



REFUGEE'S JOURNEY TO THE MUNICIPALITY TRAINING

Welcome!



ASYLUM, MIGRATION
AND INTEGRATION FUND

Supported by the European Union

PROGRAMME

Introduction

Quota refugee's journey to Finland and to the new home municipality

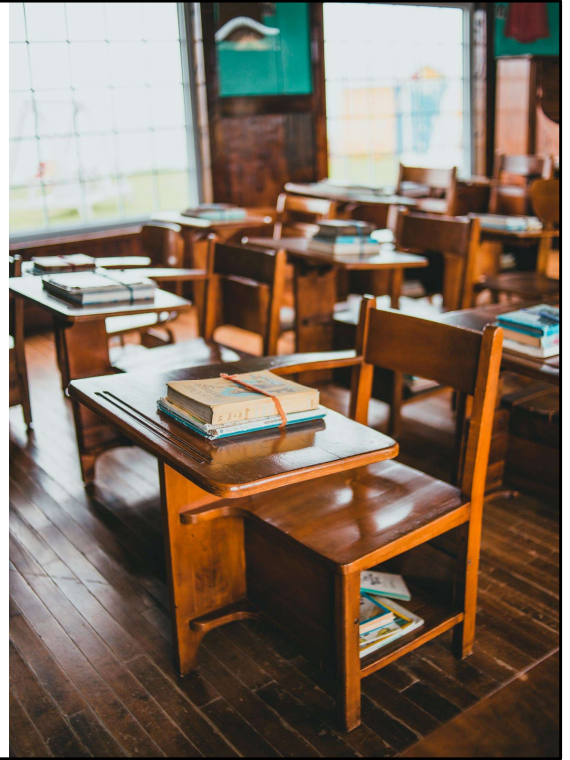
- before arriving to Finland

Break

Quota refugee's journey to Finland and the home municipality

- arriving to the municipality and the first steps of integration

Links and materials





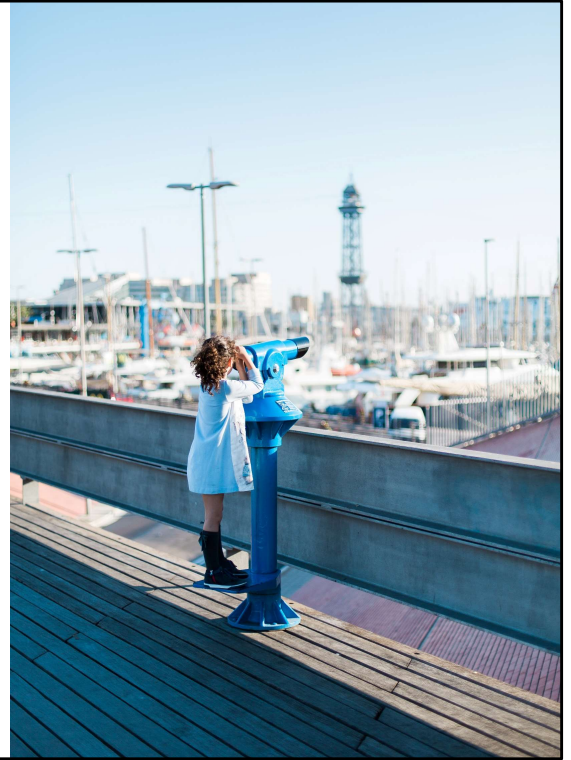
THE OBJECTIVE

Increase understanding of a quota refugees' journey to Finland and integration into municipality.

Reflect one's own professional role and its significance in supporting integration.

EVERY ENCOUNTER CAN SUPPORT INTEGRATION

- A multiprofessional perspective supports comprehensive integration.
- What kind of a “window” to Finland and municipality do I open for a client, patient or student who is integrating?



Why the overview of the quota refugee's journey?

- International protection
- Languages, civic competencies and practices are unfamiliar at the beginning.
- The better we understand our clients' situation and circumstances, the better we can manage our core duties - and support integration.
- Finland has been resettling quota refugees for over 40 years.

