

GUIDELINES AND EFFECTIVE PRACTICES

Migrants in Countries in Crisis Initiative

Regional Consultation

East and Southern Africa

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INTRODUCTION AND STRUCTURE

This document identifies guidelines and effective practices from the Migrants in Countries in Crisis (MICIC) Initiative East and Southern Africa Regional Consultation, carried out in Kigali on 3 and 4 May 2016. It is divided into three parts, according to the pre-crisis, emergency, and post-crisis phases. Text in red identifies general guidelines on protecting and assisting migrants caught in countries experiencing crisis. Text in blue distills, in general terms, practices applicable to the preceding guideline as participants explored and suggested such practices during the regional consultation.

I. PRE-CRISIS PHASE

1. MONITORING CRISIS HOTSPOTS

- i. Map potential natural disaster and conflict hotspots on an ongoing basis.
- ii. Establish mechanisms to monitor the outbreak and the development of crises.

Among others, the following practices may be valuable:

Multiple stakeholders

- **Multi-hazard mapping.** Conduct multi-hazard mapping exercises to identify contextual or recurring key factors and triggers for crises in any given region and their interplay. Monitor hazards and the evolution of risks (for example drought, conflict, animal and human diseases) to be able to activate early warning early action mechanisms.
- **Crisis monitoring and prevention systems.** Establish regional crisis monitoring systems to monitor potential situations of conflict or natural disasters and activate the relevant early warning early action mechanisms.
- **Monitoring xenophobic violence.** Conduct research on xenophobic discourse and acts and monitor conditions leading to potential situations of xenophobia.
- **Research.** Collect, manage, analyze and share information on risks and triggers of crises potentially affecting migrants. Establish mechanisms to monitor the identified risks.

Host States

- **Crisis declaration.** Consider the identification of criteria to define the threshold for the recognition and declaration of a state of crisis when this is a necessary step to activate relevant procedures for crisis response and the availability of contingency funds.

2. PREPAREDNESS AND CONTINGENCY PLANNING

- i. Integrate migrants, including cross-border populations such as pastoralists, and their host communities in Disaster Risk Reduction strategies and programs.
- ii. In cross-border regions, coordinate preparedness and contingency planning measures among all interested stakeholders across States, at all levels.
- iii. Undertake contingency planning and build the capacity of relevant personnel to prepare for and respond to crises.
- iv. Allocate adequate and regular funding for preparedness measures, including by establishing dedicated facilities.

Among others, the following practices may be valuable:

Multiple stakeholders

- **Cross-Border Participatory Disaster Risk Reduction (DRR) assessments and plans.** In regions interested by cross-border mobility, conduct participatory disaster risk assessments, analyses and risk reduction planning with migrants and cross-border populations such as pastoralists. Some critical features to be considered are the following:
 - Application of a **multi-hazard approach**, to enable communities to identify root causes of disasters and develop multi-sector risk reduction strategies that can be activated in different circumstances such as climate induced disasters, resource based conflict and human and animal disease outbreaks.
 - Coordinate **joint assessments**, engaging actors at all levels across bordering countries (national, district, local).
 - Application of **capacity assessment tools**, to identify the capacities that can be mobilized in response to crises.
- **Facilities in convergence areas.** The establishment of critical facilities such as markets, healthcare facilities and others at points of convergence between pastoral groups and in border areas is a critical measure to ensure meaningful access to resources to cross-border pastoralist communities, especially in the event of a crisis. The establishment of border facilities can also facilitate coordination among actors to review participatory assessments and plans.
- **Contingency planning.** Ensure that contingency plans factor in migrant populations, regardless of immigration status, recognizing their internal differences (for example, urban migrants, cross-border populations) and factoring in the specific needs and vulnerabilities. National contingency plans should integrate information collected at the city level, local level, national and regional level. International and civil society organizations can play a role in building the capacity of all stakeholders in integrating migrants in contingency planning.
- **Standard operating procedures.** Determine or clarify specific roles, responsibilities and procedures for assisting migrants in the event of a crisis, including coordinating with States of

origin and other stakeholders, in line with the contingency plan. In order to prepare all stakeholders on what to do in advance of a crisis and save precious time for delivering assistance, carry out regular drills to test the procedures.

