

Project no: 2023-2-SK01-KA210-ADU-000171093

ONSHORE SENZITIVIZATION TOOLKIT

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the European Union

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Project summary

The project “ONSHORE” aims to support individuals working directly with migrants, refugees, and asylum seekers by providing sensitization training and materials to overcome obstacles faced in their everyday work. The project targets a diverse range of professionals, educators, volunteers, and stakeholders involved in migrant integration. By increasing competencies in areas such as adult education, cultural awareness, and cooperation, the project seeks to enhance support for migrants and promote diversity within EU programs. Key objectives include enhancing soft skills, fostering long-term support networks, and raising awareness of the EU’s positive impact on multicultural cities. The project’s motivation stems from the increasing challenges faced by professionals in integrating migrants, exacerbated by events such as the war in Ukraine. By addressing the specific needs of participating organizations and target groups, such as improved communication skills and greater cultural understanding, the project aims to foster solidarity and inclusivity within society. Collaboration with transnational partners offers benefits including knowledge transfer, increased visibility, and promotion of EU values such as equality and social inclusion. Ultimately, the project seeks to create a more cohesive and inclusive society through mutual openness, respect, and diversity.

Organisations + Methodology

Key terms

Refugee:

A refugee is someone who has been forced to flee their country due to fear of persecution based on race, religion, nationality, membership in a particular social group, or political opinion. Refugees often cannot return to their home country due to this risk and seek asylum in another country.

Asylum Seeker:

An asylum seeker is a person who has fled their country of origin and is seeking international protection, but whose claim for refugee status has not yet been determined. Not all asylum seekers are granted refugee status, and they may face lengthy legal processes.

Migrant:

A migrant is a person who moves from one country or region to another, typically for economic, social, or environmental reasons, and often voluntarily. Unlike refugees, migrants are not fleeing persecution but may still face challenges related to their integration and inclusion in their new host society.

Internally Displaced Person (IDP):

An IDP is someone who has been forced to flee their home but remains within the borders of their own country. This can be due to armed conflict, human rights violations, or natural disasters. IDPs face many of the same issues as refugees but do not cross international borders.

Inclusion:
Inclusion is the practice of ensuring that refugees, migrants, and other marginalized groups have equal access to opportunities, services, and rights within society. It involves creating an environment where individuals are valued, respected, and able to participate fully in social, economic, and political life, without facing discrimination or exclusion. In the context of refugees and migrants, inclusion is vital for their successful integration into the host society.

Racism:

Racism is the belief that some races are inherently superior or inferior to others, and it manifests in discriminatory actions, attitudes, and policies toward people based on their racial or ethnic background. Refugees and migrants, particularly those from marginalized racial or ethnic groups, are often targets of racism, which can hinder their inclusion and equal treatment in society.

Xenophobia:

Xenophobia is the fear, hatred, or prejudice against people from other countries. This often affects the inclusion of migrants and refugees, as they may face discrimination, marginalization, or hostility due to their foreign status or cultural differences.

Discrimination:

Discrimination occurs when individuals or groups are treated unfairly or unjustly based on certain characteristics, such as their nationality, race, religion, or immigration status. Refugees and migrants are particularly vulnerable to discrimination in employment, housing, and public services.

Human Rights:

Human rights are universal rights that every individual is entitled to, regardless of their nationality, ethnicity, or immigration status. The inclusion of refugees and migrants is tied to ensuring their human rights are respected, such as the right to life, security, freedom of expression, and education.

Temporary Protection:

Temporary protection is granted to individuals, typically refugees or asylum seekers, who cannot return to their home country due to ongoing conflict or violence. This status allows them to remain in a host country temporarily, usually until it is safe to return home or a long-term solution is found.

Naturalization:

Naturalization is the legal process by which a migrant or refugee becomes a citizen of their host country. This process often involves meeting specific residency requirements, language proficiency, and other criteria established by the host country.

Family Reunification:

Family reunification refers to the process that allows refugees, migrants, or asylum seekers to bring family members to join them in their host country. This process is often crucial for the emotional well-being of individuals and for ensuring their long-term stability and integration.

About the training

This training program designed under the “Onshore” project is designed to enhance understanding and foster sensitivity toward the inclusion of migrants and refugees and other marginalized groups and minorities, reinforcing its importance for social cohesion, economic development, and human rights. By engaging participants with cutting-edge research, practical insights, and proven inclusion strategies, the program seeks to equip individuals and institutions with the tools and knowledge to address challenges and embrace opportunities for creating inclusive communities.

The training curriculum at hand is based on a report focusing on challenges and best practices in inclusion within Europe. The methodology used in the report combines desk research and qualitative in-depth interviews to provide a comprehensive understanding of the integration of migrants and refugees. Desk research involved an extensive review of literature to map existing integration strategies, highlight best practices, and identify gaps in policies and practices. Successful models, such as vocational training and community-based support systems, were analyzed, along with barriers like legal complexities and cultural divides.