"The resettlement of quota refugees is an efficient and effective way of helping the most vulnerable refugees, since their need for protection and other conditions for residence are assessed before they arrive in Finland."

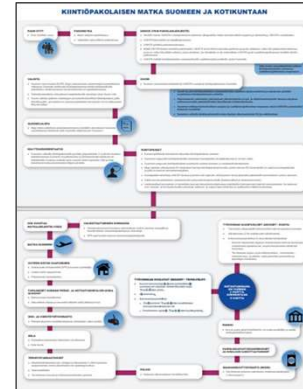
Ministry of the Interior, 14 April 2022

QUOTA REFUGEE'S JOURNEY TO FINLAND AND TO THE HOME MUNICIPALITY **infographic**

**KIINTIÖPAKOLAISEN MATKA
SUOMEEN JA KOTIKUNTAAN**

**KVOTFLYKTINGENS VÄG TILL
FINLAND OCH HEMKOMMUNEN**

finland.iom.int/publications



QUOTA REFUGEE'S JOURNEY TO FINLAND AND TO THE HOME MUNICIPALITY

REASONS FOR FLEEING

- War, conflict, persecution.



FINDING REFUGEE

- Internal displacement.
- Cross-border displacement.

UNHCR (THE UN REFUGEE AGENCY)

- Displaced person goes to an UNHCR office outside her/his country of origin, seeks international protection and has her/his case registered.
- UNHCR starts the refugee status determination process.
- UNHCR decides on the refugee status.
- If the UNHCR defines a person to be a refugee, the best durable solution will be assessed by the UNHCR: whether a person can return to her/his home country and if not, can she/he stay in the country she/he is residing in, if neither is an option, the UNHCR aims to resettle the person as a quota refugee.
- UNHCR submits the quota refugee cases to the resettlement states, such as Finland.

Only a fraction of refugees in need of resettlement are accepted to be resettled.

THE SELECTION

- Finnish authorities (SUPO - The Finnish Security Intelligence Service, Migri - The Finnish Immigration Service, and experts on integration) interview the majority of the quota refugees suggested for Finland for resettlement during a selection mission in the country where the refugees reside (country of first asylum).
- The interviewees are given short information briefs about Finland during the selection interviews.
- Finland admits urgent emergency cases selected solely on a dossier basis, usually the urgency is caused by the health or safety conditions facing the refugees.

FINLAND

- Finnish authorities process UNHCR's quota refugee proposals for Finland.

- Finland is one of the resettlement countries admitting quota refugees and the Parliament sets the annual refugee quota.
- Ministry of Interior in cooperation with the Ministry of Foreign Affairs and the Ministry of Economic Affairs and Employment prepares a proposal for the territorial allocation of the refugee quota for the Government.
- Finland admits persons recognised as refugees by the UNHCR in need of international protection and resettlement.
- Finland-bound quota refugee must fulfil the requirements of the Alien's Act's section 92.

RESIDENCE PERMIT

- Migri makes the decision on the refugee status and on the admission in the annual quota and issues the residence permit to Finland.



CULTURAL ORIENTATION

- A 3-4-day long training about moving to Finland and the Finnish society is usually organised for Finland-bound quota refugees, with interpretation or in the native language. The training also includes Finnish language lessons. IOM and Diakonía University of Applied Sciences implement the cultural orientations under Migri's lead.



MUNICIPAL PLACEMENT

- Municipalities decide independently whether they will admit quota refugees.
- Finland-bound quota refugees are assigned their municipality of residence, i.e. one cannot choose one's locality.
- Quota refugees arriving in Finland move directly to the municipality, not to a reception centre.
- Migri in cooperation with the ELY Centres (the Centre for Economic Development, Transport, and the Environment) allocate the quota refugees to municipalities having an agreement with the ELY Centre about municipal placements and a municipal integration program.
- Municipal placement means that the ELY Centre and the municipality have agreed that the municipality provides quota refugees with their first rental apartment.
- The government of Finland reimburses costs for admitting refugees to the municipalities (imputed reimbursements and actual costs).
- Imputed reimbursements are intended for measures supporting integration stipulated in the municipal integration program. These include e.g. social and medical services, cultural and leisure activities and services promoting inclusion.