- **Host communities engagement.** Ensure that communities hosting migrants and other mobile populations, such as pastoralists, are actively engaged in the formulation of contingency plans and DRR strategies.
- **Crisis contingency fund.** As part of crisis preparedness, and integrated into the crisis management system, establish a crisis contingency fund to facilitate the timely disbursement of funds for the mitigation of and early response to crises identified as recurrent, for example drought, and to assist migrants.

States of origin:

- **Evacuation plans and guidelines.** Set up evacuation arrangements in embassies or consular posts for nationals that have to be evacuated in the event of a crisis. Clear rules and criteria for carrying out evacuations could include:
 - Criteria for making the decision to evacuate;
 - Eligibility criteria for who will be evacuated, for example, whether evacuations cover citizens and non-citizen family members;
 - Communication of evacuation procedures;
 - Mechanisms to request assistance;
 - Responsibility for and collection of associated costs;
 - Identification of evacuation sites, including in the host State, in neighboring and other States;
 - Reintegration support offered.

3. RIGHTS AND DIGNITY OF MIGRANTS

- i. Address migrants underlying conditions of vulnerability.
- ii. Ensure national policy and practice comply with international obligations and standards that have a potential impact on migrants.

Among others, the following practices may be valuable:

Multiple stakeholders

- **Migration related terminology.** Ensure that the terms used to describe migrants and migration uphold the dignity and rights of migrants. In particular, the use of the term 'illegal' referred to migrants should be avoided in all circumstances, as it not only demonizes migrants as human beings but also carries implications for their rights and dignity. The international community has consistently promoted the use of the term 'irregular' instead of 'illegal', following the 1975 recommendation the UN General Assembly, to refer to the lack of valid status.

- **Positive communication about migrants.** Migrants may face discrimination, hostility, and xenophobia in host States and States of transit. Positive communication about migrants promotes tolerance, non-discrimination, inclusiveness, and respect toward migrants. Ways to communicate positively about migrants include:
 - Establishing campaigns against xenophobia;
 - Conveying migrant stories and positive images, including through profiling migrant role models;
 - Partnering with social media companies to counter hate speech;
 - Targeting educators in schools about migrants and migration;
 - Highlighting migrant engagement in communities, crisis-response and recovery
 - Highlighting positive economic contributions of migrants and support on evidence-based dialogue on migration.

States

- **Ratification of relevant international and regional treaties** and protocols promoting migrants' rights and their empowerment, including migrant and domestic workers, as well as facilitation of movement. Incorporate ratified instruments in domestic legislation.
- **Bilateral agreements on migrant workers.** Enter into bilateral agreements or memoranda of understanding to regulate the protection of migrant workers, including in the event of a crisis. Aspects these agreements can regulate include:
 - Migrant workers' rights and duties;
 - Employers' rights and duties;
 - Migrant workers' fair recruitment;
 - Roles and responsibilities of employers, recruiters and governments for the provision of assistance to, and evacuation of, migrant workers in crisis situations.
- **Pastoralists' cross-border mobility.** Grant to cross-border populations such as nomadic pastoralists the right to cross international borders in pursue of their traditional way of life and to access the natural resources that determine their survival. With resource degradation and the increase of climate related hazards, this entails the recognition of mobility as an adaptation strategy.
- **Governance of natural resources tenure.** Protect tenure rights of cross-border populations to ensure their secure and equitable access to natural resources (in the case of pastoralists, specifically to land, grazing, and water) and enhance their resilience, particularly as they move crossing international borders to mitigate risks and cope with crises. Encourage reciprocal resource agreements, a common feature in pastoralist societies, to govern the use of shared resources, enhance resilience to crises and strengthen the link between customary traditions and national authorities.
- **Insurance schemes and social services.** Ensure the integration of migrants under national insurance schemes and their access to other available social services to enhance the protection of migrants in ordinary times and in the event of a crisis.

- **Referral systems.** Ensure refugees, asylum-seekers and stateless persons are identified and ensure referral to national dedicated agencies or UNHCR to enable their access to specific protection emanating from their status as well as protection from *refoulement*.

Host States

- **Separation of immigration enforcement from public services.** Separate immigration enforcement activities from activities to provide access to services, administrative, judicial, and complaint mechanisms, and state protection to protect fundamental rights in ordinary times and in times of crisis.