Qualitative interviews were conducted with two groups: migrants/refugees and experts working in the field. In each project country, 10 migrants/refugees and 10 experts participated, sharing their perspectives on inclusion experiences, challenges, and successes. Migrants and refugees provided insights into their personal struggles with language barriers, accessing services, and navigating cultural differences, while experts, including educators, social workers, and policymakers, discussed the effectiveness of current strategies and areas requiring improvement. These interviews allowed for a nuanced understanding of both the lived experiences of migrants and the systemic issues impacting integration efforts.

A holistic approach to inclusion

The training takes a comprehensive, multi-disciplinary approach to inclusion, focusing on both the needs of migrants and refugees and the responsibilities of host communities. It incorporates a **sensitization methodology**, which emphasizes raising awareness and fostering acceptance among host communities to minimize social tensions and build inclusive environments. Participants are encouraged to engage with state-of-the-art research findings, collaborative workshops, and reflective discussions to deepen their understanding of the complexities surrounding inclusion.

Objectives

This training aims to provide participants with a comprehensive understanding of migrant and refugee inclusion, focusing on societal, economic, political, and human rights

dimensions. Grounded in a sensitization approach, the program explores critical aspects of inclusion and practical strategies for fostering it.

1. **Understanding inclusion**: Participants will examine the transformative benefits of inclusion for social harmony, economic growth, and societal resilience. The training emphasizes how fostering mutual respect through sensitization can reduce biases, minimize intercultural tensions, and create cohesive communities. By exploring real-world examples, participants will learn to advocate for inclusive policies and practices that prioritize diversity as a strength.
2. **Introducing sensitization practices in migrant and refugee work:** A core objective is to familiarize participants with the sensitization approach as a tool to promote awareness and understanding in inclusion efforts. Participants will explore how this practice can help address intercultural tensions, foster acceptance within host communities, and empower migrants. This objective includes introducing practical techniques to integrate sensitization into professional settings, ensuring it becomes a cornerstone of migrant and refugee work.
3. **Local perspectives**: Inclusion is deeply influenced by local cultural, historical, and policy contexts. The program provides detailed insights into the specific inclusion landscapes of Austria, Slovakia, and Martinique, highlighting challenges such as restrictive policies, demographic shifts, and unique socio-economic conditions. Participants will critically analyze how these factors shape inclusion outcomes and identify actionable opportunities for localized solutions.
4. **Overcoming barriers**: The training delves into the practical and systemic challenges migrants and refugees face, including language barriers, cultural differences, bureaucratic hurdles, and social isolation. Through interactive discussions and problem-solving activities, participants will explore strategies for addressing these issues, such as fostering inclusive environments, simplifying administrative processes, and leveraging community networks for support.
5. **Learning from success**: By studying successful inclusion programs, participants will identify key factors that contribute to their effectiveness. The training highlights initiatives such as mentorship programs, vocational training, and community-led support systems, demonstrating how targeted and inclusive strategies can empower migrants and foster meaningful connections with host communities. Participants will also consider how these approaches can be adapted to different regional contexts.
6. **Future directions**: Looking ahead, the program explores emerging trends and opportunities in inclusion. Topics include the use of digital tools to bridge language and education gaps, youth empowerment through education and

engagement, and entrepreneurship as a pathway to economic independence. Participants will be encouraged to think innovatively and propose forward-looking strategies that align with evolving societal needs and technological advancements.

What is a sensitization approach?

A sensitization approach for integrating refugees and migrants involves raising awareness and understanding within local communities to foster acceptance and support for newcomers. This approach addresses social inclusion challenges, such as limited cultural capacities, intercultural tensions, and unequal access to cultural goods, which can hinder inclusion[1]. By implementing unified and organized strategies, like establishing migrant transit centers based on humanitarian principles, local communities can benefit from improved migration management, minimizing negative impacts on public safety and security[2]. Additionally, utilizing innovative mixed-method approaches, such as the NAUTIA methodology, can identify the basic needs of both refugees and host communities to enhance their quality of life through interdisciplinary and inclusive interventions[3]. Integrating decolonial perspectives in studying refugee migration, as the Centre for Transnational Development and Collaboration advocates, can further contribute to building inclusive communities and movements through academic and grassroots-centered approaches[4].

