

REFUGEE'S JOURNEY TO THE MUNICIPALITY



Guidebook for the Training Organizer



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Published by IOM Finland
Unioninkatu 13, 00101 Helsinki, Finland
Tel. +358 9 684 1150
Fax +358 9 684 11511
Email: iomhelsinki@iom.int
Website: finland.iom.int

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INTRODUCTION

Comprehensive integration requires that people who arrive in Finland as refugees are provided with information about Finnish society and support to learn a new language. In addition, professionals in the various basic services must be supported by providing training in refugee and integration support.

The Refugee's Journey to the Municipality Training describes the journey of people selected in the Finnish refugee quota to Finland and their new home municipality. It is designed for professionals from different basic services provided by municipalities, regions or the State, as well as for organizational actors – including volunteers and students.

This guidebook is written for all integration specialists and professionals who want to promote effective integration in their region. By organizing the Refugee's Journey to the Municipality Training for professionals in basic services and actors in organizations, you can support integration **in a multisectoral way.**

This guidebook describes the content of the Refugee's Journey to the Municipality Training and some of the key aspects to consider when organizing the training. The training corresponds to the steps of the training material, the "Quota refugee's journey to Finland and to the home municipality" infographic¹. This guidebook will help you to organize the training either on your own or with partners. This guidebook also provides tips for activating participants and links to sources to help you update and check information.

The training can be delivered independently or as part of other related training. The Refugee's Journey to the Municipality Training is a **basic training** on the resettlement of quota refugees in Finland and the initial integration steps in the municipality.

The training responds to the information needs of professionals in basic services and actors in organizations about the topic in municipalities and regions. It also supports the development of a shared understanding

¹ The infographic "Quota refugee's journey to Finland and to the home municipality" is available in Finnish, Swedish and English at <https://finland.iom.int/publications>.



THE AIM OF THE TRAINING IS TO INCREASE THE PARTICIPANTS' UNDERSTANDING OF A QUOTA REFUGEE'S JOURNEY TO FINLAND AND THE INITIAL INTEGRATION PROCESS IN THE MUNICIPALITY.

between the different actors. **A shared understanding of how Finland and municipalities resettle quota refugees and of the initial integration steps reinforces a multisectoral and comprehensive integration process.** It also allows professionals from different basic services to reflect on what supporting integration means in their professional role and to see the value of their work for the integration of people into Finland.

The Refugee's Journey to the Municipality Training has been organized as tailored webinars in different parts of Finland in 2021–2022 under the Navigator 2.0 project. The webinars were organized in cooperation with integration specialists in municipalities and regions. The participants were professionals from various basic services, from early childhood education to libraries, from social and health services to teaching staff, police, Kela, TE and employment service specialists, organizations and parish employees. The feedback from the training courses has been good.

This guidebook has been produced as part of the Navigator 2.0 project implemented by the Finnish Refugee Council and IOM Finland, funded by the European Union's Asylum, Migration and Integration Fund (AMIF). The guidebook has taken into account feedback from participants in the Refugee's Journey to the Municipality Training and integration specialists.

The Refugee's Journey to the Municipality Training model was originally developed in a joint project between the Finnish Refugee Council, Diaconia University of Applied Sciences and IOM Finland, called Navigator – Towards Diversity in Municipalities in 2018–2021. An integration expert by experience also assisted in the development and implementation of the training model. More information, recommendations and a model programme are available in the project evaluation report².

² "Koulutus oli hyvä kokonaisuus – tällaista on kaivattu jo kauan." Finnish Refugee Council report on the Navigator project training for municipal employees (in Finnish): <https://finland.iom.int/fi/julkaisut>

THE REFUGEE'S JOURNEY TO THE MUNICIPALITY TRAINING

The aim of the training is to provide participants with an **overview** of the resettlement of quota refugees in Finland and the initial steps of integration in municipalities. The **infographic** used as training material is designed to support later recall, i.e. it can be referred to again after the training. The training follows the steps of the infographic, so it is a good idea to familiarize oneself with it before organizing the training.

The infographic is divided into two parts: the first part describes the steps before arrival in Finland and the second part, the steps after arrival in Finland. During the training, it is recommended to take a break between these parts. This will make it easier to understand the process and internalize the large amount of information.

The infographic has been created from the perspective of an adult quota refugee arriving in Finland. It also includes descriptions of the administrative process from the perspective of the Finnish authorities. The steps "Finland" and "Municipal placements" are administrative steps in the process, and the person arriving in Finland as a quota refugee does not deal with the Finnish or municipal authorities in these steps. However, they help to provide an overview and clarify the important role of the State and the municipalities in the process.

The infographic covers the key initial steps of integration during approximately the first year in Finland.

OBJECTIVE

The aim of the Refugee's Journey to the Municipality Training is to increase the participants' understanding of a quota refugee's journey to Finland and the initial integration process in the municipality.

The reasoning for the training is that it provides an overview which makes it easier to apprehend one's own professional role in supporting integration. In addition, it enables the various professionals in basic services to recognize the value and importance of their work as part of comprehensive and effective integration.

Integration is always a multi-level, multi-directional and also local process. However, for a person who has arrived in Finland, integration is always an individual process. It affects one's identity, i.e. one's perception of oneself, but also one's perception of the world and one's opportunities in life.

All encounters in the new home municipality and all basic services affect integration. It is therefore important to reflect on one's professional role and its importance in supporting integration.



EVERY ENCOUNTER CAN SUPPORT INTEGRATION

To support integration, municipalities have professionals who provide support in the initial integration steps. The job titles of integration support specialists can range from immigration coordinators to social workers and integration counsellors. Their specific expertise is invaluable to the progress of integration in the municipality – and beyond. But alongside their expertise, comprehensive integration also requires the skills and inclusion of other professional groups. Every encounter can build confidence in the new homeland.

A multiprofessional and local perspective enables comprehensive support for integration in the municipality. This requires that professionals in the various basic services and organizational actors are aware of their importance for integration. Integration does not actualize in just one office or service, but in every interaction of everyday life and in all basic services in the region. Therefore, every encounter can support integration.

At the beginning of integration, local people and professionals are like "windows" to Finland for the newly arrived. Each person can reflect on what kind of window to Finland and to their municipality they are opening for a client, patient, neighbour or student who is integrating. At the beginning of integration, **the way we encounter people** has important consequences for their integration in Finland.

WHY THE OVERVIEW OF A QUOTA REFUGEE'S JOURNEY?

People move to Finland for many different reasons and most of them do so for work, studies or family reasons. To put it simply, there are two types of immigration to Finland: **voluntary and forced immigration.**

Voluntary immigration includes moving to Finland for work, study or family reasons, as was already mentioned. Forced immigration is immigration to Finland on the grounds of refugee status. Refugees in this context are people who have been granted **international protection.** International protection refers

to refugee status or subsidiary protection status granted in Finland.

In practice, this means people and families who have arrived in Finland as selected quota refugees. It also covers people who, having arrived first as asylum seekers, have been granted a residence permit in Finland on the basis of a need for protection.

The training material, i.e. the infographic, is an overview of a quota refugee's journey, i.e. the steps before arrival in Finland and the first steps in the municipality. However, it is worth noting that the service needs are often the same as those of other migrated persons, especially at the beginning of integration.

A refugee's journey to Finland is a multi-step process, which is simplified in the infographic. In practice, however, there are more steps and their order may vary from individual to individual and from situation to situation.

When they arrive, refugees have a wide range of knowledge, potential and language skills. However, it is important to take into account that they **do not yet speak Finnish or Swedish** – and often not English either. Their knowledge of Finland is very limited, it may be incorrect or very fragmented. Consequently, **they do not yet possess the civic competences** necessary to function in Finnish society.³ In other words, the newly arrived refugees are faced with the unknown at the beginning of integration and many practical matters are unfamiliar to them.

The reason behind getting an overview through the infographic is also that the better we understand our clients' situation and circumstances, the better we can manage our core duties and see our work as part of the integration support continuum.

³ Civic competences in this context refer to the skills, knowledge and understanding needed to function as a member of Finnish society. Civic competences are needed so that people can also feel that they are active and full members of society, know their rights and comply with common laws and practices. Shared civic competences contribute to social cohesion and unity.

⁴ UN Convention 77/1968 Relating to the Status of Refugees, UNHCR.

THE RESETTLEMENT OF QUOTA REFUGEES HELPS THE MOST VULNERABLE

Under international instruments, Finland is committed to providing international protection to those in need. This commitment is based on the 1951 Geneva Convention Relating to the Status of Refugees⁴ and other international human rights instruments, as well as EU legislation.

