions:</p> <ul style="list-style-type: none"> <li>- facilitated the access to state aid</li> <li>- facilitated the access to the educational tools – learning the Romanian language</li> <li>- facilitated the access to our social and cultural values and the process of becoming a citizen in this country</li> <li>- facilitated the development of basic social skills for the refugees</li> <li>- facilitated the further integration into larger communities – schools, education facilities, employers</li> </ul> |
| <b>Recommendation</b>         | <p>OIM recommendation would be to increase the number of volunteers so as to be able to reach as many refugees as possible</p>  |

## 4. IOM GOOD PRACTICES REPORT

### Role Playing in Communities

| 1. Organization             |   |
|-----------------------------|---|
| <b>Name</b>                 | <b>International Organization for Migration (IOM)</b>   |
| <b>Country</b>              | Romania<br>Bucharest  |
| <b>Type of Organization</b> | Inter Government Organization   |
| <b>Web site</b>             | <a href="http://romania.iom.int">http://romania.iom.int</a><br><a href="http://www.oim.ro/ro/">http://www.oim.ro/ro/</a>  |
| <b>Contact</b>              | 11, Viitorului Street<br>020602 Bucharest<br>Romania<br>Tel: +40 21 210 30 50, +40 21 211 02 65<br>Fax: +40 21 211 44 54<br>Email: <a href="mailto:iombucarest@iom.int">iombucarest@iom.int</a><br><br>Mr. Mircea Mocanu<br>Head of Mission<br>Tel.: +40 21 211 56 57<br>e-mail: <a href="mailto:mmocanu@iom.int">mmocanu@iom.int</a> |

| 2. Good practice   |   |
|--------------------|---|
| <b>Title</b>       | Role playing in communities   |
| <b>Length</b>      | The instrument is applied for the entire duration the refugees spend in Romania   |
| <b>Category</b>    | Cultural integration methodology  |
| <b>Description</b> | <p>The role playing activities are implemented throughout the counselling sessions. These types of activities are focused on putting the refugee in a position he will have to face and know how to approach but doing it in a controlled environment where assistance is available.</p> <p>Thus, by exposing the refugee to several life situations that are typical for our society he gets to be in touch with the proper solutions and tools to use.</p> <p>Further more, similar role playing activities are recommended for implementation in formal and non formal education environments that the majority of Romanians are exposed to. Thus, they can better understand a refugee, better understand his needs and better understand how he can be helped and how and why he should be properly integrated into a multicultural society</p> <p>The role playing activities stimulate the communication skills of the refugees and encourage them to become an active and responsible member of the Romanian society. Further more, these role playing methods increase the</p> |

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|  | refugee motivation to act towards his integration here and to try to overcome the obstacles by finding learning and using the support instruments available to him. |
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| <b>3. Results</b>             |  |
| <b>Description</b>            | <ul style="list-style-type: none"> <li>- increased motivation</li> <li>- improved communication skills</li> <li>- increased knowledge about the integration process</li> <li>- increased assertiveness</li> <li>- improved attitude towards the tools and instruments available to refugees in Romania</li> </ul>  |
| <b>Impact on target group</b> | <p>This particular good practice is aimed to deliver information to the target group, in a more practical way. Also, this form of exercise helps an ongoing communication in the counselling process.</p> <p>The role playing activity is encouraged in all environments because it facilitates a better understanding and helps the refugees and us to better understand each other's positions and challenges.</p> |
| <b>Recommendation</b>         |  |

