

# **GUIDELINES AND EFFECTIVE PRACTICES**

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**Migrants in Countries in Crisis Initiative**

**Regional Consultation**

**Middle East and North Africa**

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# INTRODUCTION AND STRUCTURE

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This document identifies guidelines and effective practices from the Migrants in Countries in Crisis (MICIC) Initiative Middle East and North Africa Regional consultation. 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 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

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### 1. 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:

#### States

- **Migrant workers' rights:** Ensure the rights of migrant workers, including domestic workers who are often among the most vulnerable groups of workers due to their isolated working conditions, are protected in regular times to enhance resilience in the event of a crisis. Ensure access to identity documents and the right to leave the country in the event of a crisis by, *inter alia*:
  - Ratifying and implementing relevant international frameworks such as the International Convention on the Protection of the Rights of all Migrant Workers and Members of their Families (ICRMW), the ILO Migration for Employment (Revised) Convention (1949, No. 97), the ILO Migrant Workers (Supplementary Provisions) Convention (1975 No. 143) and the ILO Domestic Workers Convention;
  - Reforming the Kafala system to allow migrant workers to move from one employer to the other or to sponsor themselves;
  - Introducing and enforcing laws that make confiscating workers' passports illegal;
  - Establishing bilateral agreements between host and origin states to regulate recruitment and guarantee rights protection;
  - Establishing a central authority to examine human rights abuses of workers, including migrant workers and complaint mechanisms to report abuses.
- **Trafficking in persons:** Ratify and integrate the Palermo protocol into domestic law. Integrate trafficking prevention and protection for at-risk populations, including migrants, into humanitarian and post-crisis responses.

- **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

- **Separate immigration enforcement** activities from access to services, administrative, judicial, and complaint mechanisms, and state protection to protect fundamental rights in ordinary times and in times of crisis.
- **Recruitment process:** Engage early in the recruitment process of migrant workers to understand the recruitment model, play a proactive role in protecting rights of migrant workers, and enforce existing regulations.

#### International organizations and civil society

- **Advocacy:** Advocate, in host and transit States, for better protection and assistance to migrants and for respect and protection of migrants' rights and dignity, irrespective of migration status.

## **2. DATA ON MIGRANTS AND MIGRATION**

- I. Establish formal and informal systems to collect and regularly update information on citizens abroad, including contact details, emergency contacts and place of residence.
- II. Identify informal networks including migrant associations and the mechanisms they use to collect and manage contacts of citizens abroad and establish cooperation to reach out to their networks.
- III. Collect and harmonize data on international migration, regional migration trends, etc.

Among others, the following practices may be valuable:

#### Host States

- **Mapping of migrant communities:** Map areas where significant numbers of migrants live and work in order to effectively reach them with information and assistance in a crisis. Regularly provide opportunities to engage with migrants.

#### States of origin

- **Registration systems:** Establish or improve and regularly update systematic registration systems to increase registration rate of citizens 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 citizens to register online and upon arrival in the destination country;

- Creating specific portals or apps for travelers to register their travel and enter contact information, as well as to access travel recommendations, emergency contacts;
  - Linking registration to certain services such as regular information updates.
- **Informal networks:** Identify informal networks including migrant associations and civil society organizations and the mechanisms they use to collect and manage contacts and other personal information of citizens abroad, including those that may travel by irregular means or become irregular once in country of destination. This could be done by, *inter alia*:
    - Identifying community leaders and focal points amongst citizens to facilitate contact with and information dissemination and assistance to wider networks of citizens abroad;
    - Developing relationships with citizens abroad (particularly associations and groups) during ordinary times to collect information and contacts that can be used in the event of a crisis to localize migrants and provide assistance;
    - Organizing social events to improve community coherence among migrants and to build trust in consular services within migrant communities;
    - Visiting migrant communities;
    - Reaching out via social networks;
    - Organizing information meetings upon arrival.
  - **Map citizens abroad:** Establish tools for mapping communities of citizens abroad including diaspora and hometown associations and other types of associations and groupings established by citizens outside their country of origin.

#### International organizations and civil society

- **Research:** Undertake, analyze and synthesize research on statistics, demographics, and characteristics of migrants in host States as well as pertinent emigration and immigration trends. A recent example of inter-agency cooperation on research is the [2015 Situation Report on International Migration: Migration, Displacement and Development in a Changing Arab Region](#).