Finland has been resettling quota refugees for over 40 years, since the late 1970s. Resettlement of quota refugees can therefore be considered a **well-established practice** of refugee reception in Finland. It is a legal process, and as controlled and secure as possible.

In addition, the Finnish resettlement process includes elements that can be seen as supporting early integration (for example, cultural orientation, residence permit with the right to work, Finnish social security coverage, right to health services and permanent rental accommodation).

A quota refugee is a person who has been selected to move to Finland under the Finnish refugee quota. But this does not yet explain what it means in practice. The infographic was created to illustrate this and will be followed in the training.



REASONS FOR FLEEING

The underlying causes for becoming a refugee are always **war, conflict and persecution**.

As a rule, refugees have witnessed the collapse of societal structures after a state has been plunged into conflict or war. The refugee journey may last for long periods of time. These experiences inevitably affect people's ability to **trust**.

Trust in society and in the institutions and values it has stood for has been shaken. Trust in the authorities and in fellow human beings has been broken. This loss of trust affects the need for integration support, often more significantly than religious or cultural factors.

Experiences of war and living in fear and insecurity also influence interaction after arrival in Finland. They influence how issues and communication are interpreted, for example

in encounters with the authorities and in basic services. **Words and terms can have very different meanings.**

It is important to bear in mind in one's own communication that at the beginning of integration, the meanings of concepts and words are not shared, and therefore the language and the communication skills of the authority and the professional are essential for integration.

Words such as **authority, elections, complaint, service or entrepreneurship** can mean very different things in practice from what is commonly meant by them in Finland.

From the point of view of integration, one of the main tasks of professionals and authorities is to **build trust**. Othering or emphasizing differences does not contribute to building trust. Instead, **interaction based on shared humanity** supports the development of trust between the client with a refugee background and the professional.

It is important to always be present as a professional, i.e. to remain in a professional role, but also to be available as a human being. A respectful, caring and friendly attitude is often passed on from one person to another, building trust in the service and in the new homeland. Humanity and dignity must be at the heart of all professional interactions.

War, conflict and persecution force people to leave behind their homes, familiar people and places, relatives, friends, pets – almost everything. Fleeing is a leap into the unknown, but the better – or the only – of two dangerous options.

FINDING REFUGE

For quota refugees, the refugee status can last for years. People often have to flee within their own country to a safer area first. In such cases, the desire to return may still be strong. But at some point, the threat of violence and death forces them to leave their country behind, and they continue to flee across borders. Globally, people flee to neighbouring or nearby countries in most cases.⁵

Therefore fleeing to safety often means many departures and arrivals, uncertainty, fear and changes of plans. It is often a long period in a person's life, with great losses and both difficult and good events.

There are many differences in the backgrounds of the refugees selected for Finland's quota – and of course **each person is an individual**. People arriving in Finland as quota refugees also have very different life experiences, depending on their age, status, educational background, individual capacity,



5 UNHCR, Refugee Data Finder 2022.

resources and other factors. Some have lived in an organized society in times of peace, studying and working in various professions. Some have fled to a country where they have lived in an urban environment. Others have had no opportunity to study in their country or have spent their entire lives in refugee camps. Refugees may belong to a minority or be particularly vulnerable for other reasons. In recent years, for example, Finland has resettled Congolese people from Zambia and Syrians from Turkey and Lebanon. Do these people have some common denominator? Perhaps only one: they are all survivors.

UNHCR, THE UN REFUGEE AGENCY

The most important actor in the field of international refugees is UNHCR, the United Nations Refugee Agency.⁶ UNHCR has an international mandate to assess and determine both the refugee status of a person and the need to be **resettled**, i.e. to become what is called a **quota refugee**.

To apply for international protection, a person who has fled their country of origin to another country must go to the UNHCR office in order to be resettled. UNHCR assesses

1. the person's refugee status and
2. their need for resettlement.

No one can seek asylum in Finland from abroad because asylum can only be sought at the Finnish border or within the borders. UNHCR initiates the asylum process if the criteria for resettlement are met in the person's situation. Resettlement may be considered if UNHCR determines that a person who has been granted refugee status cannot return to their country of origin or remain in the country to which they have fled.

In practice, UNHCR proposes refugees who cannot return to their country and cannot stay in their current location for resettlement in Finland.

Only a fraction of the world's refugees can get a new home country through resettlement. The number is affected by the number of receiving countries. In recent years, only around 25-30 countries in the world have a refugee quota. In addition, the size of the quotas (i.e. the number of people to be selected) varies from country to country and is decided annually in Finland too.

- UNHCR, the definition of a refugee in the 1951 Geneva Convention: <https://www.unhcr.org/1951-refugee-convention.html>
- Ministry of the Interior: asylum seekers, refugees, international protection: <https://intermin.fi/en/areas-of-expertise/migration/refugees-and-asylum-seekers>

6 United Nations High Commissioner for Refugees

FINLAND

Finland is committed to the 1951 Geneva Refugee Convention and the 1967 Protocol, having acceded to them in 1968. Finland started receiving quota refugees in the 1970s.

UNHCR proposes quota refugees to Finland and Finland handles the proposals independently. Finland chooses persons who are in need of international protection and resettlement.⁷

As a quota refugee, a resettled person cannot decide which country they move to. Thus, for example, they cannot choose Finland as their new home country – on the contrary, Finland chooses its own quota refugees.

The Finnish Parliament decides the annual number of quota refugees. In addition, the Government decides on the regional allocation of the refugee quota on the basis of a proposal prepared by the Ministry of the Interior, the Ministry of Foreign Affairs and the Ministry of Economic Affairs and Employment.⁸

A quota refugee selected for Finland must meet the requirements of Section 92 of the Aliens Act.⁹

THE SELECTION

The Finnish selection delegation selects people for Finland's refugee quota. The delegation, led by the Finnish Immigration Service, includes specialists from the Finnish Security and Intelligence Service (SUPO) and the Finnish Immigration Service (Migri), as well as an integration specialist.

The delegation interviews the persons proposed to Finland in person or remotely in the country where they are located. Selections are based on documentary information from UNHCR and interviews with refugees conducted by the Finnish authorities.

Around 10% of the annual quota is reserved for the resettlement of refugees classified as emergencies.¹⁰ The selection of emergency cases is carried out according to the same Finnish principles, but on dossier basis, without interviews, due to, among other things, urgent factors related to their safety and health.

Quota refugee selections are made on the basis of an overall assessment. Finland selects particularly vulnerable people.¹¹

Criteria for granting a residence permit under the refugee quota:

- 1) The foreigner is in need of international protection in relation to their country of origin;
- 2) The foreigner is in need of resettlement from the first country of asylum;
- 3) The conditions for reception and integration into Finland have been assessed; and
- 4) There are no obstacles for issuing a residence permit in accordance with Article 36.

- The Finnish Immigration Service's (Maahanmuuttovirasto) video material for the refugees moving to Finland in the resettlement programme can be found on the Finnish Immigration Service's YouTube channel in Arabic, Kurdish Kurmandz, Congolese Swahili, Tigrinya and English: <https://www.youtube.com/user/Maahanmuuttovirasto/playlists>

⁷ Ministry of the Interior 2022.

⁸ Ministry of the Interior 2022.

⁹ The main legal articles relating to the refugee quota are Sections 90, 91, 92 and 36 of the Aliens Act.

¹⁰ Ministry of the Interior 2022.

¹¹ Ministry of the Interior 2022.

RESIDENCE PERMIT

The Finnish Immigration Service grants refugee status in Finland and a personal residence permit to each quota refugee selected by Finland. At the same time, individual residence cards are ordered for everyone.

The residence permit card is a plastic card, about the size of a driving licence. It contains the person's photograph and fingerprints, name, personal identity number, type and duration of the residence permit.¹² Quota refugees are granted a continuous residence permit A for four years. This residence permit includes an unlimited right to work.¹³

- What information is on the residence permit card and what does it look like? See here: <https://migri.fi/en/residence-permit-card>
- More information on residence permits: <https://migri.fi/en/residence-permit>

CULTURAL ORIENTATION

Before travelling to Finland, cultural orientation training is organized for Finland-bound quota refugees in the country where they are staying.

Cultural orientation supports early integration, reduces culture shock and thus psychological stress.