REASONS FOR FLEEING and FINDING REFUGE

War, conflict, persecution

- Loss of trust.
- The meanings of concepts and words are not shared at the beginning of integration.
- Interaction based on shared humanity is important.
- Everyone is an individual with different experiences, age, capacity, etc.

Long period in life

- There is internal and cross-border displacement.
- Everyone has not experienced living in an organized society.
- Every refugee is a survivor.



UNHCR UN'S REFUGEE AGENCY

- International mandate to assess
 1. the refugee status, and
 2. the need for resettlement (becoming a quota refugee).
- UNHCR starts the asylum process if the criteria is met.
 - If a person can't return to their country of origin or stay in the country they have fled to.
- Only a fraction of the world's refugees can get a new home country through resettlement, i.e. move permanently to a country as a quota refugee.



FINLAND

- UNHCR proposes quota refugees to Finland.
- Finland handles the proposals independently.
- Finland chooses persons who are in need of international protection and resettlement.
- The Finnish Parliament decides the annual number of quota refugees.
- Aliens Act Section § 92

SELECTION

- Finnish officials interview the persons proposed to Finland in-person or remotely, in the country they are located.
- The selection of emergency cases is carried out according to the same Finnish principles, but on a dossier basis, due to urgent factors.



RESIDENCE PERMIT

- The Finnish Immigration Service grants refugee status in Finland and a personal residence permit to each quota refugee selected by Finland.
- Continuous residence permit A for four (4) years.
- Unrestricted right to work.
- The residence permit card is a plastic card, similar in size as a driver's licence. It has biometric identifiers (photo, finger prints), name and personal identification number, and the type and duration of the permit.

CULTURAL ORIENTATION

Cultural orientation (i.e. Pre-Departure Orientation, PDO) provides basic information about the new home country, its cultures, customs and structure.

Finland organizes the cultural orientation training for the refugees it has selected

- before travelling to Finland,
- in the country where the quota refugees are located,
- lasting usually three (3) days,
- Implemented it in the participants' own language or with interpretation.

CULTURAL ORIENTATION

Cultural orientation supports early integration, reduces cultural shock and consequently decreases the mental strain.

Cultural orientation is organized in a project lead by the Finnish Immigration Service (Migri). IOM Finland's specialist is among the trainers.

- Materials: mof.fi
- Migri's videos in Youtube: Videos for the refugees moving to Finland in the resettlement program
 - Congolese Swahili, Kurdish Kurmanji, Arabic, English, Tigrinya



MUNICIPAL PLACEMENT

Finnish municipalities decide independently whether they resettle quota refugees i.e. provide them with municipal placements.

Municipality reserves rental apartments for the arrivals and supports their integration.

The municipality should have an integration programme and an agreement with the ELY Centre.

The State reimburses costs for resettlement and integration of the quota refugees to the municipalities. More info: [integration.fi](https://www.integration.fi)



MUNICIPAL PLACEMENT

People arriving as quota refugees have the same obligation to pay the rent as any other tenant.

Quota refugees can't choose their home municipality or the apartment, as these are assigned to them.

Home is a crucial factor in supporting integration in the Finnish resettlement process.



IOI ASSISTS WITH THE TRAVEL ARRANGEMENTS

JOURNEY TO FINLAND



ARRIVING AT THE NEW HOME

- Reception at the airport (FRC and municipal worker).
- Arriving at the new home.
- Becoming a municipal resident.



MEETINGS WITH THE BASIC PUBLIC AND INTEGRATION SUPPORT SERVICES BEGIN

- Coordination of integration.
- Guidance and counselling in the initial phase via interpreters and community-based outreach work.

DIGITAL AND POPULATION DATA SERVICES AGENCY

- Registering in person within a week the latest.