## 5. IOM GOOD PRACTICES REPORT

### Cultural Orientation Manual

|                             |   |
|-----------------------------|---|
| <b>1. Organization</b>      |   |
| <b>Name</b>                 | <b>International Organization for Migration (IOM)</b>   |
| <b>Country</b>              | Romania<br>Bucharest  |
| <b>Type of Organization</b> | Inter Government Organization   |
| <b>Web site</b>             | <a href="http://romania.iom.int">http://romania.iom.int</a><br><a href="http://www.oim.ro/ro/">http://www.oim.ro/ro/</a>  |
| <b>Contact</b>              | 11, Viitorului Street<br>020602 Bucharest<br>Romania<br>Tel: +40 21 210 30 50, +40 21 211 02 65<br>Fax: +40 21 211 44 54<br>Email: <a href="mailto:iombucarest@iom.int">iombucarest@iom.int</a><br><br>Mr. Mircea Mocanu<br>Head of Mission<br>Tel.: +40 21 211 56 57<br>e-mail: <a href="mailto:mmocanu@iom.int">mmocanu@iom.int</a> |

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| <b>2. Good practice</b> |   |
| <b>Title</b>            | Cultural Orientation Manual<br>A new life, a new beginning!<br>Resettlement of 40 Iraqi refugees from Turkey to Romania   |
| <b>Length</b>           | The tool was implemented prior to the transfer, during the transfer and 30 days after the refugees were relocated to Romania  |
| <b>Category</b>         | Cultural integration support tool   |
| <b>Description</b>      | Iraqi refugees are among the most representative refugee groups in Turkey. According to United Nations High Commissioner for Refugees (UNHCR) statistics, in 2013 there were over 9,000 Iraqi refugees in Turkey. These people face difficulties in returning home voluntarily in dignity and security, and in benefiting from protection and long-term integration opportunities in Turkey. In this context, the only sustainable solution for these people is relocation to the territory of another state.<br><br>IOM and ARCA implement the project <i>Relocation from Turkey to Romania of 40 Iraqi refugees</i> under the slogan <i>A new life, a new beginning!</i> , and aim to contribute to the development and implementation of the refugee resettlement program of Romania through specific assistance prior to the transfer to Romania, |

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|  | <p>during the transfer and 30 days after the arrival of the refugees in Romania.</p> <p>The 40 refugees were distributed in two groups of 20 people for installation in May 2014 in Bucharest and Timisoara respectively.</p> <p>The project was supported by the Immigration General Inspectorate (IGI) and is funded by the European Refugee Fund, the 2012 Annual Program.</p> <p>Within the project, IOM Romania developed a <b>Cultural Guidance Manual</b> . The handbook contains information on Romania (area, geographical characteristics, climate, form of government, etc.), Romanian society (citizens' rights and responsibilities, cultural aspects and factors), as well as access to services in Romania (medical, educational, social security, on the Romanian labor market, finding a dwelling, transportation in Romania, the banking system and the use of the currency, the institutions involved in the integration of foreigners in Romania and their role) (see attachments).</p> <p>The role of this manual is to be a supporting document for a two days cultural orientation session before the resettlement of the refugees from Turkey to Romania, and aims to:</p> <ul style="list-style-type: none"> <li>• initiate and facilitate the integration of refugees in Romania;</li> <li>• provide a more complete picture of the realities in Romania;</li> <li>• raise awareness of refugees on the cultural, linguistic and basic civic aspects of Romanian society and;</li> <li>• increase the confidence of the refugees in themselves, prior to the transfer, by providing information / relevant, accurate and actual data about Romania.</li> </ul> |
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| <b>3. Results</b>             |  |
| <b>Description</b>            | <p>A better integration process for the refugees</p> <p>An increased awareness for the refugees, about the social and cultural environment from Romania</p> <p>An increased confidence as a result of a coherent information process about their rights and available support networks available here</p>  |
| <b>Impact on target group</b> | <p>The information contained in the manual helped the target group formed by 40 Iraqi refugees to be better informed about the realities from Romania.</p> <p>- in terms of education, the manual and the orientation session introduced them to the possibilities they have here to further their education and to learn the language. Also in terms o education this practice familiarized them with formal and non formal education and related</p> |