The cultural orientation is organized in a project led by the Finnish Immigration Service with the support of the International Organization for Migration (IOM) in the countries where the Finland-bound quota refugees are located, e.g. Turkey, Lebanon or Zambia.

Cultural orientation provides information about Finland as a future home country: about society, basic services, cultures and everyday life, and about travelling to Finland. Participants will also get to familiarize themselves with the Finnish language.

The training will be held in the participants' own language or with interpretation. At present, the trainers are provided by IOM Finland and the Diaconia University of Applied Sciences. The training usually lasts three days.

Not all countries resettling quota refugees organize cultural orientation, but Finland has been offering these orientations since 2001.

Those arriving in Finland as emergency cases often do not have time to participate in cultural orientation. The material available for cultural orientation in several languages at <http://mof.fi/welcome> can be used to support their integration.

¹² Due to the COVID-19 pandemic, residence permit cards may be missing fingerprints and personal identification numbers, for example. In this case, after arrival in Finland, the quota refugee can apply for a personal identity number at the DVV and a new residence permit card at the Finnish Immigration Service. Read more at <https://migri.fi/en/home>.

¹³ The right to work is granted to anyone who is 15 years of age or older during the period of validity of the right of residence (Aliens Act, Section 78).



MUNICIPAL PLACEMENT

In Finland, municipalities have strong autonomy as administrative units, which is also reflected in municipal placements for quota refugees. **It is up to the municipality to decide whether to receive quota refugees, i.e. whether to offer them municipal placements.**

In practice, a municipal placement means that the municipality prepares for the refugees' arrival, for example by providing available and suitable rental housing for them and by supporting their integration into the municipality. The municipality is required to have an agreement on the placements with the Centre for Economic Development, Transport and the Environment (ELY Centre) and an integration programme approved by the municipal council. The integration programme can be the municipality's own or a regional programme.

The ELY Centre and the Finnish Immigration Service allocate quota refugees to Finnish municipalities that have decided to offer municipal placements for quota refugees. This means that a quota refugee cannot choose

their home municipality. People arriving as quota refugees are not housed in temporary accommodation or reception centres but can continue their integration in their own homes and municipalities.

People arriving as quota refugees cannot choose their own housing, but the municipality allocates it to them. The obligation to pay rent is the same as for all other tenants. If they wish, quota refugees can also move out of the accommodation or the municipality offered to them, just like any other resident.

Living in their own rented home in the municipality supports permanence, a sense of belonging and the opportunity to grow roots. **Home is therefore a key factor in the Finnish process of integration.**

- For more information, materials and events to support integration in a multisectoral way, visit the website of the Centre of Expertise in Immigrant Integration at the Ministry of Economic Affairs and Employment: <https://kotoutuminen.fi/en/frontpage>

The State reimburses municipalities for the costs of resettlement

The reimbursements are divided into imputed and actual costs. Reimbursement is subject to an integration programme in accordance with the Integration Act and an agreement with the ELY Centre.

Expenses such as interpretation and translation costs, initial assessments, and social assistance paid by the municipality are among the costs that can be reimbursed.

- The state reimburses the costs of receiving refugees and promoting integration: <https://kotoutuminen.fi/en/compensations-to-municipalities>

PREPARATION IN THE MUNICIPALITIES

Once the municipality has decided to resettle quota refugees and has received information about their arrival, the municipality will begin preparing for the reception.

Most municipalities have a separate integration services unit or equivalent, and often also an immigration coordinator who coordinates the reception of refugees, the network of actors, service guidance and integration.

The municipality works closely with the Finnish Red Cross (SPR) on arrival arrangements.

A video series on the reception of quota refugees published by the Sylvia project of the Ministry of Economic Affairs and Employment (TEM) can be found on the YouTube channel of the Centre of Expertise in Immigrant Integration (in Finnish) – **Kiintiöpakolaisten vastaanotto kuntaan:**

<https://youtube.com/playlist?list=PLNaLxIh7c29Ahb3degIIcAXb6cWqhoUzE>

- Trailer
- Kiintiöpakolaisten vastaanotto kuntaan: Valinta (1/3)
- Kiintiöpakolaisten vastaanotto kuntaan: Saapuminen (2/3)
- Kiintiöpakolaisten vastaanotto kuntaan: Saran tarina (3/3)

More information on the videos: <https://kotoutuminen.fi/en/sylvia-project>

IOM ASSISTS WITH THE TRAVEL ARRANGEMENTS

The International Organization for Migration (IOM) is a global organization specializing in migration and has been part of the UN system since 2016. Finland has been a member state of the IOM since 1991.¹⁴

IOM has many offices around the world. IOM, together with other international organizations where necessary, assists Finland-bound quota refugees in obtaining the documents they need to leave the country and to travel. IOM also provides guidance on preparing for the journey and logistical support.

JOURNEY TO FINLAND

IOM staff can be present at layover airports to guide quota refugees arriving in Finland to the right connecting flights, if necessary. In Finland, the refugees are met by a Finnish Red Cross volunteer and often also by a municipal employee.

¹⁴ Find out more about IOM's activities on the IOM Finland website: <https://finland.iom.int> and the main website: <https://www.iom.int>

ARRIVING AT THE NEW HOME

For many people, the day they arrive in Finland is a bit like a "second birthday". People often remember the exact date, which underlines the importance of the arrival. It marks a significant turning point in a person's life. It is the day when, in a very concrete sense, they are handed the keys to a new home and a new beginning.

In practice, the physical journeys to find refuge end at the doorstep of the new home. The refugee has become a municipal resident – with all the same rights and obligations as everyone else. From that point of view, it is also important that the new resident is informed of their rights and obligations as soon as possible in the initial phase of integration.

Often the newly arrived are tired from the journey, so on the day of arrival they are escorted home, given a brief tour of the apartment and, for example, the essential electrical appliances are explained with the help of a public service interpreter. More specific and essential housing guidance is left for later.

From the professional's point of view, it is important to note that although the physical journeys have ended, the psychological and mental fleeing remains. This can mean different things to different people. Being a refugee also challenges a person's identity and can cause a sense of being an outsider in the new environment. Supporting humanity, municipal residency, and other shared aspects of identity can help to move away from a self-image built on being a refugee. It is important to support permanence, belonging, inclusion and mental well-being through interaction.

Each person has many stories. Being a refugee is a significant experience and time in a person's life, but it should not be the only story about anyone.



- The Sininauhasäätö foundation's small glossary of housing and social security for the newly arrived and interpreters is available in Finnish, Arabic, Kurdish Sorani, Congolese Swahili and Tigrinya: <https://www.sininauhasaatio.fi/toimintamme/maahanmuuttajatyo/maahanmuuttajien-asumisen-tuen-materiaalit>



MEETINGS WITH THE BASIC PUBLIC AND INTEGRATION SUPPORT SERVICES START

The initial stage of quota refugee integration requires a lot of practical guidance through interpreters and outreach work.¹⁵

In the early stages of integration, the systems and practices of Finnish society are foreign to the newcomers and they do not speak Finnish or Swedish yet. Consequently, obtaining official and correct information independently is challenging for them, but the need for that information is great.

Many things take a lot of time in the beginning, but the provided support, guidance and advice will pay off later. The initial stage involves many necessary visits to the authorities and requests for information. In Finland, the process takes place very much in writing: numerous forms and attachments must be filled in. These are available in Finnish and Swedish, sometimes in English, but not in

the languages spoken by the newly arrived quota refugees.

However, dealing with registrations and other bureaucratic issues is both unavoidable and necessary. Having things recorded correctly from the start avoids misunderstandings and errors in the future.

It is worth considering how you can support integration in your own work by building trust. Clients, patients, students and their parents often come to trust authorities and professionals in the context of basic services and in their everyday lives.

¹⁵ The Supporting Integration with One's Own Language Handbook includes a separate chapter on working with an interpreter and a useful checklist. Download the handbook here: <https://finland.iom.int/publications>

Checklist for client work in the early stages:

- Explain who you are and what you do – job titles do not always reflect job content.
- Explain the information you need and why you need it – justify and clarify.
- Always treat people as individuals and not as representatives of their culture.
- Always book a public service interpreter when you do not share a common language with your client at a sufficient level.
- Meet with families together but also the adults separately.
- Allow enough time for client work.