Tailored diverse audiences and specific needs

Professionals require sensitization when working with refugee migrants to address their complex needs effectively. This training is structured to meet the needs of professionals and volunteers working with marginalized groups such as refugees and migrants. While some of the module tackle general obstacles and sensitization activities, some modules target specific professional groups, ensuring relevance and practical applicability:

- **Educators**: A sensitization approach helps teachers and pedagogues to foster inclusive classrooms by raising awareness of the unique challenges faced by

[1] Senadin, Šabanija. (2022). Migrants and Refugees. Kriminalističke teme, doi: 10.51235/cji.2021.21.3.27

[2] Ana, Mijic., Michael, Parzer. (2022). The Art of Arriving: A New Methodological Approach to Reframing "Refugee Integration". The International Journal of Qualitative Methods, doi: 10.1177/16094069211066374

[3] Nikolaos, Nagopoulos., Ouael, Sarsour., Dimitris, Paraskevopoulos. (2023). Intercultural Capital and Social Integration of Refugees. Open Journal of Social Sciences, doi: 10.4236/jss.2023.113025

[4] Adela, Salas-Ruiz., Andrea, A., Eras-Almeida., Rocío, Rodríguez-Rivero., Alberto, Sanz-Cobena., Susana, Munoz-Hernandez., Juana, Canet., Alejandra, Rojo-Losada., Belén, Gesto-Barroso. (2021). A novel methodology for supporting integration between refugees and host communities: NAUTIA (need assessment under a technological interdisciplinary approach). Journal of Refugee Studies, doi: 10.1093/JRS/FEAB027

migrant and refugee pupils, such as language barriers and cultural differences. It equips teachers to address potential intercultural tensions and biases that might arise within school. Teachers can create an environment where diversity is celebrated and valued. This approach also enables educators to identify and support students dealing with trauma, ensuring equitable access to education and social inclusion. Ultimately, sensitized teachers can act as role models for the children, promoting empathy and acceptance across school communities.

- **Psychologists**: For psychologists and psychotherapists, a sensitization approach ensures an understanding of the nuanced mental health needs of migrants and refugees, shaped by displacement, loss, trauma and discrimination. It promotes culturally sensitive practices, reducing biases and fostering trust with clients from diverse backgrounds. This approach also highlights the importance of collaboration with community resources to provide holistic support.
- **Healthcare Professionals**: In healthcare settings, a sensitization approach ensures that providers are equipped to deliver culturally competent care. It addresses barriers like language differences, gender norms and unfamiliarity with local healthcare systems, which often prevent migrants from accessing necessary services. Healthcare professionals learn to recognize and respond to the physical and emotional impacts of displacement and social exclusion. By fostering trust and understanding, they can create safer and more inclusive environments for patients. Sensitized healthcare staff contribute to better health outcomes and a more equitable healthcare system for all community members.
- **Volunteers**: Volunteers play a crucial role in welcoming and supporting refugees and migrants. A sensitization approach prepares them to do so effectively and empathetically. It helps volunteers understand cultural differences and avoid biases that might hinder meaningful interactions. Equipped with awareness of the challenges migrants face, volunteers can offer practical support, from navigating services to fostering social connections. By adopting this approach, volunteers can be instrumental in building bridges between migrants and host communities, fostering inclusion and reducing isolation.

Interactive and Solution-Oriented Learning

The training emphasizes active participation through hands-on activities, such as role-playing, group discussions, and problem-solving workshops. Participants will also develop actionable solutions to real-world challenges, collaborate on inclusion strategies, and build networks to sustain their efforts.

Key Outcomes

By the end of the program, participants will:

- Gain a nuanced understanding of migrant and refugee inclusion.
- Develop practical skills to address systemic and local barriers.
- Be equipped to foster inclusive and supportive environments in their respective roles.
- Be empowered to advocate for policy changes and community initiatives that strengthen inclusion.

This training serves as a bridge between theory and practice, cultivating a shared vision of inclusion and mutual respect that is essential for thriving, cohesive societies.

Main take aways of the research

Migrants and refugees face a range of interconnected challenges during their inclusion in Europe, spanning language barriers, cultural differences, legal constraints, access to education and employment, social exclusion, and systemic issues. Only by understanding the main challenges and obstacles, solutions and adaptations can be found.

Language Barriers

Language proficiency is one of the most significant barriers to incusion. Migrants often struggle to access essential services, pursue education, and secure employment due to insufficient language skills. In Austria, the requirement to master German heavily influences access to societal resources and opportunities. Similarly, in Slovakia and Martinique, the complexity of the Slovak and French languages, respectively, limits effective communication and participation in daily life. Language training programs are insufficiently tailored to diverse needs, leaving many newcomers unable to overcome this fundamental hurdle.

Education and employment

Access to education and employment is a crucial aspect of integration, yet migrants face significant obstacles in these areas. Language barriers limit access to schools, training programs, and job opportunities, while the non-recognition of foreign qualifications forces many skilled migrants into underemployment. In Austria, stringent requirements for German proficiency and systemic discrimination in hiring create additional hurdles. Similarly, in Slovakia, limited job-matching services and bureaucratic inefficiencies restrict migrants' professional potential. Across regions, tailored programs and inclusive policies are needed to bridge these gaps and enable full participation.