Private sector

- **Access to identity documents.** Ensure migrants' access to their identity and travel documents to allow them to find safety and assistance during crisis. Measures that facilitate access to identity and travel documents for migrant workers include:
 - Establishing electronic backup systems to store and easily access copies of documents as a service to migrants;
 - Refraining from withholding identity and travel documents any longer than the time strictly required.

International organizations and civil society

- **Advocacy.** Advocate, in Host States and States of transit, for better protection and assistance to migrants caught in a crisis situation and for respect and protection of migrants' rights and dignity, irrespective of migration status. International organizations can play a crucial role in advocating with governments and other stakeholders, including the private sector, in favour of timely interventions to save migrants' lives in emergencies.

4. DATA ON MIGRANTS AND MIGRATION

- Collect and share information on migrants, subject to privacy, confidentiality, and the security and safety of migrants.
- Identify informal networks including migrant associations and the mechanisms they use to collect and manage contacts of nationals abroad and establish cooperation to reach out to their networks.
- Collect and harmonize data on international migration and regional migration trends.

Among others, the following practices may be valuable:

Multiple stakeholders

- **Collect information on migrants.** Collect information on migrant populations at the local, municipal, and national level. Aggregated data on gender, age, and nationality, enable stakeholders to understand the nature and scope of needs in the case of a natural disaster or conflict. Local-level migrant community profiles help stakeholders target responses. If relevant, collect detailed information on the location of migrants, how to contact individual migrants, emergency and family contacts, and specific vulnerability and needs. Recruitment and placement agencies collect information on the location and situation of labor migrants they deploy to other States and can be a useful source of information.
- **Mapping migrant communities.** Map areas where migrants concentrate including gathering information on migrant’s characteristics such as temporary or permanent migrants and migrant workers.

States of origin

- **Registration systems.** Establish or improve and regularly update systematic registration systems to increase registration rate of nationals living or traveling abroad, thereby increasing capacity to locate and reach out to them in the event of a crisis, by *inter alia*:
 - Recording and regularly updating information on contact details, time and duration of stay, place of residence, contact information of relatives in the home country;
 - Creating electronic systems harnessing new technology rather than paper-based ones to allow nationals to register online and upon arrival in the destination country;
 - Raising awareness with migrants on the benefits of registration.
- **Map nationals abroad:** Establish tools for mapping communities of nationals abroad including diaspora and hometown associations and other types of associations and groupings established by nationals outside their country of origin.

International organizations and civil society

- **Mapping pastoralists’ mobility and resources.** Conduct regular mapping of pastoralists’ seasonal migration patterns in cross-border areas and compare the data with information on the presence and availability of strategic resources (grazing, water resources, local markets, healthcare facilities, aid, contingency reserves of pasture blocks, etc.) to identify how hazards would affect migratory routes and to improve readiness and mitigation measures.
- **Resource mapping.** Carry out mapping exercises of resources available to migrants and their host communities to enhance the understanding of the landscape and to inform DRR and mitigation activities.
- **Profiling and registration of migrant communities.** Carry out regularly systematic profiling and registration exercises to account for migrants living in a country, thereby increasing capacity to locate and reach out to them in the event of a crisis. Local leaders can be a reliable source of information of newly arrived migrant communities. In collecting and handling information regarding migrants, stakeholders need to act in accordance with applicable law and standards on data protection and privacy. Information on migrants should not be used against migrants.

- **Map nationals abroad.** Establish tools for mapping communities of nationals abroad including diaspora and hometown associations and other types of associations and groupings established by nationals outside their State of origin. Consider means of providing assistance to nationals abroad in the event of a crisis.
- **Research.** Undertake fresh research, studies and analysis of existing data on migrants and cross-border mobile populations to enhance understanding of mobility and migrants' vulnerabilities to inform crisis prevention, mitigation and response policies and strategies at national level. Use research to contest xenophobia and other anti-migrant attitudes.

5. INFORMATION TO AND COMMUNICATION WITH MIGRANTS

- i. Establish mechanisms to ensure regular two-way communication with migrants to convey information about security alerts and receive information on their condition and needs by using various communication means.
- ii. Provide information to migrants and cross border populations prior to travel (and upon arrival) on impending (and ongoing) crises.