Useful links to support your work:

- The Culturally Sensitive Interview on Parenting method: <https://urn.fi/URN:ISBN:978-952-343-652-7>
- Perhe yhtenäiseksi – perheterapeutista tukea pakolaisperheille (in Finnish): <https://innokyla.fi/fi/toimintamalli/perhe-yhtenaiseksi-perheterapeutista-tukea-pakolaisperheille>
- The Finnish Red Cross' Integration Timeline infographic (French, Arabic, Somali, Russian, Finnish, Swedish, English): <https://rednet.punainenristi.fi/kotoutumiskaari>
- Video by the Finnish Red Cross about a family's arrival in Finland as quota refugees (3:37 min, in Finnish): <https://youtu.be/wehBhuyZFEY>
- Information about Finland in several languages: InfoFinland, <https://www.infofinland.fi>

Dealing with challenging issues is also demanding for professionals. There are many good approaches. Anita Novitsky, Multicultural Specialist at Väestöliitto, has proposed the following guideline for respectful discussion: Respect, Listen, Ask, Thank.¹⁶



¹⁶ For more information, see Väestöliitto's material for immigrants and professionals: <https://www.vaestoliitto.fi/en/immigrants/>

DIGITAL AND POPULATION DATA SERVICES AGENCY

The Digital and Population Data Services Agency (DVV)¹⁷ is an important service provider after arrival in Finland. The DVV promotes the digitalization of society, secures access to data and provides services for people's life events.

In Finland, all moves, including immigration, must be notified by the person concerned. However, the notification of move into Finland from abroad cannot be made in writing only, as is the case with a notification of move within the country. When moving to Finland for the first time, the person **must register personally** with the DVV. When registering, the municipality of residence is recorded and, if necessary, an application can be made for a personal identity number if one has not been issued previously.

As a general rule, all personal documents, such as legalized, original birth and marriage certificates and their translations and other official documents should be taken to the DVV appointment. It is always a good idea to check with the DVV before making an appointment for more detailed instructions.

- Digital and Population Data Services Agency: <https://dvv.fi/en/individuals>
- As a foreigner in Finland: <https://dvv.fi/en/as-a-foreigner-in-finland>

KELA

People covered by Finnish social security can apply for financial support in different life situations from the Social Insurance Institution of Finland (Kela).

A person who has arrived in Finland as a quota refugee is entitled to Finnish social security. Therefore they need to apply for a personal Kela card upon arrival in Finland. At this stage, few newcomers have online banking IDs with which they can submit their applications electronically, so they have to submit their Y77 forms to Kela in paper form.

For most, all of their assets have been left behind or have been used up during their refugee journeys, but this is not the case for all. Some benefit applications to Kela require the declaration of assets. Again, it should be noted that a refugee may not have the confidence to trust the authorities because of their experiences. It is important to explain Kela's role as an institution for the Finnish population and the different life situations for which financial support is available. It is also important to explain why they are being asked for information on their assets and what the information is used for, as well as the possible consequences of providing false information. It is possible to receive some of Kela's benefits despite having assets, as the eligibility criteria vary. Transparent and informative guidance with the help of a public service interpreter increases trust towards the authorities.

- More information on the Kela website: <https://www.kela.fi/web/en>
- Y77 form (notification of moving to Finland): <https://www.kela.fi/web/en/forms> – Moving to or from Finland
- Kela's material in several languages on e.g. social assistance in Arabic, Persian (Farsi), Somali, Kurdish Sorani, Estonian and Russian: <https://www.kela.fi/web/en/other-languages>

¹⁷ The Digital and Population Data Services Agency was launched on 1 January 2020 with the merging of the Population Register Centre, the Local Register Offices and the Steering and Development Unit for the Local Register Offices, which operates at the Regional State Administrative Agency of Eastern Finland.

HEALTH EXAMINATIONS

Initial health examinations are an important step in the resettlement process when arriving in Finland for the first time as a refugee. Health and well-being are key factors in integration.

Before people arriving as quota refugees can start day care, school or integration courses, it must be ensured that their health status has been assessed and any necessary treatment and medication received.

First encounters with health care professionals are also important in building a sense of trust and belonging.

However, health can be associated with many different perceptions and even stigmas. It is useful to talk about health as a multidimensional phenomenon: physical, mental and social. The impartiality of health professionals is an important source of encouragement: patients or clients are not blamed and everyone receives the same quality of care.

The **initial health examination** usually involves an initial personal interview to assess health status, laboratory tests and a thorax X-ray (chest radiograph) to detect pulmonary tuberculosis. Oral health is an important part of the initial health examination. If necessary, the client should be referred to specialist medical care, a maternity and child health clinic or other health services as required.

The initial interview should

- take into account the individual impacts of both personal history and refugee background;
- always be conducted with the help of a public service interpreter; and
- be conducted individually and separately for each adult.



The most important thing is that the client feels safe.

Health issues can be difficult and may involve traumatic events. The health care professional should allow sufficient time to address them and prepare the client for the questions instead of just getting straight to the point. At the beginning, it pays off to be calm, friendly and present in the moment, and ask how the client is doing.

At the appointment, the health professional should explain their professional role, what will be asked and examined and for what reason, and where the information will be stored. In order to build trust, it is a good idea to explain who has access to patients' medical records.

When asking about experiences of violence, the health professional should also ask about sexual violence. This information should be inquired regardless of gender. Mental health and substance abuse should also be addressed regardless of background, beliefs or other factors. When it comes to children, their wellbeing and their best interest should be prioritized.

A term can have several meanings. It is therefore important that the professional always explains what they mean, for example in relation to examinations, diagnoses and medicines.

A public service interpreter interprets what a professional says, but it is not part of their job to give health information. The health care professional provides the client with the right information, enabling understanding and inclusion in the interaction. It is through shared meanings that the client can commit to the care plan.

Referrals to laboratory tests and pharmacy prescriptions also need to be explained at a practical level, i.e. where to go and what to do, and so on. 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. There are no interpreters in pharmacies. If the client does not yet have a Kela card at the initial stage, they will need to verify their identity by other means. A relative, acquaintance or child should not be used as an interpreter, especially in health matters where confidential and often sensitive and personal information is involved.

Good oral health is an essential part of well-being and general health. That is why a dental check-up is an important part of the initial health examination. Many newly arrived people with refugee backgrounds have not had access to a dentist for years or perhaps never during their lifetime.

It is a good idea to discuss the equipment and methods of oral hygiene with the patient at the beginning and to assess the situation in conversation, unless the pre-information

forms are available in the client's language. For example, toothbrushes and toothpaste are not used everywhere in the world. It is therefore advisable to use open-ended questions, such as "Tell me how you take care of your mouth and teeth."

People with refugee backgrounds may have experienced serious violence or torture, so **the most important thing is a safe, calm and friendly atmosphere in the consultation, and the opportunity to ask questions and contribute to their personal oral health care.**

The support and guidance on prescriptions and treatments provided by a professional through a public service interpreter is essential. The results of tests must also be explained through interpretation, including further guidance where necessary. This not only engages the client and prevents malpractice, but also contributes significantly towards the client's confidence in Finnish society as a whole. It also gives a sense of security in that help, care and medicines are available, and that there is no need to try to obtain them elsewhere.

More information on health:

- THL's Migration and Cultural Diversity provides comprehensive information for professionals: <https://thl.fi/en/web/migration-and-cultural-diversity>
- Filha's material on tuberculosis in several languages: <https://tuberkuloosi.fi/en/>
- KANTA instructions for a literate patient or client (including Arabic, Somali, Kurdish Sorani, Estonian, Russian, English, Swedish, Finnish and Sami languages): <https://www.kanta.fi/other-languages>
- KANTA brochures are available from the material bank (including Arabic, English, Somali, Sorani, Estonian, Russian): <https://www.kanta.fi/en/brochures>
- Material in several languages by Fimea and the National Medicines Information Network on the safe use of medicines: https://www.fimea.fi/web/en/for_public/correct-use-of-medicines/instructions-for-the-safe-use-of-medicines
- Mental health screening for quota refugees at the initial health examination (2021, policy in Finnish): <https://innokyla.fi/fi/toimintamalli/kiintiopakolaisten-mielenterveyden-kartoittaminen-alkuterveystarkastuksessa>
- Mental Health for Migration – video series for refugees: <https://thl.fi/en/web/migration-and-cultural-diversity/immigrants-health-and-wellbeing/mental-health-of-immigrants/mental-health-for-migration-video-series-for-refugees>
- Material by Serene, including initial information on mental health for quota refugees and asylum seekers: <https://www.mielenterveysseurat.fi/turku/materiaalit/serenen-materiaalit>

POLICE

An identity document that is acceptable in Finland is necessary for dealing with the Finnish authorities and for everyday activities. **Foreigners' identity cards are applied for at police stations.**

An identity card can be issued if the person is a foreigner permanently residing in Finland, registered in the Population Information System and has a valid residence permit or residence card or their right of residence has been registered.