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|                       | <p>support groups and NGOs that will help them better integrate</p> <ul style="list-style-type: none"> <li>- in terms of labor, the manual and orientation sessions helped the refugees understand the legal frame for working in Romania, what they can expect in terms of qualification wages, working hours holidays, their rights as employees etc.</li> <li>- in terms of cultural integration they were informed about similar communities they can get in touch with and were properly introduced to the cultural mediator</li> </ul> <p>The overall effect was notably good, being enhanced by the fact that the good practice was initiated prior to their transfer to Romania</p> |
| <b>Recommendation</b> | Expand this tool to other similar situations  |

## 6. AIDROM GOOD PRACTICES REPORT

### Assistance for Resettled Refugees

| 1. Organization             |   |
|-----------------------------|---|
| <b>Name</b>                 | AIDROM – Ecumenical Association of Churches from Romania  |
| <b>Country</b>              | Romania<br>Bucharest  |
| <b>Type of Organization</b> | NGO   |
| <b>Web site</b>             | www.aidrom.ro   |
| <b>Contact</b>              | <p><b>Ecumenical Association of Churches in Romania- AIDRom</b><br/>           Address: Bucharest, Str. Halmeu no. 12, Sector 2, Romania<br/>           Tel: +4.021.210.46.87 / Fax: +4.021.210.72.55<br/>           E-mail: <a href="mailto:aidrom@gmail.com">aidrom@gmail.com</a></p> <p><b>Counseling Center for persons at risk AIDRom Timisoara</b><br/>           Address: Timisoara, Str. Gherghe Sincai, Nr. 9 jud. Timis – Romania<br/>           Tel: +4.0256.217.096 / 0757.049.902<br/>           E-mail: <a href="mailto:ilioni.flavius@yahoo.ro">ilioni.flavius@yahoo.ro</a></p> <p>Dana Gavril<br/>           Tel.: +40 21 212.48.68<br/>           e-mail: <a href="mailto:gavril.dana19@gmail.com">gavril.dana19@gmail.com</a></p> |

| 2. Good practice   |  |
|--------------------|--|
| <b>Title</b>       | Facilitating the integration and development of skills for independent living of refugees, resettled in Timisoara, by creating a network of local support  |
| <b>Length</b>      | 1 year   |
| <b>Category</b>    | Integrative tools  |
| <b>Description</b> | <p>Resettlement is a durable solution for refugees and a vital instrument of international solidarity and responsibility shared between countries in terms of refugee protection.</p> <p>The overall objective of the project is providing counseling and assistance services for socio-economic aspects, facilitating integration and creating a support network to assist refugees, resettled in the town of Timisoara. The aim of the project is the implementation of complex working methods to increase the level of integration of beneficiaries by creating operational leverage in the community where they will live.</p> <p>The project offered social services as counseling, accompaniment, labor market access, material assistance (payment of accommodation, food, clothing,</p> |

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|  | <p>medical services) and Romanian language courses and cultural exchange. The refugee children and adults receive specialized psychological care.</p> <p>The particularity of the project was the highly customized approaching and teaching methodology.</p> <p>Thus, every refugee was evaluated in terms of education needs, in terms of social and economic needs and for every relocated refugee an integration plan was elaborated.</p> <p>Then each person was assigned to a counsellor who accompanied them throughout the integration process. Among some representative activities with high educational and teaching content, we outline:</p> <ul style="list-style-type: none"> <li>- Assessment meeting in Timisoara with the beneficiaries of the project and the implementation team</li> <li>- Projection of Romanian film about migration</li> <li>- Multicultural Night on Romanian Traditions and Customs</li> <li>- Puppetry for refugee children from Iraq</li> <li>- Christmas Concert and tasting traditional Romanian winter dishes</li> <li>- Exhibition of traditional Romanian and Arabic dishes at AIDRom Center</li> </ul> <p>Also all the relocated refugees were informed about their rights in Romania (see attached informative material)</p> |
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| <b>3. Results</b>             |   |
| <b>Description</b>            | <p>All the relocated refugees were informed about the local support network in place to facilitate their integration</p> <p>All the relocated refugees were enrolled to Romanian language lessons</p> <p>All the relocated refugees went through counselling sessions and were individually accompanied through the process of accessing their rights and state aid available for them</p>  |
| <b>Impact on target group</b> | <p>The highest impact on the target group was reached by the individual approach. This methodology proved highly efficient also in the educational process since the background situation, the educational level, the understanding capacities of each refugee was different.</p> <p>Also a very high impact of this and the reason the project was designated as a good practice was the local support network. It was very important for every individual to know that all the support he needs can easily be reached locally and that la language is not a very difficult barrier.</p> |
| <b>Recommendation</b>         |   |