### **3. INFORMATION TO AND COMMUNICATION WITH MIGRANTS**

- I. **Establish mechanisms to ensure regular two-way communication with migrants to convey information about security or disaster alerts and to receive information on migrants' condition and needs.**

Among others, the following practices may be valuable:

#### All stakeholders

- **Relationship- and network-building with civil society:** Build relationships and networks with civil society actors in host states, particularly those that work directly with citizens, including key focal points, to facilitate better protection, assistance, and communication with citizens.
- **Interpretation:** Make sure information in times of crisis is accessible in different languages relevant to non-citizens.

## States of origin

- **Active outreach by consular services** to migrant communities via various means of communications by, *inter alia*:
  - Developing mobile applications providing access to consular information, contact information, travel alerts;
  - Creating webpages or using social media such as facebook and twitter to provide information regarding consular contact details;
  - Sending updates to migrants via SMS or Email;
  - Setting up hotlines;
  - Conducting door-to door visits;
  - Disseminating information through migrant associations and civil society organizations that are likely to reach irregular migrants because they have already established relationships of trust;
  - Organizing social gatherings to provide information on emergency procedures and available financial services;
  - Organize regular meetings to engage with citizens, provide information and receive feedback.
  
- **Relationship- and network-building with citizens abroad:** Build relationships with existing migrant networks including diaspora and hometown associations established by citizens outside of their country of origin. Use these networks in the event of a crisis to reach out to migrants, in particular to irregular migrants. Such mechanisms could include, *inter alia*:
  - Identification of focal points/ leaders in local communities and migrant associations;
  - Creation of interdisciplinary working groups with migrant leaders;
  - Organization of community meetings to build trust;
  - Regular coordination with diaspora organizations.

## **4. CAPACITY BUILDING AND SUPPORT**

- I. Create the necessary capacity for embassies and consular services in host States to act as first responders in the event of a crisis.
  
- II. 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:

### All stakeholders

- **Financial literacy:** Build capacity of migrants on financial literacy, such as on the use of remittances for education or health, saving mechanisms, financial products available and their effective use, *inter alia* by including financial literacy training in pre-departure or post-arrival trainings.

- **Migrant associations and diaspora:** Build capacity within migrant association and diaspora groups to reach out to migrants in the event of a crisis and provide humanitarian assistance to migrants. Engage them in crisis preparedness efforts.
- **Prevention and prosecution of trafficking in persons during crises:** Build the capacity of governmental institutions and humanitarian workers to better identify and address the needs of trafficking victims, including migrants, in the context of crises. Develop national strategies and training programs on human trafficking, create special units to fight trafficking in persons and consider compensation funds for trafficked migrants. Raise awareness among migrants of the potential risks of human trafficking as well as ensuring informed decision making around safe migration and mobility within and from a host country.

### States

- **Procedures for mass arrivals:** If mass arrivals are anticipated, develop clear, simple procedures for border officials and leaders in border communities to follow, which avoid and discourage closing borders and instead provide other alternatives to managing mass arrivals while mitigating any potential security risks among large movements. Establish a central institutional structure to deal with cross-border mass movements, including government agencies and nongovernmental organizations.
- **Training for border officials:** Build capacity in recognizing, assisting and referring victims of trafficking and smuggling, build capacity to deal with mass arrivals of migrants in the event of a crisis and establish referral mechanisms and preparedness mechanisms, information-sharing and intelligence.
- **Local authorities:** Train local authorities in dealing with stranded or vulnerable migrants and in areas such as consular services, protection and assistance mechanisms for non-citizens to be prepared for providing assistance in emergency situation and referring migrants to relevant authorities. Work with local authorities to foster strong relationships with migrants and raise awareness of human rights and international standards.

### Host States

- **Training on crisis assistance to migrants:** Provide training to relevant authorities on how to build their capacity in migrant-sensitive crisis preparedness and response, including data collection to include needs and vulnerability of non-citizens, identification of vulnerable populations, referral systems, cooperation with international organizations, and competencies of relevant national agencies.

### States of origin

- **Training for consular officials:** Provide training and conduct regular simulations with consular officials including on a range of issues, *inter alia*:
  - How to conduct evacuations and repatriations of citizens including regular simulation exercises and roleplays;
  - Provision of identity and other documents to crisis-affected citizens;



- Communication with migrants and their relatives at home;
  - Data collection and analysis, registration of migrants using relevant IT systems;
  - Contingency planning;
  - Coordination with relevant national and local authorities;
  - Cooperation with other consular authorities on joint evacuations;
  - Identification of trafficking victims and provision of assistance.
- **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.