The foreigner's identity card may be issued for a maximum period of five years and may not exceed the period of validity of the residence permit or residence card. An identity card issued to a foreigner cannot be used for travel, i.e. **it is not a travel document**. Moreover, it can only be applied for at the Finnish Police and not, for example, at a Finnish diplomatic mission abroad.¹⁸

A valid passport or identity card must be presented when applying for a foreigner's identity card. If the person has neither of these, a valid residence permit card or residence card must be presented. The authority receiving the application may then take the applicant's fingerprints and compare them with those stored on the chip of the residence permit card or residence card in order to verify identity. The nationality code on the foreigner's identity card is XXX.¹⁹

- Foreigner's identity card: <https://poliisi.fi/en/how-to-apply-for-an-identity-card>

THE FINNISH IMMIGRATION SERVICE (MIGRI)

A person who has arrived in Finland as a quota refugee applies for a passport at the Finnish Immigration Service. A quota refugee often does not have a passport issued by their own country, or it may expire soon after arrival in Finland, or the Finnish authorities may not recognize the passport of the country concerned. It is therefore important to apply for a passport fairly soon after arrival in Finland.

A person who has arrived in Finland as a quota refugee can obtain a refugee travel document, known as the "green passport", from the Finnish Immigration Service. The passport's colloquial name is derived from its colour: **the refugee travel document is a green passport**. The Immigration Service – not the police – provides the services concerning refugees' passport matters.

The passport application is completed by appointment at a Migri service point. The applicant will need to bring their identity and residence permit documents, money or a Kela voucher and recent passport photos.²⁰

Those who arrive as quota refugees may also have a passport from their country of origin but they are not referred to the embassy because they have fled their country's authorities and sought protection in another country. Finland has decided to grant them (international) protection, so they go to the Finnish authorities, the Finnish Immigration Service, for passport matters.

- Travel documents: <https://migri.fi/en/refugee-travel-document>
- Family reunification: Migri.fi/en – Permits and citizenship – Moving to Finland to be with a family member – [Income requirement for family members of a person who has been granted international protection](#)

¹⁸ Finnish Police, 2022.

¹⁹ Finnish Police, 2022.

²⁰ Passport photos must not be more than 6 months old.

APPLICATIONS TO EARLY CHILDHOOD EDUCATION AND ENROLMENT IN SCHOOL

It is often thanks to the Finnish day care and school system and trained professionals that children integrate well. For parents, however, early childhood education and supporting their children's education can pose significant challenges.

Getting to know the school, getting information and building trust between staff and parents are key. This requires working with a public service interpreter. Making the school environment, physical facilities and practices more tangible helps parents to trust the educational institution and the educational and teaching staff.

Many things we take for granted in Finnish society do not always appear in the same way to newly arrived people with refugee backgrounds.

Day care and school information sessions, visits and parent-teacher conferences through interpretation or in different languages support parenting and help build mutual understanding and trust between parents and professionals. Some day care centres and schools have recruited multilingual counsellors to support integration, parenting and children's well-being.

Many things, such as warm meals at day care and school, can be new concepts. In addition, the meaning of e.g. mud pants, recess, subjects and the role of the teacher may be unclear at the beginning. Parents may even be under the impression that teachers are allowed to use violence against children. This is why it is important to have the right information about society, early childhood education and the school environment.



Useful links for education and teaching professionals:

- Finnish National Agency for Education, "Kielitietoinen opetus – kielitietoinen koulu" (in Finnish): Oph.fi – Tilastot ja julkaisut – Opetushallituksen julkaisusarjat – Aiheet/teemat: Kotoutuminen: [Kielitietoinen opetus – kielitietoinen koulu | Opetushallitus \(oph.fi\)](https://oph.fi/)
- DIVED project, "Kieli- ja kulttuuritietoinen opetus" (Linguistically and culturally responsive pedagogy, in Finnish): [Sukella kieleen ja kulttuuriin – Sukella kieleen ja kulttuuriin \(dived.fi\)](https://sukella.fi/)
- Turku Teacher Training School, "Kielitietoinen koulu" (Linguistically responsive school, in Finnish) <https://sites.utu.fi/tnk/kielitietoinen-koulu>
- On a journey with a multilingual student: <https://monikielisenoppijanmatkassa.fi/materials-in-english/>
- Finnish institute for health and welfare (THL), Culturally diverse early childhood education: Thl.fi – Topics – Migration and cultural diversity – Immigrants' health and well-being – Mental health of immigrants – Mental health in services: [Early childhood education and care](https://thl.fi/en/early-childhood-education-and-care)
- Familia ry – [Tools For Speaking About Racism and Discrimination: a Guide for Families and Professionals \(familia.fi\)](https://familia.fi/)
- A festive calendar where you can find information on festivities and fasting times (in Finnish): <https://juhlakalenteri.fi>

BANKING

Refugees need to open a bank account and request online banking IDs as soon as possible. Accepted identity documents must be checked with the bank. Using online banking IDs can be challenging in the beginning. For many, integration requires not only learning the language and civic competences, but also digital skills.

Refugees should also get home insurance as soon as possible after arrival. Some banks also offer home insurance, so the bank appointment should be long enough for taking out insurance as well.

THE INTEGRATION PERIOD

The integration period is always individual, but in Finland it is usually three years in practice. The integration period can last up to five years if there is a particular reason.²¹ For quota refugees, it can be four years due to, for example, the financial support that the municipality receives from the State.

However, integration as a **lived process** cannot be "over" in three years from an individual's point of view. In addition to the receptiveness of society and the municipal services, integration is influenced by the person's individual characteristics and capacities, such as age, health and social relations.

The use of public service interpreters is not limited to the integration period. In order to ensure equality, authorities must always request a public service interpreter when they do not share a common language with the client or when the client's language proficiency is not at a sufficient level considering the matter at hand. **In a language that a person is currently learning they can say what they know, but in their native language they can say anything they want.**

The people being integrated are, in a sense, covered by two separate integration support systems. During the integration period, they can receive integration support services from both the municipality and the TE services if they are an unemployed jobseeker, or only from the municipality if they are not a jobseeker with the TE services or employment services.²²

Resources on public service interpreting:

- Finnish Association of Translators and Interpreters (SKTL) – Code of conduct for public service interpreters (in Finnish): sktl.fi – Kääntäminen ja tulkkaus – Työkalupakki ammattilaiselle ja asiakkaalle – [Asioimistulkin ammattisäännöstö 2021 – Suomen kääntäjien ja tulkkieliitto \(sktl.fi\)](#)
- THL – Working with the assistance of an interpreter: thl.fi – Topics – Migration and cultural diversity – Support material – Good practices – [Working with the assistance of an interpreter \(thl.fi/en\)](#)

²¹ At the time of writing, the Act on the Promotion of Immigrant Integration 1386/2010 is still in force.

²² At the time of writing this guidebook, Finland is implementing local government pilots on employment, in which some municipalities are included. In the municipalities participating in the pilot, employment services are provided by the municipal employment services instead of the TE services. See e.g. [Local government pilots on employment – website of the Ministry of Economic Affairs and Employment of Finland \(tem.fi/en\)](#)

ADULTS BELONGING TO THE WORKFORCE – TE SERVICES OR MUNICIPAL EMPLOYMENT SERVICES

In the Finnish system, people who have arrived as quota refugees and are 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, they are referred to the municipal employment services.

Those who have arrived as quota refugees become unemployed jobseekers upon registration by the TE services or employment services. They are subject to an initial assessment and a first integration plan. Usually, the first integration plan is drawn up for an initial period of one year.

Normally, new immigrants are directed to **integration training**, which in Finland is mainly carried out as labour market training. This therefore excludes those who are not clients of the TE Office or employment services. Integration training includes Finnish or Swedish language teaching and other teaching that promotes access to working life, further education and civic competences.

Integration training provides information about society and working life. Information is usually given in Finnish or Swedish, despite the fact that people do not yet have a good command of the local language at the beginning of their integration. For job-seekers undergoing integration training, there is a growing trend to offer orientation in their own languages, for example in Arabic, Dari or Somali.