## 7. CONECT ASSOCIATION GOOD PRACTICES REPORT

### Integrated teaching methodology and tools

| 1. Organization             |  |
|-----------------------------|--|
| <b>Name</b>                 | <b>CONECT Association</b>  |
| <b>Country</b>              | Romania<br>Bucharest   |
| <b>Type of Organization</b> | NGO  |
| <b>Web site</b>             | www.asociatiaconect.ro   |
| <b>Contact</b>              | Bucharest, 284 Mosilor Avenue, building 22A, entrance no. 2, 8th floor, ap. 47, PC 020894.<br>Phone / Fax: + 4021 210 71 60;<br>Phone: + 4021 210 20 44<br>E-mail: office@asociatiaconect.ro<br><br>Simina Guga<br>Migration Expert<br>Dora Constantinovici<br>Communication & Social Media Content Expert |

| 2. Good practice   |  |
|--------------------|--|
| <b>Title</b>       | Integrated teaching methodology and tools  |
| <b>Length</b>      | The instruments from this practice are used until the integration process is over  |
| <b>Category</b>    | Teaching instruments   |
| <b>Description</b> | <p>One of the main difficulties the refugees encounter in Romania is the language barrier. We found that the main teaching efforts of all the organizations working with refugees converge towards teaching the Romanian language and towards teaching the refugees the realities from our country and their rights.</p> <p>The teaching process is not a very easy one mainly because of the highly irregular attendance of the students.</p> <p>Being a transit country, most of the times the refugees don't spend enough time in our country so as to learn the language and don't have the motivation to do it.</p> <p>Those who decide to settle here face educational challenges related to their initial level and possibilities. Further more, the women don't attend because most of the times they will not work and don't have children support (see Save the Children good practice).</p> <p>Under these circumstances the teaching methodologies have changed over the years.</p> <p>This teaching methodology was considered a good practice because:</p> <ul style="list-style-type: none"> <li>- it provides highly adaptive teaching support materials (manual, e-learning <a href="http://www.formigrants.ro">www.formigrants.ro</a>, audio tools)</li> <li>- it targets a cultural integration through teaching – the</li> </ul> |

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|  | <p>use of the informational material Welcome to Romania Guide</p> <ul style="list-style-type: none"> <li>- it targets a social integration through teaching – the use of the informational material Your Rights in Romania</li> </ul> <p>Also, besides using these materials, the teaching methodology was correlated with:</p> <ul style="list-style-type: none"> <li>- cultural orientation sessions and events</li> <li>- offering assistance for legal, professional, educational and everyday life issues</li> </ul> <p>All of these methods were designed to offer and integrated approach meant to reach each individual and to include all of them into a sustainable long term support network.</p> |
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| <b>3. Results</b>             |  |
| <b>Description</b>            | <p>One of the main results of implementing the integrated teaching methodology was drastically reducing the isolation phenomena of the target group.</p> <p>An early preventive approach of isolation is very benefic because a successful integration prevents destructive patterns and behaviors such as radicalization</p> <p>Thus, including the refugees in this methodology as early as possible will contribute in the highest degree to a sustainable long term integration.</p> <p>Learning the language is one of the highest challenges the refugees face here and all other integrative efforts are conditioned by this first step</p> <p>Another result of implementing this methodology is increasing the self confidence and motivation of the refugees for a long term integration into our society.</p> |
| <b>Impact on target group</b> | <p>This methodology was implemented in several stages by the NGO, as funding was available.</p> <p>An overall estimate of the target group that was impacted is about 500 direct beneficiaries.</p>  |
| <b>Recommendation</b>         |  |