#### International organizations and civil society

- **Local civil society organizations:** Build the capacity of local civil society organizations 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. Training programs could consider and include the following, *inter alia*:
  - Selection of partner organizations according to apolitical, non-discriminatory approach;
  - Assessment of training needs and priorities;
  - Remote trainings where training inside the country is not possible;
  - Training of Trainers to ensure knowledge is passed on inside the organizations and networks;
  - Joint trainings and work for local staff of civil society organizations and national staff from international organizations;
  - Technical capacity building including training on humanitarian principles, international and national legal framework, identification of vulnerable migrants, awareness raising on their needs, referral mechanisms, psycho-social support;
  - Institutional capacity building including project management;
  - Support of network-building with other local actors or civil society organizations outside of the country to share practices and resources;
  - Provision of support after the training;
  - Impact assessment of the training to ensure sustainability;
  - Secondment of experienced national staff to support local partners;
  - Interagency coordination on capacity building programs to avoid duplication and harmonize trainings.
- **Technical capacity building:** Seek funds and provide technical capacity building and training to states. This may include capacity building for border authorities to better protect and assist migrants from crisis-affected countries by preparing them to manage mass arrivals of migrants at their borders or recognizing and assisting victims of trafficking or smuggling.

## 5. COOPERATION AND COORDINATION

- I. Set up cooperation and coordination structures at the national 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.
- III. Build partnerships and enter into cooperation agreements with service providers.

Among others, the following practices may be valuable:

### States

- **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 citizens who are caught in the crisis.
- **Agreements with service providers:** Establish agreements with private sector actors or international and humanitarian organizations to assist in evacuations, provide assistance to migrants and provide other services.
- **Local authorities:** Integrate local authorities or municipalities in disaster preparedness and crisis response by creating permanent structures for consultation and involving them in capacity building efforts and policy formulation.
- **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.

## Host states

- **Inter-ministerial and/or inter-agency mechanisms:** Establish inter-ministerial and/or inter-agency structures that incorporate national and local actors pertinent to protecting and assisting migrants in countries in crisis through all phases of the crisis to engender planned, coordinated, and prompt responses. Such structures also need to provide mechanisms for timely and effective information exchange between relevant ministries and actors at all levels, including migration/immigration and emergency response actors.
- **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.

## States of origin

- **Bilateral agreements to protect citizens abroad:** Adopt agreements with major host States to protect the rights and dignity of migrant workers in times of peace and during times of crises, including regulating or overseeing recruitment processes and increase cooperation and coordination of crisis response.

## **6. COLLECTIVE RESPONSIBILITY**

- I. **Develop consultation and engagement strategies to reach out to migrants, diaspora and civil society organizations as crucial partners in assisting migrants in times of crisis and understand and make use of their competencies.**

Among others, the following practices may be valuable:

## All stakeholders

- **Role of migrants and civil society:** Recognize and support the crucial role of migrants, local and international civil society organizations through all phases of the crisis. Their competencies include access, language, cultural affinities, networks, pre-established relations of trust, good knowledge of the situation on the ground, investment in the protection and assistance to vulnerable migrants. Stakeholders can:
  - Ensure migrant and civil society representatives are engaged in relevant preparatory and planning activities at the pre-crisis phase including policy development and crisis planning;
  - Establish permanent mechanisms and structures that systematically engage and consult migrant and civil society representatives and promote dialogue with government representatives;
  - Establish regular consultations between civil society and governments to ensure civil society concerns for migrants rights are heard by governments;
  - Organize ad hoc or regular fora for consultation with migrants;
  - 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;

- Build appropriate infrastructure to enable migrants and civil society to provide services, contributions, and/or financial assistance, as applicable;
  - Build partnership with local institutions such as universities, local civil society organizations.
- **Relationship- and network-building with diaspora organizations:** Create a sound institutional framework for diaspora engagement and strengthen governments' ability to support and reach out to diaspora groups in times of crisis and get their support for emergency response and recovery to develop joint post-crisis programs. This can be done by *inter alia*:
    - Institutionalizing relations with diaspora in dedicated national institutions or ministries that maintain regular contacts with diaspora members and facilitate cooperation, trust and information-sharing;
    - Encouraging engagement and promoting productive investments in States of origin by rewarding good initiatives;
    - Mapping diaspora and keeping updated lists of diaspora.

#### States of origin

- **Migrant advisory bodies:** Set up an advisory body of migrants abroad to consult on policy development and integration of migrants concerns in other policy areas.