Cultural differences

Cultural misunderstandings and the divergence of norms and traditions create friction between migrants and host communities. This results in feelings of alienation and, at times, open xenophobia. In Martinique, entrenched colonial-era narratives exacerbate prejudice, particularly against Haitian migrants, making social integration particularly difficult. Similarly, in Austria and Slovakia, resistance from local populations—especially in rural areas—can deepen cultural divides and impede migrants' efforts to establish meaningful social ties.

Legal constraints

Navigating complex legal systems is a universal challenge. Migrants often face lengthy processes to obtain residency or work permits, compounded by inconsistent policy implementation. In Austria, the path to citizenship is exceptionally restrictive, expensive, and time-consuming, preventing many migrants from participating fully in society. Martinique's immigration processes also pose difficulties, with many migrants falling into irregular status when their visas expire, leaving them vulnerable to exploitation. Across all regions, shifting legal frameworks create uncertainty, further straining migrants' mental health.

Negative perceptions and stereotypes

Widespread misinformation and stereotypes fuel xenophobia, creating additional barriers for migrants. In Austria, certain groups—such as Syrians or Afghan refugees—are often stigmatized, which affects their ability to secure housing or employment. Similarly, in Slovakia, Ukrainian refugees are often generalized as war victims, overshadowing their diverse needs and experiences.

Social exclusion

Social exclusion is a persistent challenge, characterized by prejudice, isolation, and limited opportunities for civic participation. Migrants often struggle to establish networks or feel a sense of belonging in their new communities. In Slovakia, migrants frequently report being excluded from local events or social circles, particularly in rural areas. In Martinique, social exclusion is compounded by systemic biases rooted in historical inequalities, which disproportionately affect certain migrant groups.

Mental health

The complex process of inclusion takes a psychological toll on migrants, many of whom already carry trauma from their migratory experiences. The absence of accessible mental health services exacerbates feelings of stress, anxiety, and depression. In Austria, unaccompanied minors and trauma survivors are particularly vulnerable, yet mental health resources remain scarce.

Specifics on refugee inclusion + problematics in EU

General Modules

Modules for specific target groups

Additional + Online Material

Module 1: Introduction to Migrant and Refugee Inclusion

- **Duration:** 1 hour
- **Objectives:**
- To comprehend the importance of migrant and refugee integration from a societal, economic, and human rights perspective.
- To understand how integration fosters social cohesion, drives economic growth, and enhances human rights.
- To explore the sensitization approach in promoting acceptance and minimizing social tensions within host communities.
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- **Content:**
    - **Inclusion Benefits:** Introduction to the role of inclusion in fostering social cohesion, driving economic growth, and enhancing human rights.
    - **Sensitization Approach:** Discussion on how a sensitization approach—raising awareness within host communities—promotes acceptance and minimizes social tension. Case examples from sectors like healthcare and education highlight how sensitization fosters inclusive environments (Onshore_Report).
    - **Case Study Discussion:** Analysis of the NAUTIA methodology, an interdisciplinary approach that identifies essential needs for both refugees and host communities(Onshore_Report).

- **Current Landscape Overview:** Summarization of key findings from the report on inclusion practices, challenges, and needs in various contexts.

Module 2: Contextual Overview of Inclusion in Austria, Slovakia, and Martinique

- **Duration:** 1.5 hours
- **Objectives:**
  - Analyze the inclusion landscape in Austria, Slovakia, and Martinique, focusing on demographic trends, policy frameworks, and key stakeholders.
- **Content:**
  - **Country Profiles:**
    - **Austria:** Inclusion challenges tied to restrictive asylum policies, limited citizenship access, and emphasis on security concerns. Role of civil society organizations in providing essential support.
    - **Slovakia:** Security-focused policies with limited inclusion measures, highlighted by challenges from the recent influx of Ukrainian refugees and lack of long-term inclusion strategies.
    - **Martinique:** The unique colonial history influencing migration policies, the vital role of foreign workers in the economy, and local challenges due to limited support systems(Onshore_Report).
  - **Stakeholder Roles:** Exploration of government agencies, NGOs, and community organizations involved in inclusion efforts across these regions, highlighting best practices and areas where community engagement has been effective(Onshore_Report).

Module 3: Challenges of Inclusion

- **Duration:** 2 hours
- **Objectives:**
  - Identify and discuss the primary challenges migrants and refugees encounter in inclusion.
- **Content:**

- **Language Barriers:** In Austria, Slovakia, and Martinique, lack of language skills limits access to essential services, employment, and social connections.
    - **Activity:** Group discussions on personal experiences and strategies for overcoming language challenges in inclusion contexts.
- **Cultural Differences:** Challenges due to differing social norms, practices, and potential xenophobia. Discussion on how cultural misunderstandings fuel exclusion and barriers to social inclusion.
- **Legal Constraints:** Overview of bureaucratic obstacles like lengthy residency and work permit processes, exacerbating migrant vulnerabilities in Austria and Slovakia(Onshore_Report).
- **Access to Education and Employment:** Insights into how qualifications are often not recognized, leading to underemployment and economic hardship.
- **Social Exclusion and Isolation:** Discussion on social isolation, especially in rural areas, and how lack of community support affects mental health and adaptation.
- **Interactive Workshop:** Participants will work in groups to design local support initiatives that can mitigate these challenges and promote community involvement in inclusion.