## 8. CONECT ASSOCIATION GOOD PRACTICES REPORT

### Migration Stories – Documentary Theatre

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|-----------------------------|---|
| <b>1. Organization</b>      |   |
| <b>Name</b>                 | <b>CONECT Association</b>   |
| <b>Country</b>              | Romania<br>Bucharest  |
| <b>Type of Organization</b> | NGO   |
| <b>Web site</b>             | www.asociatiaconect.ro  |
| <b>Contact</b>              | Bucharest, 284 Mosilor Avenue, building 22A, entrance no. 2, 8th floor, ap. 47, PC 020894.<br>Phone / Fax: + 4021 210 71 60;<br>Phone: + 4021 210 20 44<br>E-mail: <a href="mailto:office@asociatiaconect.ro">office@asociatiaconect.ro</a><br><br>Simina Guga<br>Migration Expert<br>Dora Constantinovici<br>Communication & Social Media Content Expert |

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| <b>2. Good practice</b> |   |
| <b>Title</b>            | Migration stories   |
| <b>Length</b>           | The direct duration of the good practice was about 6 months   |
| <b>Category</b>         | Teaching through alternative methods  |
| <b>Description</b>      | <p>This project was considered a good practice because it targeted the following directions:</p> <ul style="list-style-type: none"> <li>- teaching the refugees and asylum seekers about the necessary steps to take in order to obtain Romanian citizenship</li> <li>- using a highly interactive and informal teaching methodology – a theatre performance</li> <li>- using a teaching method that was very appealing to young individuals – the art performance</li> <li>- teaching another very important category – the representative actors playing an important role in the integration process of the refugees – Romanian organizations, professional bodies and members of the communities</li> </ul> <p>The practice aimed to teach us, the Romanians, about the difficulties a refugee goes through and to see some of his daily realities, challenges and difficulties. This aspect is highly important into the integration process.</p> <p>The integration intent has to be always met by a positive, accepting, open minded attitude from the part of the community the refugee will be integrated in.</p> <p>This project was highly important since it outlined the risks of not understanding and accepting the refugees</p> |

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|  | <p>and asylum seekers into our communities. These risks are isolation, increase in crime, radicalization.</p> <p>The tool for the good practice was the Theatre Play - Born in the Wrong Place that intertwines the life stories of 5 people who have gone through the experience of seeking asylum with fragments from The Guide to Obtaining Romanian Citizenship for Foreign Citizens. The performance aimed to problematize and discuss in the public sphere issues which are of crucial importance in the current global context, issues such as the institutional fight against migration taking place at the same time as the need for migrants, the need for asylum, the right to travel as the fundamental right of every individual and the instrumentalization of “the foreigner” as a scapegoat for social and economic issues.</p> |
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| <b>3. Results</b>             |  |
| <b>Description</b>            | <p>The tool was implemented through:</p> <ul style="list-style-type: none"> <li>- 6 performances held in Bucharest</li> <li>- 3 performances held in Galați, Șomcuța Mare, Timișoara. A very important aspect in these performances was the fact that they were subtitled in Arab and English</li> <li>- 9 post performance debates. After every performance there was a debate involving the life stories and realities of the refugees and the responses and realities of the local communities. All the debates were moderated by a sociology expert.</li> </ul>  |
| <b>Impact on target group</b> | <p>The target group was structured as follows:</p> <ul style="list-style-type: none"> <li>- about 840 direct beneficiaries, present at the performances and participating at the debates</li> <li>- indirect beneficiaries – all the refugees from the Housing Centers where the performance was played (the performance was recorded and played in several locations)</li> </ul> <p>The impact of this good practice was essential for the Romanian communities where the refugees try to integrate. The communities understood the very difficult situations a refugee has to face when is trying to integrate in a new culture with an unknown language and a different set of cultural values.</p> <p>Another aspect that impacted the target group was the importance of the refugees’ integration for the Romanian communities and how we can all help this process.</p> |
| <b>Recommendation</b>         | <p>It was highly recommended to extend this type of teaching methodology into other areas</p>  |