Among others, the following practices may be valuable:

Multiple stakeholders

- **Active outreach.** Reach out to prospect migrants and cross border populations to inform them on possible risks on their migratory route, as well as impending and ongoing crises. Use multiple communications means, and particularly existing communication structures, to ensure migrants are informed and aware of the risks they may encounter ahead of them. Plan to use specific means to reach out to irregular migrants who may fear interacting with authorities.
- **Outreach to migrant women and children.** Develop and use specific modalities to reach out and communicate with migrant women and children, taking into consideration their specific needs and exposure to vulnerabilities in the event of a crisis. In pre-departure trainings, include a module on disaster preparedness for children with information regarding emergency contacts and recommended behavior.
- **Engagement of local leaders.** Recognize the role of local and traditional leaders as intermediaries and mediators, *inter alia*:
 - Recognize and endorse the role of pastoralist leaders in community structures and engage them throughout crisis preparedness, response and recovery phases. Engage pastoralist leaders at the local level across borders and build on their communication systems to disseminate messages to their communities;
 - Recognize the role of local leaders in general as intermediaries between host communities and migrants and as first responders in the event of a crisis. Acknowledge and support their role as informants for international and civil society organizations and national structures.

- **Use of media.** Use multiple kinds of media accessible to migrants to create awareness on crises.

States of origin

- **Emergency contacts.** Through orientation programs, provide migrants—prior to departure from the State of origin, upon arrival in the host State, and during their stay in the host State—with pertinent information related to country-specific emergency risks and ways to access timely, credible, and regular information, emergency contact points, and what to do and where to go in the event of a crisis. Set up hotline, create webpages and use social media to provide information regarding consular contact details..

6. CAPACITY BUILDING AND SUPPORT

- Create the necessary capacity for embassies and consular services in host States to act as first responders in the event of a crisis.**
- Support other stakeholders, including local authorities, local civil society organizations and migrant associations to better protect and assist migrants.**

Among others, the following practices may be valuable:

Multiple stakeholders

- **Empowering migrant women.** Build the capacity of multiple stakeholders in relation to migrant women, including:
 - Data collection on migrant women;
 - Preparing recruitment agencies to better inform women on safe migration;
 - Identification of trafficking victims;
 - Family unification in crisis;
 - Post-return psychosocial assistance;
 - Access to justice and redress.

States

- **Prevention and prosecution of trafficking in persons.** Establish a dedicated agency to act as focal point on all matters pertaining to prevention and prosecution of acts of trafficking in persons to ensure the necessary control and authority over activities and appropriate follow up. Train and assist border officials to identify possible victims of trafficking and refer them to appropriate authorities and services for protection.

States of origin

- **Returnee integration.** Build the capacity of national and local authorities on reintegrating migrant returnees, including setting up inter institutional cooperation to follow up on policy implementation and developing contingency plans for reintegration.

Host states

- **Training on crisis assistance to migrants.** Build the capacity of relevant national and local authorities on how to build their capacity in migrant-sensitive crisis preparedness and response, including data collection to include needs and vulnerability of non-nationals, identification of vulnerable populations, referral systems, cooperation with international organizations, and competencies of relevant national agencies. Use drills and exercises to test capacity.
- **Training on assistance of children.** Build the capacity of relevant officials to protect and assist migrant children, and particularly unaccompanied and separated children, caught in a crisis.
- **Training of local and traditional leaders:** Raise awareness of local and traditional leaders for the particular vulnerabilities of migrants and build their capacity on emergency services available at local and national level, relevant emergency actors and referral procedures. Work with local leaders to foster and engender strong relationships between local communities and migrants.

International organizations and civil society

- **Education.** Invest in schools and education for migrant and cross-border populations to disseminate critical information on crisis risks, Early Warning and resilience strategies, using child-to-child and child-to-parent learning approaches. Mobile schools can respond to the needs of mobile populations such as pastoralists.
- **Community-level capacity to respond to crises.** Adopt a bottom up approach and invest in enhancing existing traditional preparedness and response mechanisms of migrant and host communities to be first responders in the event of a crisis. Ensure preparedness drills and training address the specific needs of pastoralists. Link community-level capacity building to efforts at the national level.
- **Humanitarian border management.** Build States' capacity in the area of humanitarian border management to enhance the protection of the human rights of migrant populations during crises. Train border officials to facilitate a well-prepared and managed crisis response at borders to improve humanitarian action and protect vulnerable migrants while maintaining the security of states and borders.
- **Local civil society organizations.** Build the capacity of local civil society organizations, including local emergency brigades, to assist migrants in situations of crises or natural disasters. Their competitive advantages include better access and acceptance from host communities, access to areas inaccessible by international actors, and their activities can cover gaps in humanitarian response by international actors.
- **Forensic identification of remains.** Build the capacity of States and civil society actors on forensic identification of human remains of migrants and communication with families of migrants.