KELA - THE SOCIAL INSURANCE INSTITUTION OF FINLAND

- Applying for social benefits when necessary.
- Kela card.

HEALTH EXAMINATIONS

- Initial health examination (incl. X-ray and laboratory testing) within 2 weeks of arrival, before starting day care or school.
- Dentist.
- Maternity clinics and specialist medical care when needed.

PREPARATION IN THE MUNICIPALITIES

- The receiving municipality prepares rental apartments for the refugees arriving and coordinates the official services and networks.
- The Finnish Red Cross (FRC) agrees on the arrival arrangements together with the municipalities.

ADULTS BELONGING TO WORKFORCE - TE SERVICES:

- Individuals aiming for the labour market are guided by the municipality to register as jobseekers at the TE Services.
- Initial assessment.
- Integration plan:
 - Participation in integration training as directed by the TE Services, or
 - Independent study approved by the TE Services.

ADULTS OUTSIDE THE WORKFORCE - MUNICIPALITY:

- Individuals outside the workforce receive services supporting their integration from the municipality.
- Initial assessment (within 2 months of registering as a client).
- Integration plan (within 2 weeks of the initial assessment):
 - Depending on what the municipality offers: Training, independent study or other activities supporting integration.
 - Guidance when needed also to services for the elderly, persons with disabilities, persons with mental health or substance abuse conditions, family services and to activities provided by civil society organisations.

THE INTEGRATION PERIOD USUALLY LASTS 3 YEARS, AND 5 YEARS AT THE MOST



BANKING

- One can open a bank account and receive online banking codes when she/he has a passport or an identity card.

APPLICATIONS TO EARLY CHILDHOOD EDUCATION AND ENROLMENT IN SCHOOL

MIGRI - THE FINNISH IMMIGRATION SERVICE

- Application for a refugee travel document ("green passport") when necessary.



THE POLICE

- Application for foreigner's identity card.

PREPARATION IN THE MUNICIPALITIES

- Once the municipality has received information about the arrival of the quota refugees, they will begin preparing for the reception.
- The municipality works closely with the Finnish Red Cross (SPR) on arrival arrangements.

IOM ASSISTS WITH TRAVEL ARRANGEMENTS

- International Organization for Migration (IOM) is a global actor and assists with for example obtaining documents needed to leave the country and travel.



JOURNEY TO FINLAND





ARRIVING AT THE NEW HOME

- Reception at the airport by Finnish Red Cross volunteer and often also municipal employee.
- A significant turning point in a person's life.
- [The physical journeys to find refuge end](#), but from the viewpoint of integration it is important to notice also the psychological and mental dimension of a refugee background.
- A refugee becomes a municipality resident with all the same rights and obligations.



MEETINGS WITH THE BASIC PUBLIC AND INTEGRATION SUPPORT SERVICES BEGIN

- Coordination is important.
- Guidance and counselling with a public service interpreter and outreach work.
- Allow enough time.



MEETINGS WITH THE BASIC PUBLIC AND INTEGRATION SUPPORT SERVICES BEGIN

RESPECT

LISTEN

ASK

THANK

- Build trust.
- Use clear language and explain your professional terminology.
 - Introduce your professional role.
- Explain, encourage and support the agency of your client!

DIGITAL AND POPULATION DATA SERVICES AGENCY **DVV**

- Registration of a foreigner's personal data into the population information system.
- Everyone must register personally.



THE SOCIAL INSURANCE INSTITUTION OF FINLAND **KELA**

- A person who has arrived in Finland as a quota refugee is entitled to Finnish social security.
- Everyone should apply for a Kela card with the Y77 form.
- Applying for social benefits when necessary.
- It is important to get correct information about the various Kela benefits at the beginning of integration.
- Transparent and informative counselling through a public service interpreter build trust towards officials.



HEALTH EXAMINATIONS

- The initial health examination is an important step of the resettlement process.
 - Initial interview, health examinations, thorax X-ray and laboratory tests and an appointment with a dentist.
 - Maternity clinics and specialist medical care appointments and guidance when needed.
- Working with a public service interpreter is necessary. Never use a spouse, friend or child as an interpreter.
- The foundation for future appointments is built during the first encounters with health care professionals. A safe atmosphere during a consultation is crucial.