#### International organizations and civil society

- **Network building with local civil society organizations:** Support the establishment of networks among national civil society organizations and with other international civil society to exchange best practices.
- **Research:** Conduct research and evaluations on the role of civil society in enhancing migrant resilience, and providing humanitarian assistance to migrants in times of crisis.

## **7. PREPAREDNESS AND CONTINGENCY PLANNING**

- I. Create the necessary capacity for embassies and consular services in host States to act as first responders in the event of a crisis.
- II. Build and enhance the capacity to protect and assist citizens abroad through clear, coherent and well-articulated and disseminated national laws, policies, regulations and institutional mechanisms and institutions.

Among others, the following practices may be valuable:

#### States

- **Inclusive financial services:** Support the development of financial products that meet migrants' needs by incentivizing their development, offering products directly to migrants or subsidizing and incentivizing services. Enhance cooperation with financial service providers and guide the development of products targeted at migrants. Consider adapting or relaxing regulatory requirements for providing financial services to migrants in crisis situations.

## Host States

- **Migrant inclusion in disaster risk reduction plans:** Factor in migrants and their specific vulnerabilities and needs as well as their capacities into crisis preparedness and disaster risk reduction strategies, plans, and programs at national, regional and global levels.

## States of origin

- **Enhance consular capacity:** Create the necessary capacity for embassies in host States, and in particular consular offices, to act as first responders in the event of a crisis, including:
  - Training of consular staff on emergency response;
  - Developing clear guidelines/Standard Operating Procedures for consular staff on how to operate before, during and after an emergency, how to assist citizens in situation of risk and/or vulnerability;
  - Establishing and regularly updating consular contingency plans in every country with consular presence defining vulnerabilities and threat context, response capacity, existing local structures and networks, designating focal points, procedures for setting up 24h hotlines and handling calls in an emergency, conducting evacuations, protocols for emergency document issuance. Involve migrants and their capacities in developing contingency planning;
  - Setting up close cooperation between consulates and relevant national and local authorities in the host state including nominating focal points for interaction with national agencies to be aware of local emergency plans and focal points in case of crises;
  - Ensuring sufficient technical and staffing capacity for the situation of an emergency, including training non consular staff to assist in the case of an emergency;
  - Having necessary structures in place to support consular services in countries in crisis with additional human resources.
- **Evacuation arrangements:** Set up evacuation arrangements in embassies / consular services for citizens who need to be repatriated in the event of a crisis:
  - Establish a central structure that can be activated to manage evacuations and provide support to consulates abroad;
  - Establish agreements with transportation companies such as airlines or shipping companies for the event of evacuations;
  - Establish agreements with international organizations to help with evacuations;
  - Establish agreements with regional structures and organizations to support evacuations;
  - Establish agreements with other governments to conduct joint evacuations of citizens;
  - Establish communication structures to reach citizens abroad;
  - Determine evacuation sites in neighboring States;
  - Map local resources and infrastructure in the host state such as hospitals, hotels that can be accessed in the event of a crisis;
  - Establish procedures on citizens with dual citizenship / mixed families for providing support or evacuation assistance in times of crisis;
  - Establish procedures and determine level of support for citizens who refuse to be evacuated.

- **Repatriation and reintegration funds:** Establish emergency funds for evacuation or repatriation and assistance to citizens abroad and special budgetary lines to support consular services in times of crisis. Establish emergency funds to support local administrations in reintegrating large numbers of migrant returnees.
- **National development plans:** Integrate socio-economic reintegration of migrants in national, regional and local development plans and develop a national action plan on reintegration.

#### States of transit

- **Infrastructure:** Plan and prepare for infrastructure and other services that may be necessary in the event of an influx of migrants from a country experiencing a crisis.
- **Integrated border management:** Implement integrated border management to ensure coordinated efforts by all stakeholders, rapid data exchange with national authorities and neighboring countries, increase cooperation with domestic authorities such as health services.

#### Private sector

- **Financial services for migrants:** Develop products that are accessible to migrants and can enhance their resilience in times of crisis, in particular insurance products and cash distribution, considering challenges such as documentation requirements and informal distribution channels. Using a postal ID instead of identity documents to enroll in financial services and offering mobile money systems might make financial services accessible to more migrants.

## II. EMERGENCY PHASE

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- I. Ensure non-discriminatory access to, and provision of assistance and protection.
- II. Ensure freedom of movement and the ability to flee to safety including facilitating evacuation or repatriation.