- [Finlex.fi/en](#) – Legislation – Translations of Finnish acts and decrees – 2010 – 1386/2010 English – Act on the Promotion of Immigrant Integration, Sections 9 and 10 – Initial assessment: [Act 1386/2010 on the Promotion of Immigrant Integration – Translations of Finnish acts and decrees – FINLEX ®](#)
- Information on the initial assessment (in Finnish): <https://kotoutuminen.fi/alkukartoitus>
- [Finlex.fi/en](#) – Legislation – Translations of Finnish acts and decrees – 2010 – 1386/2010 English – Act on the Promotion of Immigrant Integration, Section 12 – Right to an integration plan and duration of the integration plan: [Act 1386/2010 on the Promotion of Immigrant Integration – Translations of Finnish acts and decrees – FINLEX ®](#)
- Information on the integration plan (in Finnish): <https://kotoutuminen.fi/kotoutumissuunnitelma>



ADULTS OUTSIDE OF THE WORKFORCE – THE MUNICIPALITY

Not all people arriving in Finland as quota refugees are covered by the TE services or municipal employment services. For example, stay-at-home parents, children and young people, pensioners or caregivers are not eligible for integration training provided by the TE services. However, like all municipal residents, they are entitled to municipal services. In this case, an initial assessment and integration plan will be carried out by the municipality for all newcomers entitled to it. **The role of the municipality is particularly important in supporting the integration of these people and families.**

It depends on the municipality how integration support is implemented in practice. This depends on the municipality's strategy and the integration programme linked to it, as well as on the municipality's activities and cooperation in the field of integration, for example, to promote language learning and civic competences. The provision varies from one municipality to another and from one period to another. In this respect, the importance of multisectoral cooperation is highlighted.

EVERY ENCOUNTER CAN SUPPORT INTEGRATION AND BE A RESTORATIVE EXPERIENCE FOR A PERSON WITH A REFUGEE BACKGROUND.

AUTHORITIES AND OTHER MUNICIPAL EMPLOYEES, VOLUNTEERS AND ORGANIZATIONAL ACTORS BUILD THE IMAGE OF FINLAND AND CAN ALL CONTRIBUTE TO A SENSE OF SECURITY AND BELONGING.

Useful links to support integration and client work:

- National website for searching and publicizing integration support activities (in Finnish): <https://kotoutumisentukena.fi>
- ELY Centre's material in various languages by topic: [Kotoutuminen.fi/en](https://kotoutuminen.fi/en) – Services – Language and customers – Multilingual materials: [Multilingual materials support integration – Kotoutuminen](#)
- The Civic Orientation Model developed by the Finnish Refugee Council is freely available. More information and textbooks in several languages can be downloaded from the website: www.yhteiskuntaorientaatio.fi
- The Looking for a Job? leaflet for quota refugees is available in Tigrinya, French, English, Arabic, Congolese Swahili, Swedish and Finnish: <https://finland.iom.int/publications>
- Website of the Occupational Safety and Health Administration in Finland – As a foreign employee in Finland, available in several languages: <https://www.tyosuojelu.fi/web/en/about-us/publications/as-a-foreign-employee-in-finland>
- Guides by the Finnish Institute of Occupational Health in several languages. Working in Finland – information for immigrants in 13 languages: <https://www.ttl.fi/en/themes/tyoelaman-muutos/monimuotoinen-tyoelama/working-finland-information-immigrants-13-languages>
- Supporting integration with one's own language. A handbook for professionals: <https://finland.iom.int/publications>



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 the person who is integrating.
4. In the work of public authorities, 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.

FOR THE TRAINING ORGANIZER

The Refugee's Journey to the Municipality Training can be organized in different ways. It can be delivered as an in-person training, as a webinar or in a hybrid format where some people take part in the event remotely and others on-site. The programme and duration of the training can be adapted to the target group and the situation.

The Refugee's Journey to the Municipality Training can be implemented with different emphases. You can first provide an overview and then, for example, focus on health issues if you include a presentation by a health expert.

Here are some key points to consider to ensure that the training is a good experience for all involved.

THE BENEFITS OF REMOTE TRAINING:

More participants

Participants from several fields

Broad regional coverage

Local and thematic insights

Economy and ecology

- More people from different sectors can participate, as there is no need to travel to a physical training location, as is the case with in-person trainings. This allows for a multisectoral perspective and coverage.

- It also allows more people from a wider geographical area to participate, which contributes to the exchange of good practices and knowledge in the region or beyond.
- If you want to hear local and thematic insights as part of your training, it is easier for speakers to join a webinar than to travel long distances.
- As participants do not need to travel, a webinar is a more ecological option than an in-person training.
- There is no need to procure catering or rent facilities for a webinar, so it is a more economical option. Of course, you can print and send material to the webinar participants in advance or afterwards, which will incur costs.

THE BENEFITS OF IN-PERSON TRAINING:

Dialogue
Participatory methods
Effective communication
Networking

- An in-person training allows for a more fluid discussion and participation than a webinar, with a wider range of communication. Both trainers and participants can communicate more openly without the technical constraints of webinar platforms and participants' varying levels of familiarity with them.
- Dialogue is easier to use as part of training and participants can get to know each other, work in groups and network. Presence increases reciprocity.

A training in hybrid format has the advantages of both remote and in-person trainings. In practice, a hybrid training can mean that the trainer is present with some of the participants and the event is streamed so that it can be followed remotely. Another option is that the trainer is also remotely connected while some of the participants are in the webinar and some are together in one or more physical locations without the trainer. In this case, several people can participate in the webinar with one ID and follow the presentations.

The different delivery methods have a significant impact on the experience of the participants. Webinar streaming can reach

participants in a broader and more diverse way. If many participants are watching the webinar remotely from the same location and the trainer is also remote, it may be difficult for participants to comment or ask questions. Designing hybrid trainings requires more detailed planning and staff than training that is clearly either in-person or remote. For example, additional measures need to be taken to ensure the safety of participants in physical locations if the trainer is not in the same location.

The organization of training can be divided into three stages: tasks before the training, during the training and after the training.

BEFORE THE TRAINING

The participants' understanding of the Refugee's Journey to the Municipality Training will largely depend on whether they are already familiar with the topic. The most important thing is to provide everyone with an overview and coherent **basic information**. Depending on the interest and feedback of the participants, further training can be planned.

In remote implementation, it is important to learn the technical aspects and to assess which functions, web platforms and applications to use and how. It is also a good idea to think in advance about factors that will help participants to concentrate and create a relaxed and psychologically safe atmosphere. This guidebook contains some exercises that can be used as part of the training.

After learning the content of the training, the available resources must be assessed in relation to the objectives of the training. For example, if the training duration is short, objectives and methods need to be prioritized.

Target audience and objective

Who is your audience? It is important to know from the outset who the target audience is, i.e. for whom you are organizing the training. A multiprofessional group of participants requires a slightly different approach than a group of experts in one's own field. For example, the use of professional terminology can be a factor influencing the participants' experience of inclusiveness and their understanding of the content. If you use a lot of terminology from your own field, participants from different fields may feel disregarded or that the topic is not relevant to them. It is also important to recognize the participants' own skills and expertise.

What is your objective? The objective of the training should be clear and simple, general and short. The main objective is an increased understanding of the quota refugee's journey to the municipality. In addition, the objectives of multiprofessional training can be, for example, to understand that 1 – the work of all professionals is important for integration, 2 – the working methods of all professionals and the way they encounter people have consequences for integration and 3 – building trust is a prerequisite for integration.

It is a good idea to set out objectives at the beginning of the training, and return to them at the end. In other words, the goals are verbalized first and then reiterated at the end. It is a good idea to link the objective to feedback, if feedback will be collected. This will enable the training organizer to assess how the training objectives were achieved.

Core message? Every encounter has consequences and implications for integration. At the end of the training, at least the core message should be repeated and the main points summarized.



Contacts and communication

The best way to organize the training is through cooperation between, for example, the ELY Centre, the municipality and organizations. In this way, the different activities and tasks can be divided according to, for example, interests or skills, from communication to technical matters. However, it is advisable for one operator to take the lead and take responsibility for communication.

If you are conducting the training independently, make use of the software and technical tools you have at your disposal and the knowledge and skills you have. If you are working independently, you may have more flexibility in your arrangements, as there are less people with whom you will need to align schedules. However, it may be best to work with a partner to guarantee smooth communication and continuity in case of absence.

Presentation

Make use of the checklist at the end of this guidebook and the ready-made presentation slides published by the project.