7. COOPERATION AND COORDINATION

- i. Set up cooperation and coordination structures at the national and regional level among relevant agencies providing assistance to migrants in crises through all phases, at all levels, including national, sub-national and local authorities.
- ii. Set up bilateral and regional consular cooperation agreements.

Among others, the following practices may be valuable:

States

- **Regional coordination mechanisms.** Incorporate regional crisis coordination mechanisms in existing regional integration projects such as the Northern Corridor to ensure a coordinated approach to crises in the preparedness, response and recovery phase. Build on the existing consultative and decision making structures to address crisis preparedness, response and recovery needs of migrants and cross-border populations.

Bilateral disaster risk management agreements. Draft memoranda of understanding between disaster risk management agencies of other countries to determine procedures to deal with the assistance of migrants in the event of a crisis, in coordination with their respective States of origin.

- **Consular protection agreements.** Establish and formalize bilateral, multilateral, and/or regional agreements with other countries for consular assistance and representation in situations where there is limited or no diplomatic presence in a third country to facilitate efficient cooperation in times of crisis. Such agreements could include provisions on:
 - Guidance on the types of assistance to be provided in pertinent situations;
 - Guidance on modes of operation and procedures to be undertaken when a request is made for assistance;
 - Guidance on financial responsibilities and obligations;
 - Guidance on logistical arrangements, including accommodation, organizational facilities, and transportation arrangements.
- **Ad hoc consular cooperation.** In the event of a crisis and non-existent agreements, facilitate ad-hoc cooperation or limited partnership agreements in time and scope with third countries for consular assistance and cooperate with consular missions present in neighboring countries to support nationals who are caught in the crisis.
- **Regional cooperation.** Enhance regional cooperation in a number of areas including consular protection, evacuations, disaster preparedness and protection of vulnerable migrants, prevention of trafficking in human beings. Action would include building synergies and engaging with other regional or sub regional processes, agendas and strategies that are pertinent to the MICIC Initiative or to particular issues encompassed within it.
- **Role of migrants and civil society.** Recognize and support the crucial role of migrants, and civil society through all phases of the crisis. Their competencies include access and pre-established

relations of trust also with irregular migrants, language, cultural affinities, networks, good knowledge of the situation on the ground, investment in the protection and assistance to vulnerable migrants.

- Ensure migrant and civil society representatives are engaged in relevant preparatory and planning activities at the pre-crisis phase including relevant working groups or committees dealing with policy development and crisis planning and trainings on crisis preparedness;
- Establish permanent mechanisms and structures that systematically engage migrant and civil society representatives in migration policy dialogue and development;
- Establish frameworks for regular information-sharing and dialogue among government representatives, civil society and migrant associations;
- Engage migrants and civil society in diverse roles throughout all phases of the crisis, including education, training, and capacity building, awareness-raising, information dissemination, communication, service provision and include migrants and their capacities in disaster preparedness.

Host States

- **Consular cooperation.** Set up cooperation mechanisms with consular offices present in the country to exchange information. Set up technical working groups and hold regular meetings, including joint scenario and contingency planning exercises.

International organizations

- **Evacuation agreements.** Engage in memoranda of understanding with requesting States to assist them with the evacuation of their nationals in the event of a crisis, as a measure of last resort.

8. LAWS, POLICIES, STANDARDS, AND INSTITUTIONAL MECHANISMS

- i. Build and enhance the capacity to protect and assist nationals abroad through clear, coherent and well-articulated and disseminated national laws, policies, regulations and institutional mechanisms.
- ii. Recognize cross-border mobility as a risk coping strategy.
- iii. Establish effective coordination amongst relevant authorities at all levels in a country.
- iv. Include migrants in crisis planning initiatives, including DRR and disaster risk management policies, and engage them as early as possible in their formulation process.