## 9. PRO REFUGIU ASSOCIATION GOOD PRACTICES REPORT

### Teaching through Coaching

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| <b>1. Organization</b>      |  |
| <b>Name</b>                 | <b>PRO REFUGIU Association</b>   |
| <b>Country</b>              | Romania<br>Bucharest   |
| <b>Type of Organization</b> | NGO  |
| <b>Web site</b>             | www.prorefugiu.org   |
| <b>Contact</b>              | 56 Calea Crangasi street sector 6, Bucharest, Romania<br><b>E-mail:</b> office@prorefugiu.org<br><b>Phone:</b> +40732623218<br><br>Silvia Berbec<br>President<br>Gabriela Ionescu<br>Vicepresident |

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| <b>2. Good practice</b> |   |
| <b>Title</b>            | Teaching through Coaching   |
| <b>Length</b>           | The methodology can be implemented throughout the duration of the integration process. The project that generated it lasted for 1 year.   |
| <b>Category</b>         | Teaching through alternative methods  |
| <b>Description</b>      | <p>The methodology is part of the project “Coaching-Innovative approach for better integration of refugees” implemented with the financial support of Grundtvig Program Learning Partnerships by Association Pro Refugiu in partnership with Caritas Prague and Human Rights League Slovakia.</p> <p>One of the purpose of this methodology was to familiarize professionals with coaching as an innovative form of support during refugees’ assistance.</p> <p>Also, coaching was presented as an non formal type of teaching. This methodology was considered a good practice because it ensured an individual approach. It allowed an individual assessment of the teaching needs for every refugee and it allowed the professionals who implemented it to teach on several levels, throughout the sessions.</p> <p>Further more, through coaching, some very important aspects of a refugee integration process could be tackled: trauma recovery coaching; intercultural and life coaching.</p> <p>Most of the times the refugees face several obstacles in their integration that can be surpassed only if they acknowledge their position, their alternatives and find the motivation to make the effort for integration. All of</p> |

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|  | <p>these aspects can be reached through coaching sessions. Over the last years specific techniques from coaching were applied successfully in helping vulnerable groups, but unfortunately not enough used in helping refugees. Coaching approach is a very innovative topic used in various domains in helping people to learn how to increase their self- awareness, improve confidence in dealing with various obstacles and challenges in their current life, increase motivation. There is a strong need for a new approach to refugees’ assistance –one that takes in account to reduce vulnerability over time, actively promoting refugees’ ability to support themselves in dealing with current integration problems, rather than a simple counselling.</p> <p>The main tool for this methodology was the Coaching Manual (annexed)</p> <p>The manual is designed to provide professionals working already with refugees as social counsellors, psychologists, cultural mediators, teachers, with a practical, enjoyable way to learn about coaching and they can use it to help refugees. They will find clearly marked sections, together with exercises, examples that will help to develop the skills, perspectives and beliefs that a good coach need to have.</p> |
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| <b>3. Results</b>             |   |
| <b>Description</b>            | <p>The direct beneficiaries of this good practice were the professionals directly working with refugees, who are involved in the integration process.</p> <p>The indirect beneficiaries are all the refugees who undergo an integration process in Romania.</p>   |
| <b>Impact on target group</b> | <p>The results were an immediate improvement of the quality of the teaching and counselling sessions held with refugees.</p> <p>Also, the methodology allows an in-depth, better understanding of some of the main difficulties and obstacles a refugee faces and proposes a complete methodology of tackling them.</p> |
| <b>Recommendation</b>         | <p>The first recommendation would be to expand the training sessions for professionals, thus allowing more of them to know and apply the methodology</p>  |