It is a good idea to use photographs and illustrations in the presentation to help participants to understand and memorize the message. When using images, always respect copyright and credit the photographer as required by the licences. Photographs in which people can be identified should not be used to protect privacy unless there is written consent to take the photographs and use them publicly, and there is no other impediment to their display. Free image banks are a good option.²³

In addition to the presentation, familiarize yourself with the technical features of the platform you will be using for the webinar so that you can create questionnaires and group rooms in advance if necessary. Questions asked during the presentation will liven up the training and help you to focus. If you wish, you can distribute the presentation slides in PDF format to those who have registered via email in advance.²⁴

²³ The Navigator 2.0 project has also published a ready-made presentation that can be used in the Refugee's Journey to the Municipality Training: <https://finland.iom.int>

²⁴ The presentation can be sent as a PDF with space for the participant's notes.

DURING THE TRAINING

At the beginning, when all participants are welcomed, it is a good idea to introduce the trainer and any training team, the organizers and any other speakers.²⁵

It is a good idea to present the programme at the beginning. If you are running a webinar, you should start with a guide on how best to communicate, i.e. which functions to use. This will increase inclusion, as everyone is not familiar with the different remote work platforms.

Before getting into the actual topic, it is a good idea to provide an introduction and openly explain the objective of the training. It is also a good idea to start by explaining the importance of the topic, i.e. why it is useful to know about the resettlement of quota refugees in Finland and in the municipality and about the initial phase of integration.

It is also a good idea to acknowledge participants in some way at the beginning. An important part of the message and aim of the Refugee's Journey to the Municipality Training is the importance of a multisectoral approach and its value for comprehensive integration. It is useful to try to illustrate this message at the beginning of the training. If there is not enough time for introductions, people can introduce themselves in smaller groups or answer a webinar questionnaire on the sectoral perspective from which they are taking part in the event. The questionnaire can be made anonymous so that participants can see the percentage or number of professionals from different fields.

The training should be divided into two parts: the stages before and after arrival in Finland. There should be a break in between to maintain the participants' concentration and interest and to enable them to absorb new information.

Verbal communication is an important part of successful education. **Use clear language and explain all terminology related to integration and your profession.** You can easily enliven the training with examples or anecdotes told in a way that does not identify clients or others, but which emphasize the point you are making. The use of anecdotes and examples have received positive feedback from participants.

Time should be set aside at the end of the training for comments and questions from participants. You should prepare a list of links to suitable sources of additional information to share in the webinar chat. The questions are also good feedback for the trainer, as they provide information on participants' informational needs and perspectives that can be taken into account in subsequent trainings. However, it is not possible or necessary to know everything, but it is good to acknowledge and respond to each question so that participants feel they have been heard.

At the end of the training, return to the objective. If possible, summarize the key messages in one slide. It is also worth asking participants if they have anything to add to the summary. At the very end, you could summarize the core message of the training on one slide, for example: **The whole municipality supports integration!**

Towards the end of the training, you can already distribute the feedback form to the participants, or a link to it if the training is a webinar. Feedback can be collected anonymously, which can encourage participants to give feedback. The feedback form should include questions about the objectives of the training, so that you can assess whether the training has achieved them. For example, if the aim is to increase understanding of the resettlement of quota

²⁵ Feel free to use the Navigator 2.0 project material. It already features the logo of the project partners and the sponsor (AMIF) to identify the source. If you are combining the materials as part of the training of another project, municipality or organization, it is also recommended to specify them separately.

refugees in Finland, you can ask about it directly in the feedback form as a statement: "My understanding of the resettlement of quota refugees in Finland increased". Participants can then react to this statement, for example, on a scale of 1 to 3, where 1 is "Not at all", 2 is "I am not sure" and 3 is "Yes". There are a wide range of options for collecting feedback remotely – you should familiarize yourself with them and, if necessary, ask your employer about their use, for example in terms of data security. You can also send a feedback link by e-mail afterwards if you have obtained the participants' permission to do this (for example, in the registration form). If you prefer, you can distribute a list of additional links or other material. You can also ask participants what kind of further training they would like to receive or request their feedback directly about your own ideas.

AFTER THE TRAINING

After the training, a thank-you message with a link to the feedback form can be sent to the participants. The permission to send the email can be included in the privacy statement of the registration form. The e-mail can also be sent in such a way that the recipients' e-mail addresses are hidden and therefore not visible to other recipients. It is advisable to mention the deadline for providing feedback in the email. The email can also be accompanied by additional material related to the training. If the presentation slides are distributed, the trainer's own notes can be removed and then the presentation can be distributed in PDF format.

The steps of the training (the order may vary):

- an initial "warm-up" creates a sense of security and inclusion
- introduce the topic (the objective of the training and why it is important)
- divide the presentation into two parts (steps before and after arrival in Finland)
- include a break to ensure concentration and internalization of information
- finish with a summary (key points that were covered)
- allow time for comments and questions at least at the end of the training
- repeat the objective (to check if the participants' understanding increased)
- collect feedback
- collect feedback on the atmosphere if you wish
- express core message and thank your partners and participants

THE ROLE OF THE TRAINER

The role of the trainer is to enable as many participants as possible to understand the topic. Delivering the training either remotely or face-to-face will have an impact on the internalization of knowledge.

The role of the trainer depends on the resources available and the implementation. In a remote training, the trainer can also be the organizer of the event. Ideally, however, the trainer will at least have the support of a moderator who can run part of the training together and assist with the technical implementation. In an in-person training, it is also nice to have different speakers. This makes the training easier to follow and helps concentration.

If there are several speakers, the presentation content and duration should be checked before the actual event, also with regard to the terms used. All speakers should tailor their presentation to fit the training as a whole. If the programme also includes a presentation by an expert by experience, support should

be provided for its planning and be prepared for questions. It is also important to stick to the time allotted and to check all aspects of the presentation, such as copyrights, permissions and consents for images. The organizer should raise these issues already at the planning meeting and allow sufficient time for planning and, if necessary, rehearsing presentations and speeches.

The trainer must communicate their message in the most interesting way possible. A sincere personal interest in the topic is also conveyed to the participants. The Refugee's Journey to the Municipality trainer not only conveys information about the resettlement process, but can also clarify the experience of being a refugee and the many consequences of that reality. Another important role of the trainer is to help professionals from different sectors to see themselves as important actors in integration. In this sense, the trainer also creates hope and encourages them to encounter each client, patient and student as an individual – thus supporting inclusion and equality in Finnish society.



TRAINING CHECKLIST

- Will you organize the training independently or in partnership?
- Who is the target audience, i.e. participants?
- Partners for the planning meeting?
- Remote or in-person training?
- The appropriate time and duration for the training²⁶
- Preparing the invitation and programme
 - » Will there be other speakers?
 - » Text and logos
 - » Links and forms
- Registration
 - » Collection, storage and transfer of personal data²⁷
 - » Declaration of consent to the collection of personal data in the registration form
- Include the invitation and programme in a single document to facilitate communication.
 - » Send the training material (infographic) along with the invitation.
- On the day before the training, send the event link in an email to those who have registered.
 - » The privacy statement and the request for consent to the collection of personal data can also be included in the email with the event link.
- Collecting feedback
 - » Anonymously
 - » Measuring how well the objective was met
 - » Open-ended questions on the strengths and weaknesses of the training provide the trainer with valuable information.
 - » If you wish to use the anonymous feedback in a report or in advertising, for example, you should mention this on the form.

²⁶ You should organize the training at a time that allows as many people as possible to attend, and send out invitations as far in advance as possible, e.g. two months before the event.

²⁷ Take GDPR and other data protection issues into account when designing, collecting, transferring and storing data. If necessary, seek support and guidance from your employer and familiarize yourself with data protection.

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

REASONS FOR FLEEING

- War, conflict, persecution.



FINDING REFUGE

- 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 UNCHR 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.

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 fulfill the requirements of the Alien's Act's section 92.

THE SELECTION

- The 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.



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.