Module 4: Successful Inclusion Programs

- **Duration:** 2 hours
- **Objectives:**
    - Analyze successful inclusion programs and identify factors contributing to their effectiveness.
- **Content:**
    - **Case Study Presentations:**
        - **Austria:** Structured language mentorship programs and tailored vocational training, including a mentorship initiative where participants gained practical skills and job placements through collaboration with local businesses(Onshore_Report).

        - **Martinique:** Skills-building workshops, such as a clothing workshop for employability, combined with community engagement through cultural events to foster understanding and connections(Onshore_Report).
        - **Slovakia:** Community-led initiatives that offer peer support networks and structured language instruction with cultural immersion, easing the transition for new arrivals(Onshore_Report).
    - **Key Success Factors:**
        - Community involvement, individualized support, and targeted job training that align with local market needs.
        - Importance of mentorship and social networks in reducing isolation and fostering belonging.
    - **Scalability and Adaptation:** Discussion on the adaptability of these programs to other contexts, considering varying resources, demographics, and local challenges.

Module 5: Recommendations for Improved Inclusion

- **Duration:** 1.5 hours
- **Objectives:**
    - Develop actionable recommendations to improve inclusion policies and practices.
- **Content:**
    - **Policy Reform:** Simplification of residency procedures, transparency in the legal process, and reduced bureaucratic barriers.
    - **Capacity Building:** Training for professionals in education, healthcare, and public services on cultural sensitivity, trauma-informed care, and the unique needs of migrants and refugees.
    - **Community Engagement Initiatives:** Discussion on encouraging migrant participation in community-building activities. Exploration of ambassador programs and neighborhood cultural exchanges as ways to promote understanding and cohesion(Onshore_Report).
    - **Cultural Sensitivity Training:** Importance of anti-bias training and advocacy for migrants, drawing on the anticolonial perspective relevant to Martinique.

- **Workshop:** Brainstorming session to generate innovative ideas and role-playing exercises where participants tackle real-world scenarios to develop inclusion solutions.

Module 6: Emerging Trends and Future Directions

- **Duration:** 1 hour
- **Objectives:**
  - Examine potential trends and future opportunities in the field of migrant and refugee inclusion.
- **Content:**
  - **Digital Literacy and Remote Learning:** Discussion on the importance of digital skills for accessing education, healthcare, and employment, with a focus on how remote learning can bridge language and education gaps (Onshore_Report).
  - **Youth Empowerment and Engagement:** Exploration of initiatives that empower young migrants through education, mental health support, and community activities, helping them transition and integrate more smoothly.
  - **Support for Entrepreneurship:** Highlighting programs that support migrant entrepreneurship, fostering economic independence and enabling positive contributions to local economies.
  - **Innovative Recommendations:** Participants will discuss and propose new ideas for data-driven inclusion policies, cross-cultural exchanges, and community platforms for sharing migrant stories, reinforcing community bonds and advocacy.

Module 7: Conclusion and Summary

- **Duration:** 30 minutes
- **Objectives:**
  - Summarize the core concepts from the training and reinforce the value of sustained support for migrant and refugee inclusion.
- **Content:**

- **Key Takeaways:** Recap of critical points on inclusion benefits, common challenges, successful programs, and future directions.
- **Encouragement for Continued Engagement:** Participants are encouraged to remain engaged in inclusion efforts, apply their knowledge to real-world scenarios, and stay informed on emerging inclusion practices and policies(Onshore_Report).

Workshop Model for Psychologists: Sensitization and Trauma-Informed Care in Supporting Migrants and Refugees

Workshop Title:
"Understanding and Supporting the Mental Health Needs of Migrants and Refugees through Sensitization and Trauma-Informed Approaches"

Duration:
4 hours (including breaks)

Objectives:

- To develop psychologists' understanding of the complex needs of migrant and refugee clients through a sensitization approach.
- To equip participants with trauma-informed practices tailored to address the specific barriers faced by migrants and refugees.
- To provide strategies for collaborating with local organizations to offer integrated support.

Workshop Outline:

1. Sensitization Approach: Understanding the Migrant and Refugee Context

- **Duration:** 45 minutes
- **Content:**
  - Overview of the "sensitization approach" as outlined in the report, focusing on raising awareness and fostering acceptance in host communities.
  - Discussion on the mental health impact of inclusion challenges, including language barriers, cultural adjustments, and social isolation.
  - Insights from the report on how sensitization can improve outcomes for migrants and refugees in mental health settings.