Among others, the following practices may be valuable:

States

- **Protection of land tenure and resources.** Develop legislation to protect land tenure and secure the use of land and its natural resources by cross-border populations such as pastoralists. Establish clear criteria for the exploitation of land by mega-development projects with a view to protecting the land tenure and free movement rights of these populations whose livelihoods depend on grazing land and water.
- **Non-restrictive human mobility policies.** Recognize cross-border mobility as a risk management strategy for pastoralist communities and ensure freedom of movement in cross-border regions for pastoralists. Recognize mobility as a sustainability strategy, for populations and their ecosystem.
- **Inclusive national DRR policy.** Mainstream community-level DRR strategies and plans in national-level policy. With climate-induced natural disasters and resource-based conflicts becoming more frequent and resulting in increased mobility of cross-border populations, a national policy that factors in community-level discussions is critical to ensuring effective crisis mitigation and management. Diversification of livelihoods options as a resilience strategy to cope with recurrent climate related crises such as droughts will also benefit from this approach.
- **Ministerial focal point for cross-border regions.** Establish a dedicated institutional body at ministerial level to ensure a dedicated focus on all issues pertaining to cross-border areas and pastoralist communities, to understand needs and propose culturally sensitive strategies to manage disaster risks and enhance the communication, engagement and participation of communities and their leaders with national structures.
- **Trafficking in person.** Develop policy and legislation to prevent trafficking in persons and to protect victims of trafficking, including in the event of a crisis.
- **Regulation of international disaster relief.** Strengthen legal preparedness for international disaster cooperation by domesticating the Model Act on Disaster Relief to activate and regulate international disaster relief and initial recovery assistance.

States of Origin

- **Deployment bans.** Consider adopting bans and restrictions on emigration to countries in crisis or at risk for certain categories of workers.

II. EMERGENCY PHASE

1. CAPACITY AND RESOURCES TO RESPOND TO EMERGENCY PHASE

- i. Empower migrants to activate their own coping mechanisms in the event of a crisis.
- ii. Secure and assemble necessary resources through diverse and multiple avenues to address emergency phase needs.

Among others, the following practices may be valuable:

Multiple stakeholders

- **Cross-border, regional response.** In the event of crises that affect cross-border regions, where mobile populations move after the availability of natural resources that ensure their survivability and reproduction, deliver services and support across the borders of all the countries experiencing the crisis. Regular communication and coordination of activities among all stakeholders providing humanitarian assistance will mitigate clan competition over resources.

States of origin

- **Emergency consular services.** Establish measures to facilitate access of nationals to emergency consular services. Ensure that consular posts in host States and States of transit remain open and provide services for as long as possible.

Civil society (migrant communities)

- **Traditional coping strategies.** In cross-border areas exposed to crises, engage in intercommunity strategic negotiations on the use of available resources and empower communities to activate their traditional coping strategies.

International organizations

- **Facilitating exit.** Provide support to States to facilitate evacuation of migrants by coordinating with host States and consulates to expedite exit procedures.

2. ACCESS TO, AND PROVISION OF, ASSISTANCE

- i. Ensure all responses prioritize the saving of lives of migrants, regardless of immigration status.
- ii. Provide non-discriminatory access to humanitarian assistance.

- iii. Recognize and accommodate migrants as actors with agency and resilience, capable of mitigating risks themselves, and acting as first responders rather than mere recipients of assistance.
- iv. Ensure freedom of movement and the ability to flee to safety including facilitating evacuation or repatriation.

Among others, the following practices may be valuable:

Multiple stakeholders

- **Regular crisis updates and information on assistance.** Provide migrants with the necessary information to make informed decisions during a crisis, including information on the development of the crisis, emergency contact points and personnel who can assist; and information on where to access different types of assistance.
- **Emergency and humanitarian services.** Provide emergency and humanitarian assistance including necessary in-kind provisions, evacuation, and repatriation, in general and as a means of augmenting insufficient or unavailable state capacity.
- **Services for migrants' host communities.** Ensure that communities hosting migrants and cross-border populations, such as pastoralists, affected by a conflict or natural disaster, receive services and different forms of support. This will mitigate tensions on the use of community resources.
- **Migrants' representation.** Include migrant representatives in representative bodies of crisis affected populations (for example, displacement camp committees), to ensure they have a voice.
- **Assistance to separated and unaccompanied children.** Provide specialized and tailored assistance to separated and unaccompanied migrant children, *inter alia*:
 - Identify and register children
 - Separate children from adults; factor in gender aspects
 - Set up child-friendly spaces with the presence of cultural mediators and psychosocial support professionals
 - Set up child protection desks and multi-disciplinary committees that include consular authorities
 - Provide family tracking services and encourage family reunion, if in the best interest of the child
 - Engage child-centered International and Civil Society Organizations where needed, and where their operational capacity brings added value
 - Provide emergency contacts
 - Plan children return to their State of origin, when in their best interest, and provide reintegration support through education, vocational training, and financial support
 - Set up regional collaboration mechanisms.