## 10. THE INTERCULTURAL INSTITUTE TIMISOARA GOOD PRACTICES REPORT

[vorbitiromaneste.ro](http://vorbitiromaneste.ro)

| 1. Organization                 |  |
|---------------------------------|--|
| <b>Name</b>                     | <b>THE INTERCULTURAL INSTITUTE<br/>TIMISOARA</b>   |
| <b>Country</b>                  | Romania<br>Timisoara   |
| <b>Type of<br/>Organization</b> | NGO  |
| <b>Web site</b>                 | <a href="http://www.intercultural.ro">www.intercultural.ro</a>   |
| <b>Contact</b>                  | Bd. 16 Decembrie 1989 nr. 8, 300173 Timisoara,<br>Romania<br>Tel/fax: + (40) 256 498457<br><a href="mailto:iit@intercultural.ro">iit@intercultural.ro</a><br><br><b>Marcel Bajka</b><br><b>Project Coordinator</b><br><a href="mailto:marcel.bajka@intercultural.ro">marcel.bajka@intercultural.ro</a> |

| 2. Good practice   |   |
|--------------------|---|
| <b>Title</b>       | Online integrated teaching instrument   |
| <b>Length</b>      | The methodology can be implemented throughout the duration of the integration process.  |
| <b>Category</b>    | Teaching through alternative methods  |
| <b>Description</b> | <p>The methodology was developed as a part of the project Romanian language - Opportunity for social and cultural integration. The Timisoara Intercultural Institute, in partnership with the West University of Timisoara, the Romanian Arab Cultural Centre in Timisoara and the Association DiversEtica Bucharest, implemented the project. Given the essential role and responsibilities of the structures of the Ministry of Education, the project was implemented with their cooperation. The project aimed to improve the level of knowledge of Romanian language and to provide free cultural orientation for TCNs in two large Romanian cities.</p> <p>The methodology was considered a good practiced because it is highly interactive and accessible (<a href="http://www.vorbitiromaneste.ro">www.vorbitiromaneste.ro</a>)</p> <p>The portal not only provides extensive materials (written, visual, audio) for learning the Romanian language but also integrated instruments about teaching refugees the realities of the Romanian culture and society.</p> <p>The importance of knowing the official language of the host society for the success of refugees integration is well known. Romanian language classes for asylum</p> |

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|  | <p>seekers and refugees started in the regional centers of the Romanian Immigration Office. Since 2004, free access to Romanian language classes was extended to all foreign citizens with a legal stay in Romania. However, the methodologies for the implementation of these provisions at national level were adopted only in November 2009. The project aimed to draft a methodology and a group of teaching materials to allow for the improvement of the quality of the Romanian language classes and oriental cultural sessions for foreign citizens legally residing in Romania</p> |
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| <b>3. Results</b>             |   |
|-------------------------------|---|
| <b>Description</b>            | <p>The direct beneficiaries of the project were 100 refugees from Timisoara and Bucharest.</p> <p>The indirect beneficiaries are still counting since all the methodological instruments for teaching are online and available.</p>   |
| <b>Impact on target group</b> | <p>The project results were:</p> <ul style="list-style-type: none"> <li>- a manual for the initiation in the Romanian language and cultural orientation for TCNs was drafted and published</li> <li>- the multimedia teaching materials were registered and published</li> <li>- 100 TCNs from Timisoara and Bucharest completed Romanian language and cultural orientation classes</li> <li>- a project website including all the materials was published - <a href="http://www.vorbitiromaneste.ro">www.vorbitiromaneste.ro</a></li> </ul> <p>The project was followed by another, larger project which aimed to organize Romanian language classes for 300 adult TCNs residents in Romania. The experience was used to organize classes in 9 large Romanian cities in the period February - May 2011 by specialized teachers, benefiting from a recognized training program.</p> |
| <b>Recommendation</b>         | <p>To promote more this methodology among those who teach and work directly with refugees and asylum seekers.</p>   |