Among others, the following practices may be valuable:

#### Host States

- **Equity of access to assistance:** Ensure migrants, irrespective of migration status, have the same rights and access as citizens 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.
- **Coordination of response:** Set up or activate coordination mechanisms with neighboring States, international organizations, civil society to ensure a coordinated, comprehensive response.
- **Identification and assistance to vulnerable migrants:** Engage local authorities, international organizations, and civil society to identify and make appropriate referrals for protection and

assistance for crisis-affected migrants, including unaccompanied children, victims of trafficking and smuggling or domestic workers. Often, these actors, rather than national government officials, may have better access to, networks with, and the capacity to build relations of trust with affected populations. Targeted support might include:

- Reaching out to migrants in isolated conditions and irregular migrants, through civil society networks or migrant associations;
  - Establishing dedicated centers for assisting victims of trafficking;
  - Establishing dedicated centers for assisting domestic women workers;
  - Establishing referral mechanisms to agencies with particular mandates and support.
- **Exit fees:** Facilitate the departure of migrants by waiving exit fees and taxes on goods to allow migrants to take back home some of their property. Facilitate re-entry of migrants after the crisis.
  - **Access to cash:** Consider temporarily waiving certain requirements for accessing financial services in times of crisis or issuing temporary identity documents on the basis of which migrants can receive or send cash in an emergency.

#### States of origin

- **Identity documents:** Ensure citizens have documents to enable freedom of movement including evacuation and repatriation and access to services. This could be done by, *inter alia*:
  - Providing citizens with new identity documents if they are lost, have been confiscated by employers (which is often the case with domestic workers), or never had them;
  - Establishing capacity to issue emergency documents and/ or laissez passer to enable evacuations at consular posts;
  - Deploying additional and specialized personnel to host or transit States, including at borders with neighboring States experiencing large numbers of arrivals, to facilitate the provision of documentation and organize evacuations.
- **Evacuation arrangements:** Managing evacuations in times of crisis is a highly complex task that requires extensive, planning, analysis of the situation, cooperation and coordination among different actors. Measures to conduct evacuations include:
  - Establishment or activation of a central evacuation management cell;
  - Hotlines or call centers to manage communication with citizens and their families;
  - Deployment of additional, experienced personnel / emergency teams;
  - Cooperation with embassies in neighboring States;
  - Cooperation with civil society, migrant associations to identify who is to be evacuated;
  - Activation of emergency budget lines or funds;
  - Activation or establishment of agreements with other states, international organizations, the private sector;
  - Coordination platform with host country authorities;
  - Support of civil or military services to manage evacuations and provide necessary intelligence.

- **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;
  - 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 home country or transit country;
  - Issuing emergency documentation for migrants without necessary documentation;
  - Establishing follow up mechanisms with migrants who have been evacuated;
  - Post-evacuation screening for vulnerabilities (where not undertaken during evacuation).
  
- **Outreach by consular authorities:** Build on established relationships with migrant communities and other stakeholders to reach affected migrants by:
  - Broadcasting messages on local radio stations, and disseminating information through websites and social networks;
  - Liaising with other governments and international organizations;
  - Posting consular staff at borders experiencing massive influx of migrants to assist with identification of citizens and provide emergency documentation and assistance.
  
- **Encourage diaspora contributions:** Reach out to diaspora networks and encourage active engagement of diaspora in humanitarian response through funding, awareness-raising and contribution with relevant skills.

#### 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, exit, and movement of crisis-affected migrants by waiving any entry and/or exit visa requirements, penalties, or other restrictions that may inhibit movement and/or granting laissez passez or transit visas. 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. *(See section above on capacity building for more on procedures to deal with mass arrivals.)*
  
- **Services:** Provide basic services and assistance to migrants arriving 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.



- **Trafficking and smuggling of migrants:** Address risks for trafficking and smuggling in times of crisis and ensure border officials are trained to recognize and refer to assistance structures to provide support to victims of trafficking or smuggling and other vulnerable migrant groups such as unaccompanied migrant children.

#### Private sector

- **Access to identity documents:** Ensure migrant workers have documents to enable freedom of movement including relocation and evacuation. This could be done by, *inter alia*:
  - Eliminating or avoiding the practice of confiscating identity documents, or, if keeping identity documents for workers, ensure they can be accessed quickly and with no restrictions;
  - Returning any held identity documents as soon as possible, at no cost and without reservation.