HEALTH EXAMINATIONS

- Being a refugee impacts health and wellbeing in many different ways. Treat people as individuals.
- Each adult should have their separate appointment.
- It is important that a health professional guides the care protocol and ensures that samples and prescribed medicines are taken correctly and treatments are completed.
- Referrals to laboratory tests and pharmacy prescriptions also need to be explained at a practical level.
- There are no interpreters in pharmacies.



THE POLICE

- Application for the **foreigner's identity card**.
 - Important for handling matters independently.
 - Not a traveling document.
 - Only from the Finnish police, not from Finnish embassies abroad.
 - Citizenship is marked with XXX.

THE FINNISH IMMIGRATION SERVICE MIGRI

- Application for the **refugee travel document** i.e. "the green passport".
- This passport is applied from the Finnish Immigration Service, not from embassies of the country of origin or from the police.
- Information about passports, residence permits, family reunification, statistics: migri.fi

APPLICATIONS TO EARLY CHILDHOOD EDUCATION



- Children often integrate well with the help of the Finnish day care system and competent professionals.
- For parents though the new language and yet unfamiliar customs and the system cause challenges.
- The self-evident things of the Finnish society do not always appear in the same way to newly arrived people with refugee backgrounds.
- Visits to the day care, getting to know the professionals with public service interpretation, and multilingual materials, help to understand what early childhood education in Finland is and support parenting.

A photograph of a classroom scene. A male teacher with a beard, wearing a plaid shirt, stands at the front of the room near a whiteboard. Several young students are seated at their desks, facing the teacher. The classroom has a green wall and various educational posters. A semi-transparent teal circle is overlaid on the left side of the image, containing text.

ENROLMENT IN SCHOOL

Visits and getting information about the Finnish education system is important for the whole family.

How the educational institution functions, the staff, teachers' role, subjects, and timetables can be understood in different ways.

Multilingual materials, information and interpreted events support integration.

BANKING

- A bank account can be opened and online banking IDs requested when one has a passport and/or an identity card.
- Accepted identity documents must be checked with the bank.
- It can be challenging to use online banking IDs if one has no experience with digital services or has not yet learned the language.
- For many, integration requires not only learning the language and civic competences, but also [digital skills](#).





THE INTEGRATION PERIOD

- The integration period is always **individual**.
- Integration period is usually in practice three years and can be up to five years for a specific reason. For quota refugees it is usually four (4) years.
- Alongside the receptivity of society and municipal services, person's individual features, preparedness, circumstances and age, health, education, family and social networks affect integration.
- The use of public service interpreters is not limited to the integration period.



**ADULTS BELONGING TO
WORKFORCE
TE SERVICES / MUNICIPAL
EMPLOYMENT SERVICES**

- Those of working age and able to work, are referred to the TE services like the rest of the population.
- In the municipalities of the local government pilot on employment, and from 2024 onwards in all of Finland, they are referred to the municipal employment services.
- Initial assessment.
- Integration plan.
- Integration training is usually implemented in Finnish or Swedish.

ADULTS OUTSIDE THE WORKFORCE MUNICIPALITY

- All municipal residents are entitled to municipal services.
- Those outside of the workforce are provided the services supporting integration by the municipality
 - Pensioners, caregivers or stay-at-home parents
 - The services vary by municipality.
- Initial assessment.
- Integration plan.
- Multisectoral cooperation and collaboration with associations is important.
 - kotoutumisentukena.fi