States of origin

- **Identity documents.** Ensure nationals have documents in order to cross international borders, including to be evacuated, relocated and to access services. Establish the capacity to issue emergency documents and/ or laissez passer to enable evacuations at consular posts. Issue laissez-passer or other documents to enable evacuation and other assistance for family members, if they are not of the same nationality as the migrant applying for assistance to the State of origin.
- **Relocation and evacuation assistance.** Provide evacuation assistance, including pre-and post-evacuation support to migrants. Evacuation support could include, *inter alia*:
 - Communicating with migrants and their families back home to provide information on evacuation and receive information on their needs,
 - Providing communication support to migrants, for example by cooperating with service companies to provide credit to phones;
 - Establish procedures to take personal belongings, including personal properties and animals (cattle, pets, etc.);
 - Providing basic services such as food, shelter, information, medical assistance prior to evacuation;
 - Providing basic services such as shelter, transport assistance, healthcare upon arrival in the State of transit and State of origin;
 - Issuing emergency documentation for migrants without necessary documentation;
 - Establishing follow up mechanisms with migrants who have been evacuated.
- **Encourage diaspora contributions.** Reach out to diaspora networks and encourage active engagement of diaspora in humanitarian response through information sharing on stranded migrants, funding, awareness-raising and contribution with relevant skills.

Host States

- **Non-discriminatory access to assistance.** Ensure migrants, irrespective of immigration status, have same rights and access as nationals in crisis response including through making relief personnel responsible and accountable for non-discriminatory provision of emergency assistance and for ensuring such assistance reaches all affected persons. Assess and address the specific needs of migrant women.
- **Separation of immigration enforcement from access to humanitarian services.** De-link or separate emergency assistance from immigration enforcement to ensure non-discriminatory access to life-saving assistance during the acute phase of a crisis and allowing irregular migrants, or those who otherwise distrust local authorities for fear of immigration enforcement, to access humanitarian services.
- **Coordination of response.** Set up or activate coordination mechanisms with neighboring countries, international organizations, civil society to ensure a coordinated, comprehensive response.
- **Identification and referral of vulnerable migrants.** Build the capacity of national authorities (especially at borders), international organizations, and civil society to identify and make

appropriate referrals for protection and assistance of vulnerable migrants, including unaccompanied children, victims of trafficking and smuggling, asylum seekers and refugees. Establish joint frameworks for the identification and cross-referral of vulnerable categories of migrants, for example asylum seekers among victims of trafficking.

States of transit

- **Open borders.** Maintain and facilitate access to territory to all migrants fleeing from crisis-affected countries regardless of migratory status and facilitate the entry, transit, and exit. Ensure that staff with sufficient authority is identified and trained in advance for this purpose to enable prompt action in the event of important influx.
- **Services.** Facilitate the provision of basic services and assistance to migrants transiting from crisis-affected countries, *inter alia*:
 - Providing transportation from border areas/remote areas to capital or airport;
 - Establishing reception and transit facilities to identify migrants and provide them with shelter, food and emergency medical care;
 - Providing or referring migrants for services including shelter, food, healthcare, counseling, education, access to livelihood and labor market.

International organizations

- **Displacement tracking.** Collect information on migrants and their vulnerabilities through displacement tracking tools. Data on displacement helps to identify locations, demographics, resources, and needs of the displaced populations, including migrants, which in turn can guide assistance and coordination among stakeholders.
- **Cross-border programs.** Run dedicated programs for cross-border areas, recognizing their specificities and adopting a comprehensive approach that includes border management components in addition to classical emergency response services.
- **Relocation and evacuation support.** At the request of States of origin, support the relocation and evacuation of migrants from a crisis hotspot to safety in line with pre-established mechanisms or agreements.
- **Advocacy to create conditions for migrants' safe movements.** Advocate with host States and States of transit to keep borders open on humanitarian grounds during a crisis to facilitate the movement of migrants.