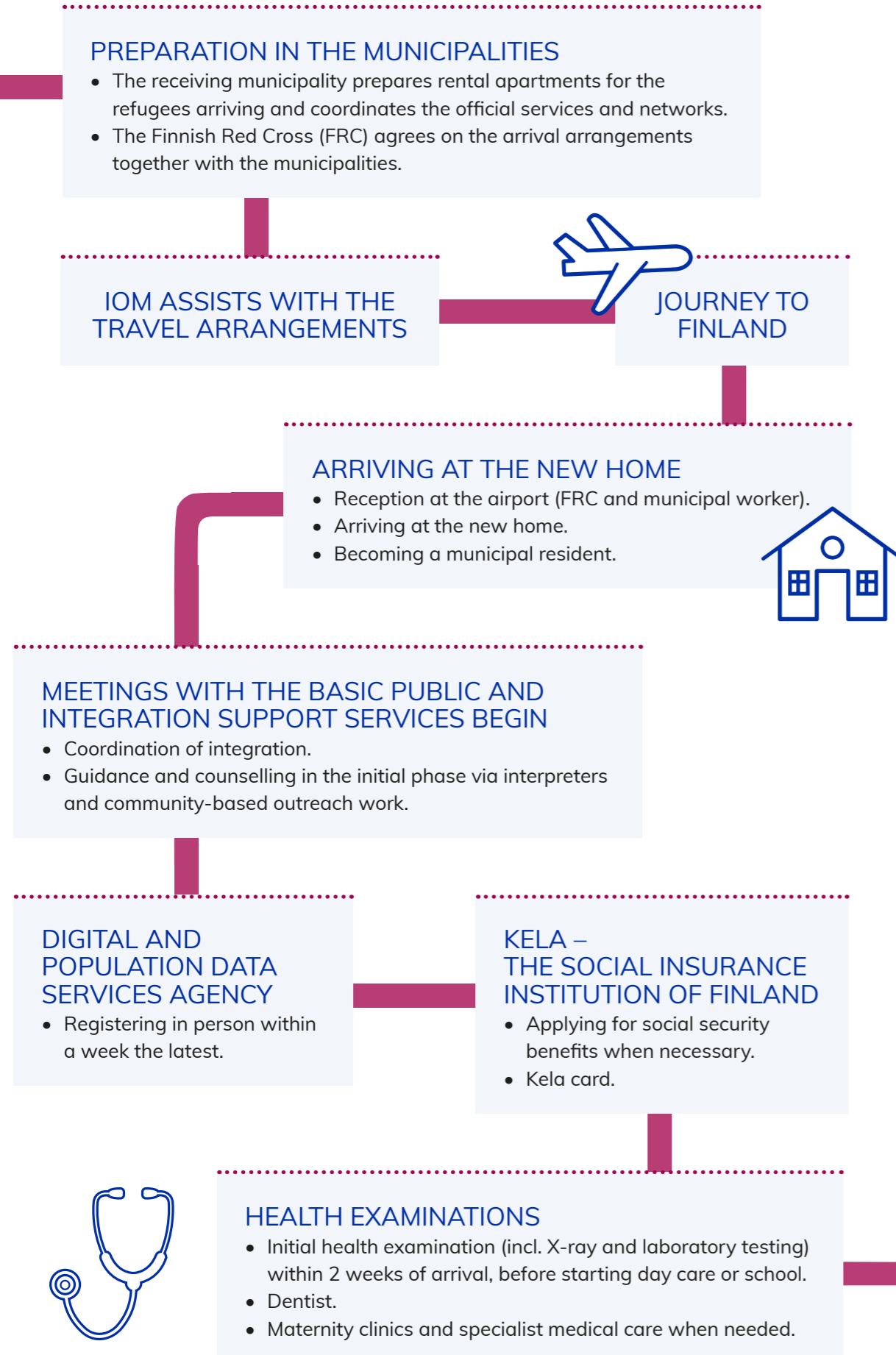
CULTURAL ORIENTATION

- 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 Diaconia 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.

**THE POLICE**

- Application for foreigner's identity card.

MIGRI – THE FINNISH IMMIGRATION SERVICE

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

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

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

**ADULTS BELONGING TO THE 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.

EXERCISES FOR THE TRAINING

Here you will find some ready-made exercises as examples that can be used for remote or in-person training.

In the case of in-person training, the exercises can be done in groups, with participant groups sitting at round tables. Place colleagues from the same team at different tables to enable the opportunity to get to know different professionals and network. Each group comes up with a name for the group and writes it down, together with their answers. The answer sheets are shuffled so that the answers are checked by a different group. You can also ask the groups to tell their answers before the trainer's comments. The important thing is to stimulate reflection on the topic, preferably in multisectoral groups, and to provide encouragement even if not all the answers are correct.

Remote group work can be done by naming the webinar rooms in appropriate and neutral ways. Participants can be divided into rooms and a link to a questionnaire can be shared with them via chat, which each group can fill in together. You can also create a questionnaire for the webinar in advance and present it to everyone at the same time. This allows everyone to answer independently, but without seeing each other's answers. You should mark the correct option(s) on the questionnaire so that everyone can see their own result. At the end, it is a good idea to repeat the correct answers and write them down in the chat. The technical implementation and options depend on the platform used.

1 WARM-UP EXERCISE:

There usually is not enough time for long introduction rounds. However, during the warm-up, it is good to create a spirit of togetherness and see which sectors the participating professionals represent. In regional training sessions, you can also ask what town or city the participants come from.

From which professional perspective are we taking part in the training?

1. Integration specialist
2. Social sector
3. Education sector
4. Early childhood education
5. Health sector
6. Organization/association
7. Government agency: Kela, Police, TE services, Migri etc.
8. Municipal employment services
9. Other. You can specify your field in the chat if you wish.

This question makes it possible to demonstrate the multisectoral nature of integration support. In addition, the training can make use of different professional perspectives, for example in group work. Highlighting the multiprofessional nature can also encourage participants to see the relevance of their own work for integration.

2 EXERCISE – REFUGEE QUOTA:

Under the "Finland" step of the Refugee's Journey to the Municipality Training, which explains Finland's selection criteria and decision-making, you can ask about the annual refugee quota. This question demonstrates the perception of the number of people who are being resettled, while maintaining focus on the training and the topic.

What is Finland's refugee quota for the year 2022?

- 5,000 people
- 500 people
- 1,500 people
- 350 people

Correct answer: 1,500.

3 EXERCISE – ARRIVING AS A QUOTA REFUGEE:

In the middle of the training, after the "Municipal placement" step, you can ask questions, if time allows. By going through the answers, you will also summarize the first half of the training and answer frequently asked questions.

Which of the following statements are TRUE? A quota refugee...

- can freely choose the country and city they will move to
- has obtained a residence permit and the right to work before arriving in Finland
- will receive rental housing on arrival in Finland
- is entitled to the same basic services as other residents of the municipality
- is entitled to public service interpretation when dealing with the authorities
- may move out of the municipality that offered them a municipal placement and an apartment

All but the first option are correct.

4 EXERCISE – SUPPORTING INTEGRATION:

If the training has covered the prerequisites for integration, you can ask a related question towards the end. This question provides a short summary of the integration process and allows the participants to reflect on the topic in a concrete way.

Integration into Finland requires...

- learning the Finnish/Swedish language
- information about Finnish society
- guidance, advice and repetition
- building trust in the new country of residence
- hope for the future

All options are correct.

5 KEY TAKEAWAYS – WORD CLOUD:

In an in-person training, participants can do this exercise in their own words either verbally or by using an application. The same can be done in a webinar. If the participants answer anonymously using an application, a “cloud” of words is formed which can be shared on the screen and also distributed to the participants afterwards. At the end, it

is nice to look at a visual compilation of the participants’ views on the training. This will also make their experience visible in a very concrete way.

In a couple of words, what are your key takeaways from this training?

WEBINAR: A REFUGEE’S JOURNEY TO THE MUNICIPALITY

On Thursday 7 September 2021
1 pm – 3 pm in Microsoft Teams

Would you like to know more about a refugee’s journey to Finland and the initial stages of integration? And how can we better promote the smooth integration of new arrivals in our own work? We welcome you to learn more about this topic!

The webinar is a basic-level training aimed at municipal employees from different sectors. The webinar is also suitable for partners in municipal organizations and voluntary work who support the integration of people from refugee and other migrant backgrounds.

The webinar will provide an overview of the quota refugee’s journey to Finland, as well as the reception of quota refugees and the initial stages of integration in municipalities. The webinar is free of charge.

**Registration by Tuesday 5 September 2021 at 11 pm
via this link: [insert registration link](#)**

(You can make a registration form here: <https://forms.office.com>)

A link to the webinar will be sent to registered participants by email before the event.

TRAINING MATERIAL:

Print or download the Quota Refugee’s Journey to Finland and the Home Municipality infographic here: <https://finland.iom.int/publications>

The webinar is organized by xxx in cooperation with the municipality of yyy. Immigration coordinator x x x from the municipality of YYY will be present.

FURTHER INFORMATION:

Name, job title, telephone number and email address



| NAVIGAATTORI |