INTEGRATION IS A PROCESS

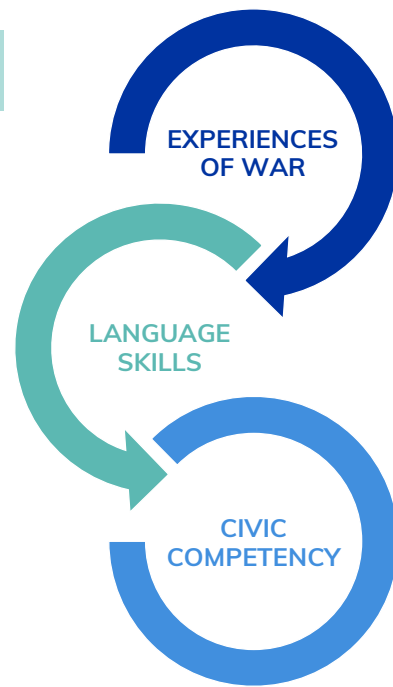
LANGUAGE SKILLS AND CIVIC COMPETENCE ARE
THE TWO PILLARS OF INTEGRATION.

- Learning a new language is important, but takes some years to accomplish.
- The integration process can be accelerated by providing information about Finnish society in the languages of the newly arrived refugees.
- The Finnish Refugee Council has developed a **civic orientation** model that can be freely utilized in municipalities, regionally and nationally in different services and associations.
 - More information and free textbooks are available at: yhteiskuntaorientaatio.fi

LANGUAGE-AWARE APPROACH

PROFESSIONALS' COMMUNICATION SKILLS IMPACT INTEGRATION.

- How do my client's experiences and circumstances affect the interaction? Words can **mean** different things.
- Does my **non-verbal** communication support my verbal communication?
- What could a language-aware approach mean in practice in my work?



LANGUAGE-AWARE APPROACH

SHARED EXPERTISE AND UNDERSTANDING AS A GOAL

**ATTITUDES AND
VALUATIONS**

**POSITIONS OF
POWER AND
PRIVILEGE**

**CULTURAL
“EYEGASSES” FOR
PERCEPTION AND
FORMING MEANING**

**LANGUAGE,
CULTURES AND
IDENTITY ARE
INTERRELATED**

**VERBAL AND NON-
VERBAL
COMMUNICATION**

**WORKING WITH
PUBLIC SERVICE
INTERPRETER**

SUPPORTING INTEGRATION WITH ONE'S OWN LANGUAGE Handbook: finland.iom.int/publications



WE SUPPORT INTEGRATION TOGETHER

Every encounter can support integration and even be a mending experience for a person with a refugee background.

Officials and other employees at the municipalities and region, volunteers and organizational actors build the image of Finland and can all contribute to a sense of **safety** and **belonging**.

SUMMARY

1. Every encounter can support integration.
2. Building trust is key!
3. The meaning of the professional terms you use should be explained to a person who is integrating.
4. In the work of officials, public service interpretation is indispensable.
5. Always treat people as individuals and not as "representatives of their culture".
6. Health is a key factor for integration. Physical symptoms are often easier to detect and treat than psychological symptoms. Explain and ask about mental health when it's justified in your professional role.
7. Partnerships between different professionals and experts support integration.
8. Civic orientation in one's own language accelerates integration into Finland.

LINKS AND MORE INFO

1. The Centre of Expertise in Immigrant Integration (Ministry of Economic Affairs and Employment) website supporting professionals multisectorally [integration.fi](https://www.integration.fi)

- For decisionmakers, educators, client work
- Materials, events, and training
- A national website in Finland

2. A national website for finding activities that support integration (in Finnish and Swedish): [Kotoutumisentukena.fi](https://www.kotoutumisentukena.fi)

- Activities that support integration organized by associations and organizations.
- Information and events also for professionals.

LINKS AND MORE INFO

3. The Finnish Institute of Health and Welfare's (THL) website offers a wide range of information and materials for professionals:

<https://thl.fi/en/web/migration-and-cultural-diversity>

4. PALOMA Center of Expertise in Refugee Mental Health Work offers research results and information, materials and training to support professionals in different sectors: <https://thl.fi/en/web/migration-and-cultural-diversity/contact/paloma-center-of-expertise-in-refugee-mental-health-work>