III. POST-CRISIS PHASE

1. RETURN AND REINTEGRATION

- i. Collect data on migrants' needs after a crisis.
- ii. Provide targeted support to address the immediate and longer-term needs of migrants following the return to their State of origin and facilitate economic reinsertion.
- iii. Engage migrants and encourage their contribution to post-crisis recovery and reconstruction

Among others, the following practices may be valuable:

Multiple stakeholders

- **Planning for return and reintegration.** Factor into recovery plans the return and reintegration of migrants caught in a crisis. Tailor existing programs to manage the process of return and reintegration of migrants to post-crisis contexts and allocate adequate resources to effectively implement them.
- **Returnees needs and capacities.** Carry out joint, multi-stakeholder assessments to identify the needs and capacities of returnees and their preferred livelihood options. Provide market oriented skills training and support business startup upon successful graduation.
-

States of origin

- **Return and reintegration mechanisms.** Plan and establish specific mechanisms to facilitate the return and reintegration of migrants caught in a crisis and who wish to return to their State of origin. Open the mechanisms to second generation migrants.
- **Registration of returning migrants.** Through registration systems at borders and/or the creation of national, local or municipal structures, identify and register returning migrants, including their vulnerability and specific needs.
- **Diverse and multiple reintegration support.** Provide returned nationals (and their families, where necessary) with a range of services and support to address diverse realities and needs, accommodating immediate and longer-term needs. Immediate needs, in general, may be humanitarian in nature, providing individual assistance whereas longer-term needs may relate to development, social policy and integration also aiming at improved structural conditions for reintegration and inclusion. Many of these services may need to be provided to returned migrants as well as local/host communities. Among the services that may need to be provided, are:
 - Medical and psychological services to returnees who suffered trauma;
 - Immediate access to education for children and youth;
 - Assistance for children born abroad to obtain citizenship;
 - Access to documentation;

- Adequate Housing;
 - Social protection;
 - Language courses, for migrants who don't have skills in the language of their State of origin;
 - Facilitation of economic reinsertion (*See further details below*);
 - Support to return personal property and assets;
 - Support to access back wages;
 - Legal assistance; and
 - Cash support.
- **Returnees integration in national development program.** Integrate returnees into national development programs or national welfare programs to ensure their sustainable reintegration and access to essential services such as healthcare and education, including acknowledgement of skills / experience upon their return.
 - **Resources reallocation.** Explore the possibility of allocating land, housing or other resources, according to all relevant international and domestic law, standards and agreements, to returning migrants in order to facilitate their reinsertion and economic reintegration. Combine the allocation of resources with reintegration packages to assist migrants in re-establishing meaningful livelihoods options.
 - **Coordination of national reintegration programs.** Establish an Inter-Ministerial Committee or platform to effectively coordinate the different components of a comprehensive reintegration program and to facilitate returnees' active participation in national development.
 - **Re-migration.** Offer to migrants caught in a country experiencing conflict or natural disaster opportunities to be re-deployed to a safer area in the host State or to re-migrate to another country.
 - **Diaspora contributions:** Facilitate the receipt and effective use of contributions, services, and support that may be provided by diaspora towards the post-crisis phase, both in terms of addressing the needs of returned migrants and impacts on States of origin as well as supporting migrants remaining in the country that experiences a crisis in reconstructing their community.

International and civil society organizations

- **Research.** Conduct research to assess, analyze, and understand short and longer-term socio-economic impacts of return following crises, at the local and national levels in States of origin and destination, as well as on migrants, their families and local/host communities. Evaluate reintegration programs of massive returns.
- **Reintegration assistance.** Support national reintegration assistance to migrants through technical assistance and funding, setting up capacity building programs for returnees, providing cash assistance to vulnerable migrants or investing in community stabilization programmes.

- **De-stigmatization of migrant returnees.** Carry out de-stigmatization and community reconciliation programs to facilitate successful return and reintegration of migrants who may have been trafficked, forcibly recruited into extremist or combatant groups, or been victims of sexual abuse and suffer stigmatization upon their return. Programs could include identifying pressures on returnees, mitigation of resulting family conflicts, or information campaigns in communities of origin to raise awareness of difficulties migrants have faced.

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