- **Activity:** Reflective discussion where psychologists share challenges and learnings from working with migrant clients. The group then discusses how a sensitization approach could reshape their practice(Onshore_Report).

2. Trauma-Informed Care Specific to Migration Experiences

- **Duration:** 1 hour
- **Content:**
    - Exploration of trauma-informed care practices, emphasizing the unique trauma experienced during pre-migration, migration, and inclusion phases.
    - Review of trauma signs specific to refugees (e.g., experiences with displacement, asylum processes, discrimination).
    - Case studies from the report to illustrate the layered nature of trauma among migrant populations.
- **Activity:** Case study analysis where participants break into small groups to identify signs of trauma and propose trauma-sensitive intervention strategies for migrant clients.

3. Cultural Sensitivity and Bias Awareness in Therapeutic Practice

- **Duration:** 1 hour
- **Content:**
    - Insights from the report on the importance of cultural awareness, especially the roles that colonial histories, ethnic identities, and local cultural norms play in shaping migrant experiences (e.g., in Martinique).
    - Techniques for psychologists to self-assess biases and practice cultural humility.
    - Approaches to bridging cultural gaps in therapy, including the use of interpreters and culturally tailored techniques.
- **Activity:** Role-play exercise where participants practice working through cultural misunderstandings with a simulated migrant client, incorporating decolonial and culturally sensitive perspectives as highlighted in the report(Onshore_Report).

4. Collaborative Mental Health and Community Support Resources

- **Duration:** 45 minutes
- **Content:**

    - Overview of local organizations, NGOs, and community resources available for migrant support (e.g., language classes, vocational training, social services).
    - Strategies for psychologists to collaborate with these organizations to provide comprehensive support.
    - Discussion on the role of psychologists in advocating for community engagement and improved inclusion policies based on the report's recommendations(Onshore_Report).
- **Activity:** Group brainstorming session to create a "community support plan," where psychologists identify key resources and outline how they could refer or connect clients to them.

5. Wrap-Up and Reflection

- **Duration:** 30 minutes
- **Content:**
    - Review of the main insights from the workshop.
    - Open floor for questions and sharing of personal takeaways.
- **Activity:** Participants write down and share one specific action they will take to implement a sensitization and trauma-informed approach in their practice.

Workshop Model for Teachers: Fostering Inclusive Classrooms for Migrant and Refugee Students

Workshop Title:
"Creating an Inclusive Classroom Environment: Supporting Migrant and Refugee Students through Sensitization and Practical Strategies"

Duration:
4 hours (including breaks)

Objectives:

- To equip teachers with knowledge of the sensitization approach and its role in fostering inclusive classrooms for migrant students.
- To address language barriers, cultural adjustments, and trauma that migrant students may experience.
- To provide tools for community engagement and collaboration with stakeholders to support migrant inclusion in schools.

Workshop Outline:

1. Sensitization in the Classroom: Understanding Migrant and Refugee Backgrounds

- **Duration:** 45 minutes
- **Content:**
    - Introduction to the "sensitization approach" from the report, which highlights the need to raise awareness among teachers and students to foster acceptance.
    - Discussion on how migration experiences impact students' behaviors and emotional needs, including challenges like discrimination and social exclusion.
    - Overview of demographic and cultural contexts of migrant students from Austria, Slovakia, and Martinique as discussed in the report (Onshore_Report).
- **Activity:** Teachers share observations and experiences with migrant students. Group brainstorming on how the sensitization approach could help address specific classroom dynamics.

2. Addressing Language and Learning Barriers in Education

- **Duration:** 1 hour
- **Content:**
    - Exploration of the role of language barriers in hindering migrant students' educational progress, based on findings from the report.
    - Techniques for creating language-inclusive classrooms, such as buddy systems, visual aids, and simplified instructions.
    - Discussion on the benefits of pairing local students with migrant peers for language practice, as recommended for inclusion in Martinique (Onshore_Report).
- **Activity:** Small groups design a lesson plan or classroom activity tailored to include students with limited language skills.

3. Cultural Sensitivity and Reducing Bias in the Classroom

- **Duration:** 1 hour
- **Content:**

- Strategies for fostering cultural awareness among students, such as integrating migrant students' cultures into lessons and classroom activities.
- Self-assessment for teachers on implicit biases and cultural perceptions, with guidance on how to build an inclusive environment.
- Review of the report's emphasis on the need for cultural sensitivity training with a focus on decolonial perspectives, especially for schools in regions like Martinique(Onshore_Report).

- **Activity:** Group role-play where teachers practice handling culturally sensitive situations (e.g., navigating cultural misunderstandings or addressing stereotypes) with students.