#### International organizations and civil society

- **Services for migrants:** Ensure services targeted to migrants are also provided to local/host communities to avoid discrimination and social tensions.
- **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.

### III. POST-CRISIS PHASE

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- I. Provide targeted support to address the immediate and longer-term needs of migrants following the return to their country of origin and facilitate economic reinsertion.
- II. Promote and facilitate the engagement of local authorities and local communities in reintegrating returned migrants.

Among others, the following practices may be valuable:

#### All stakeholders

- **Foster mobility, including re-migration:** Soon after return, or later in time, returning migrants may prefer to re-migrate in lieu of reintegrating in their States of origin. Host states that are recovering from a crisis may face a lack of labor due to the migrant labor that left the country during the crisis. Explore re-migration options, negotiating and adopting agreements on re-migration with other states.
- **Trafficking in persons:** Address elevated risks for trafficking in post-crisis contexts and ensure access to justice and protection for trafficking victims also post-evacuation by, *inter alia*:

- Analyzing and documenting the risks and means of trafficking in post-crisis settings to ensure the post-conflict phase does not lead to new forms of trafficking;
- Conducting research on trafficking in human beings in crisis and post-crisis contexts;
- Raising awareness on the risks of trafficking with migrants, including by distributing information leaflets;
- Integrating lessons learned from interventions during the crisis into contingency planning for future crises;
- Ensuring access to justice and recompensation for victims of trafficking;
- Prosecuting traffickers and strengthening the criminal justice response;
- Ensuring decent work for returning migrants;
- Upholding non-punishment clause for victims of trafficking.

#### Host States

- **Assets and goods:** Ensure adequate measures to secure or restore assets left behind in the country in crisis.
- **Migrants as actors in reconstruction:** Local governments can support and engage migrants in reconstruction efforts to rebuild their communities and foster economic recovery.

#### States of origin

- **Migrants who remain:** Provide recovery support to migrants who remained in the host state during the crisis, in particular to rebuild livelihood and economic activities, including by providing financial support and engaging migrant associations.
- **Post-crisis needs and skill assessment:** Conduct a needs and skill assessment of the returning population, including an analysis of key socio-economic characteristics of returnees, their skills and qualifications, to inform the design of policies for reintegration and provide adequate services and resources. Needs assessments should also look at migrants' personal social networks as well as the reception structures in the country of origin, which determine successful reintegration and should be considered in reintegration programs.
- **Registration of returning migrants:** Through registration systems at borders and/or the creation of national, local or municipal structures, identify returning migrants, including their vulnerability and specific needs.
- **Diverse and multiple reintegration support:** Provide returned citizens (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;
  - Facilitation of economic reinsertion (*See further details below*);
  - Support to return personal property and assets;
  - Support to access back wages;
  - Legal assistance;
  - Cash support.
- **Facilitate economic reinsertion** of migration returnees and leverage returnees' skills and competences in the local economies through better skill validation practices, including by:
    - Recognition of qualifications acquired abroad;
    - Skill development and upgrading, including reinsertion training for entrepreneurs, entrepreneurship programs, business enterprise and small business management training, financial literacy training, vocational training and targeted programs to youth;
    - Public-private partnerships to promote labor market inclusion and conduct targeted labor market insertion programs;
    - Training programs particularly for women;
    - Loans or micro-credits for micro-enterprises, startups or other entrepreneurial activities.
- **Involvement of local communities** hosting large numbers of returnees in the reintegration programs for migrant returnees and in community stabilization and social cohesion programs to foster trust and solidarity between migrants and the host community, for instance by:
    - Establishing permanent consultation mechanisms with local communities and migrant returnees;
    - Raising awareness within the community for the needs and rights of returning migrants and promoting active engagement;
    - Promoting active civil society engagement;
    - Improving social services and infrastructure to cushion pressure on health services, education, food supplies and natural resources;
    - Involving local communities in the development of economic reinsertion programs to develop targeted, inclusive and locally suitable economic offers;
    - Making training or economic insertion programs for returnees inclusive.
- **Culture of tolerance, non-discrimination, and respect:** Raise awareness and work with local communities and community leaders, churches, schools, inter alia to foster strong relationships between returnees and local citizens and to avoid stigmatization and victimization of returnees.
- **Local infrastructure:** Support local infrastructure and administrations, municipalities and local communities to develop targeted assistance programs for migrant returnees.
- **Coordination platform:** Set up structural coordination platforms or mechanisms, involving different ministries, civil society and international organizations, to ensure a coordinated multisector response.

### International 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 programs.

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