## 11. SAVE THE CHILDREN GOOD PRACTICES REPORT

### Educational and Integration Approach for Young Refugees

| 1. Organization             |  |
|-----------------------------|--|
| <b>Name</b>                 | <b>SAVE THE CHILDREN</b>   |
| <b>Country</b>              | Romania<br>Bucharest   |
| <b>Type of Organization</b> | NGO  |
| <b>Web site</b>             | <a href="http://www.salvaticopiii.ro">www.salvaticopiii.ro</a>   |
| <b>Contact</b>              | <p><b>Adresa:</b> Intr. Ștefan Furtună nr. 3, sector 1, 010899, București, România<br/> <b>Telefon:</b> +40 21 316 61 76<br/> <b>Fax:</b> +40 21 312 44 86<br/> <b>E-mail:</b> <a href="mailto:rosc@salvaticopiii.ro">rosc@salvaticopiii.ro</a><br/> <b>Web:</b> <a href="http://www.salvaticopiii.ro">www.salvaticopiii.ro</a></p> <p><b>Lavinia Varodi</b><br/> <a href="mailto:lavinia.varodi@salvaticopiii.ro">lavinia.varodi@salvaticopiii.ro</a></p> |

| 2. Good practice   |   |
|--------------------|---|
| <b>Title</b>       | Educational and Integration Approach for Young Refugees   |
| <b>Length</b>      | The methodology is used throughout the integration process  |
| <b>Category</b>    | Teaching and Integration methodology  |
| <b>Description</b> | <p>This methodology was considered a good practice because it was specifically designed to support young refugees in their integration process.</p> <p>This methodology is focused on two main directions:</p> <ul style="list-style-type: none"> <li>- the young refugees specific rights</li> <li>- the young refugee involvement in integrated activities meant to facilitate his integration</li> </ul> <p>Currently Save the Children has settled 6 special spaces destined for activities involving children and young refugees in 6 refugees housing centers located in – Bucharest, Timisoara, Galati, Giurgiu, Radauti, Somcuta Mare. These spaces are designated for children and young refugees who undergo a wide type of activities such as:</p> <ul style="list-style-type: none"> <li>- educational activities (after school typology, recreational, integrational etc.)</li> <li>- cultural and educational accommodation – a daily program is designed for the direct beneficiaries</li> <li>- informational programs – the parents and families are informed about their rights and helped in order to integrate the young refugees into the formal education system</li> </ul> |

|  |  |
|--|--|
|  | <p>The main particularity of this approaching methodology for young refugees is the fact that is focused on individual needs. A specialized worker assesses the needs of each young refugee and accompany them throughout the integration process helping him/her enroll in school, access state aids, access healthcare, learn.</p> |
|--|--|

|                               |  |
|-------------------------------|--|
| <b>3. Results</b>             |  |
| <b>Description</b>            | <p>The main results of this methodology consist in integrated teaching methods and integrative activities such as:</p> <ul style="list-style-type: none"> <li>- the diversity club aimed to facilitate and promote young refugees integration into our society</li> <li>- specific preparation for attending a formal type of education in Romania</li> <li>- afterschool activities</li> <li>- recreative and cultural activities</li> <li>- organizing special events occasioned by specific holidays or other celebrations (birthdays etc)</li> </ul> |
| <b>Impact on target group</b> | <p>The most important impact on the target group is an educational one</p> <p>Each young refugee is individually assisted inside this special centers. Further more the parents are assisted particularly in aspects related to their children rights and obligations.</p>   |
| <b>Recommendation</b>         |  |



### Survey Contact Person

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