LINKS AND MORE INFO

5. The Ministry of Economic Affairs and Employment (TEM) has published short videos available in Youtube channel of [the Centre of Expertise in Immigrant Integration](#) (in Finnish and Swedish):
 - Reception of quota refugees in the municipality
 - 1/3: Selection
 - 2/3: Arrival
 - 3/3: Sara's story
6. Väestöliitto's website has materials for both professionals and people who are integrating: <https://www.vaestoliitto.fi/en/immigrants/>
7. [Opi kotoutumisesta \(Learn about integration\)](#) is a free online training for anyone working with people who are integrating and interested in supporting integration (in Finnish and Swedish): <https://kotoutuminen.fi/opikotoutumisesta>

LINKS AND MORE INFO

for people who are integrating

- [Understand Finland \(Ymmärrä Suomea\)](#) videos are available in Estonian, French, Thai, Tigrinya, Arabic, Swedish, Chinese and Kurdish Sorani and Kurmanji, Somali, Russian, English, Swedish and Finnish in Youtube's KotonaSuomessa site.
- [What should you know about officials' and interpreters' roles in Finland? \(Mitä on hyvä tietää viranomaisen ja tulkin roolista Suomessa?\)](#) videos are available in Somali, Thai, Russian, Arabic, Dari, English, Kurdish Sorani, Persian (Farsi), Swedish and Finnish in Youtube's KotonaSuomessa site.
- A cartoon video about the history of Finland and development: [Creating Finnish welfare \(Hyvinvointia rakentamassa. Suomen ja Virtasten vuosisata\)](#). Available in Finnish, English, Arabic, Russian, Kurdish Sorani, Thai and Persian (Farsi) in Youtube's KotonaSuomessa site.

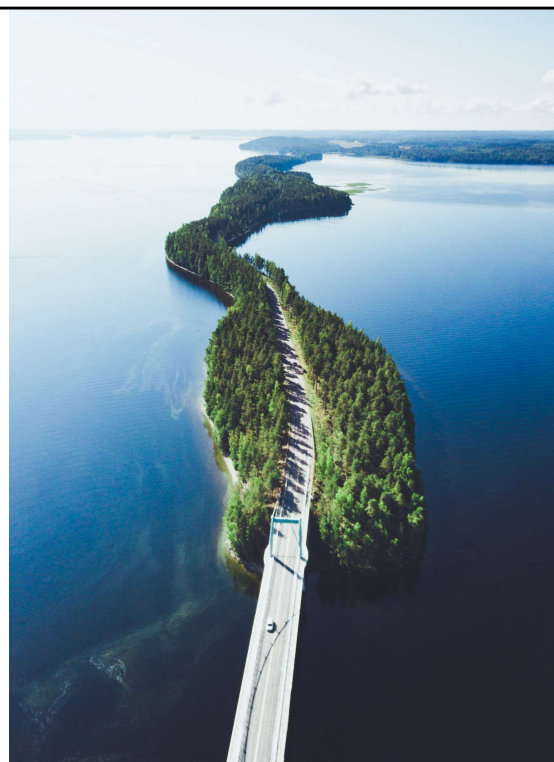
THANK YOU!

Finnish **Refugee Council**



**ASYLUM, MIGRATION
AND INTEGRATION FUND**

Supported by the European Union



REFUGEE'S JOURNEY TO MUNICIPALITY TRAINING (RJM)



**ASYLUM, MIGRATION
AND INTEGRATION FUND**

Supported by the European Union

- This presentation has been implemented in the NAVIGATOR 2.0 project in collaboration with the Finnish Refugee Council and IOM Finland. The project has been supported by the European Union's Asylum, Migration and Integration Fund.
 - The RJM trainer's presentation slides are available at IOM Finland's website: <https://finland.iom.int/fi/>
- The original RJM Training model was developed in the Navigator – Towards Diversity in Municipalities project in 2018-2021. Project partners were Finnish Refugee Council, Diaconia University of Applied Sciences and IOM Finland. An expert by experience was part of the development and implementation of the training model.
 - Report (in Finnish) about the training is available at IOM Finland website: <https://finland.iom.int/fi/julkaisut>

PHOTOS:

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