4. Trauma Awareness and Mental Health Support for Students

- **Duration:** 45 minutes
- **Content:**
  - Overview of trauma signs specific to migrant students, such as social withdrawal, behavioral changes, and learning difficulties.
  - Techniques for fostering a safe and supportive classroom environment where students feel comfortable sharing their challenges.
  - Discussion on the role of school counselors and community mental health resources, and strategies for collaborating with psychologists and social workers(Onshore_Report).
- **Activity:** Teachers collaborate to create a checklist of trauma-sensitive practices they can implement in their classrooms, including safe spaces, check-ins, and referrals.

5. Community and Family Engagement

- **Duration:** 30 minutes
- **Content:**
  - Importance of family and community involvement in student success, with recommendations on how to build trust with migrant families.
  - Strategies for involving families in school activities and creating a welcoming school environment.

    - Overview of community organizations and resources from the report that schools can partner with to enhance support for migrant students (Onshore_Report).

- **Activity:** Teachers outline a plan for a community or family engagement event that celebrates the cultural diversity of their classroom, aiming to strengthen community ties and create an inclusive school environment.

Workshop Model for Volunteers: Practical Support and Cultural Sensitivity in Assisting Refugees and Migrants

Workshop Title:
"Supporting Refugees and Migrants: Building Cultural Awareness and Practical Skills for Effective Volunteer Work"

Duration:
4 hours (including breaks)

Objectives:

- To help volunteers understand the unique challenges and needs of refugees and migrants.
- To build cultural awareness and reduce biases, fostering more effective and empathetic interactions.
- To equip volunteers with practical skills for providing support, connecting refugees to community resources, and promoting inclusion.

Workshop Outline:

1. Introduction to Refugee and Migrant Needs and Context

- **Duration:** 30 minutes
- **Content:**
    - Overview of migration trends and inclusion challenges faced by refugees and migrants, including the impact of displacement, trauma, and resettlement stresses.
    - Discussion on the importance of volunteer support, especially in areas like language assistance, navigating services, and providing a welcoming presence in the community.

    - Key takeaways from the report on the critical role that volunteers play in fostering inclusion and support networks(Onshore_Report).

- **Activity:** Volunteers share their motivations and any past experiences working with migrants. Facilitator leads a discussion on common assumptions and ways to approach this work with an open mind.

2. Building Cultural Sensitivity and Reducing Bias

- **Duration:** 1 hour
- **Content:**
    - Introduction to cultural sensitivity, with a focus on understanding diverse backgrounds and avoiding stereotypes.
    - Insights from the report on the cultural complexities and historical influences that shape migrant experiences, particularly in regions like Martinique where colonial histories affect cultural dynamics (Onshore_Report).
    - Techniques for volunteers to self-assess their biases and practice cultural humility, recognizing the strengths and resilience of refugee communities.
- **Activity:**
    - **Role-play Exercise:** Volunteers practice handling a culturally sensitive situation (e.g., greeting or addressing a family from a different cultural background, respecting personal boundaries).
    - **Reflection:** After each scenario, volunteers reflect on how their approach could be adapted to be more culturally aware.

3. Practical Skills for Supporting Refugees and Migrants

- **Duration:** 1 hour
- **Content:**
    - **Navigating Local Services:** Overview of local resources such as housing, healthcare, legal support, and language programs. Tips on guiding migrants and refugees to these resources and helping them navigate local services.
    - **Communication Skills:** Techniques for effective communication, even with language barriers, including basic phrases in the migrant's primary language, the use of translation apps, and collaboration with interpreters.

    - **Safety and Boundaries:** Guidelines on establishing healthy boundaries and ensuring that volunteer work is supportive without being invasive.

- **Activity:**
    - **Resource Mapping:** Volunteers create a "local resource guide" that they can reference in their work, listing key services and contacts in the community.
    - **Scenario Practice:** Volunteers practice guiding a simulated "client" through accessing a community resource, with feedback on clarity and compassion.

4. Supporting Mental Health and Emotional Well-being

- **Duration:** 45 minutes
- **Content:**
    - Overview of trauma awareness, emphasizing that many refugees and migrants may have experienced significant stress, loss, and trauma.
    - Practical strategies for fostering a supportive environment, such as active listening, patience, and empathy.
    - Discussion on when and how to refer individuals to mental health professionals, especially if signs of trauma are evident.
    - Report insights on mental health needs among migrant communities and the importance of trauma-informed approaches in volunteer work (Onshore_Report).
- **Activity:** Volunteers practice active listening exercises in pairs, learning to respond empathetically to common scenarios (e.g., someone expressing feelings of isolation or frustration). Group discussion follows on how to respectfully support individuals without pressuring them to share more than they are comfortable with.

5. Fostering Social Inclusion and Community Engagement

- **Duration:** 45 minutes
- **Content:**
    - Overview of social exclusion issues that migrants often face, such as language barriers, discrimination, and isolation.

    - Tips for promoting social inclusion, such as encouraging migrant participation in community events, organizing group outings, or helping connect them with local cultural or religious groups.
    - Insights from successful inclusion initiatives in the report, such as community dinners, skill-sharing workshops, and peer support networks, which foster inclusion and understanding(Onshore_Report).
- **Activity:** Volunteers work in small groups to brainstorm a community engagement event (e.g., a cultural potluck, language exchange night, or community sports day) that promotes inclusion and builds connections. Each group presents its event idea and discusses the logistics, potential challenges, and benefits.

6. Wrap-Up, Reflection, and Q&A

- **Duration:** 30 minutes
- **Content:**
    - Summary of key insights from the workshop and open discussion on remaining questions.
- **Activity:** Volunteers write down one personal commitment or action they will take to improve their support for migrants and refugees, sharing in a circle if they feel comfortable.

Module for Medical Staff: Culturally Competent and Trauma-Informed Care for Migrant and Refugee Patients

Module Title:
"Providing Inclusive Healthcare: Culturally Competent and Trauma-Informed Care for Migrant and Refugee Patients"

Duration:
3 hours (including breaks)

Objectives:

- To build medical staff's awareness of the unique health challenges and cultural needs of migrant and refugee patients.
- To equip healthcare providers with skills to provide trauma-informed care, respecting the emotional and physical experiences of refugee patients.

- To improve communication strategies for overcoming language and cultural barriers in healthcare settings.

Module Outline:

1. Introduction to Migrant and Refugee Health Needs

- **Duration:** 30 minutes
- **Content:**
    - Overview of the common health challenges faced by migrants and refugees, including issues stemming from displacement, trauma, and limited healthcare access.
    - Discussion on the influence of past trauma, stress from migration, and social exclusion on health outcomes.
    - Introduction to the "sensitization approach" highlighted in the report, emphasizing awareness and empathy in healthcare delivery (Onshore_Report).
- **Activity:** Facilitator-led discussion where participants share any previous experiences treating migrant or refugee patients, focusing on challenges and personal reflections.

2. Trauma-Informed Care in a Medical Setting

- **Duration:** 45 minutes
- **Content:**
    - Overview of trauma-informed care principles, with a focus on recognizing signs of trauma and understanding its impact on health behaviors.
    - Explanation of specific traumas experienced by refugees, including displacement, violence, and family separation, and how these might manifest in clinical settings (e.g., fear, distrust, withdrawal).
    - Practical tips for creating a safe and supportive environment, including privacy, gentle communication, and respect for personal boundaries.
- **Activity:**
    - **Role-Play Exercise:** Participants practice a trauma-informed intake session, focusing on creating a calming environment, asking gentle questions, and managing signs of patient distress. The facilitator provides feedback on maintaining sensitivity and minimizing retraumatization.

3. Cultural Sensitivity and Bias Reduction in Healthcare

- **Duration:** 45 minutes
- **Content:**
    - Training on cultural sensitivity, with an emphasis on recognizing and valuing the diverse backgrounds of migrant patients.
    - Discussion of cultural differences in perceptions of healthcare, including different beliefs about illness, treatment, and healthcare provider roles.
    - Self-assessment and discussion on implicit biases that may affect patient care, with guidance on adopting a culturally humble approach.
- **Activity:**
    - **Case Study Analysis:** Participants analyze a case where cultural misunderstandings affected patient outcomes. In small groups, they brainstorm strategies to improve care through cultural sensitivity and discuss how to avoid similar issues in their practice.

4. Effective Communication with Limited Language Proficiency Patients

- **Duration:** 45 minutes
- **Content:**
    - Techniques for communicating with patients who have limited language skills, including the use of translation services, visual aids, and simple language.
    - Best practices for using interpreters in medical settings, ensuring accuracy and respect for patient privacy.
    - Tips on non-verbal communication and building rapport without shared language.
- **Activity:**
    - **Scenario Practice:** In pairs, participants role-play a patient-provider interaction using basic language skills, non-verbal cues, and an interpreter. One participant acts as a patient with limited language proficiency, while the other practices respectful and clear communication.

5. Navigating Health Resources and Referrals for Migrant Patients

- **Duration:** 30 minutes

- **Content:**
    - Overview of community and healthcare resources available for migrant patients (e.g., mental health services, social services, legal aid).
    - Strategies for collaborating with NGOs and community organizations to provide comprehensive support and continuity of care for migrant and refugee patients(Onshore_Report).
    - Discussion on how healthcare providers can help migrant patients navigate complex healthcare systems and access necessary services.
- **Activity:** Group brainstorming session to create a "referral toolkit" with contact information and brief descriptions of local resources, making it easier for medical staff to connect patients with appropriate services.

6. Wrap-Up and Q&A

- **Duration:** 15 minutes
- **Content:**
    - Summary of the module's key points, emphasizing the importance of cultural competence, trauma awareness, and clear communication in healthcare for migrants and refugees.
    - Open Q&A session for participants to discuss remaining questions or concerns.
- **Activity:** Final reflections where participants write down one commitment to applying trauma-informed, culturally sensitive care in their practice.