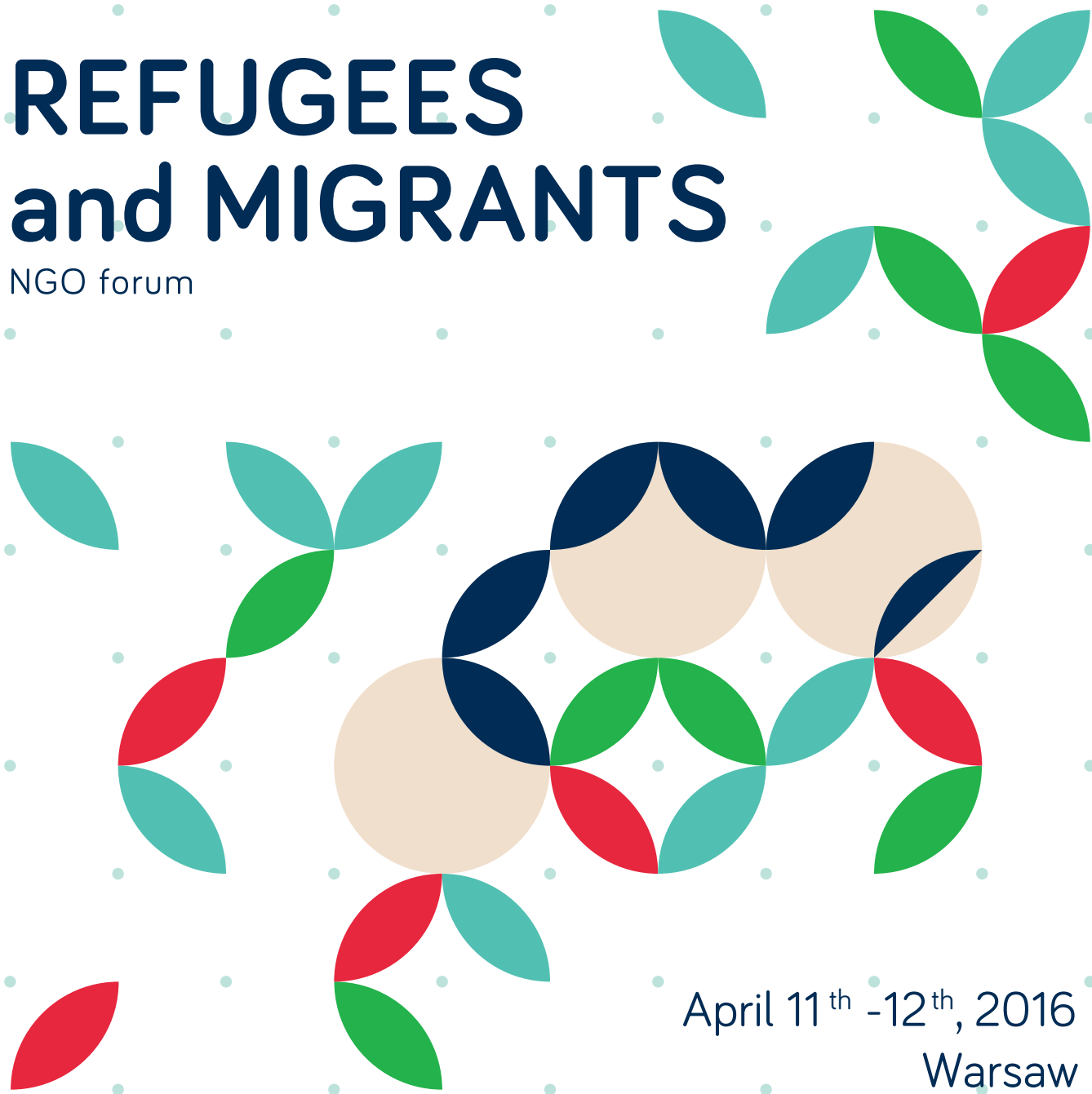


# REFUGEES and MIGRANTS

NGO forum

April 11<sup>th</sup> -12<sup>th</sup>, 2016  
Warsaw





*Dear participants,*

*We are pleased to welcome you to the Refugees and Migrants. NGO Forum. Its format and programme have been co-created by practitioners: representatives of non-governmental organisations working with refugees and migrants.*

*This brochure includes key information about the event itself, the Forum agenda, and session descriptions.*

*We are looking forward to spending two interesting days together.*

*With best regards,  
The Citizens for Democracy programme Team*

*The Refugees and Migrants. NGO Forum is organised by the Stefan Batory Foundation within the Citizens for Democracy programme financed by EEA Grants.*



The Forum targets representatives of non-governmental organisations and informal groups working to support the integration of refugees and migrants. Representatives of public institutions are welcome as well, especially local governments co-operating with non-governmental organisations in the area of refugee and migrant integration.

We wish for the Forum to become a place where individuals facing the challenge of working to support refugees and migrants in practice can meet and develop a community. We hope that over the next two days, we will be able to create a space for inspiring conversations, and for an exchange of knowledge and experience – about what works and what doesn't, what we are proud of and what has failed, what challenges we usually encounter in our work and how we can attempt to overcome them. We wish to contribute indirectly to improvements in the quality of work targeting refugee and migrant integration, and to consolidate the community of organisations active in the area: organisations supporting one another in professional efforts and motivating one another to keep on working..

We have no intention of avoiding difficult issues, which is why we intend to answer the following questions: How can we help without harming? Does social assistance provided to refugees live up to its purpose? How do we work with individuals particularly vulnerable to violence and exclusion? Is investing in a multicultural team worthwhile? Where should we seek allies to support our work? What should be changed in the education system to adapt schools to the needs of children with migration experience? How should we work

with local communities in refugee relocation areas? Which models of co-operating with the local government are reliable? Is international law actually applicable in practice? What are the benefits of creating non-obvious local coalitions? How can one manage the professional burnout syndrome? How can we prevent hate speech against refugees and migrants? Are we capable of talking about refugees and migrants? Does language matter? How can we bring permanent change to local community attitudes?

We have prepared a number of parallel sessions differing in theme and form, so that every participant can find something to meet his or her needs. The debate is a tool of in-depth analysis of different topics and of designing specific solutions or adopting a common approach. The workshop format allows for success story sharing – we hope they become a source of inspiration and motivation for further work. Small group sessions will also be an opportunity to scrutinise our errors and failures, to exchange thought, to draw conclusions, and to develop a common recipe for any issue we encounter. We believe that participation in the Forum will offer positive reinforcement, that the time spent at the Forum will be intense and well used – and that the many meetings will result in joint action and further exchange of experience.

DAY ONE		
9.00-10.00	REGISTRATION	
10.00-10.45	OPENING SESSION	MAIN STAGE
10.45-11.00	COFFEE BREAK	
11.00-12.30	MODULE I	
	International safeguards – the law and the practice	SMALL STAGE FOYER
	Refugee crisis in the Middle East. Who are the refugees seeking to reach EU member states?	MIRROR FOYER
	Social welfare offer for refugees*	VIOLET FOYER
	Providing and promoting health care to undocumented migrants – the Swedish perspective**	WORKSHOP ROOM
	What educational model should be applied in educating foreign pupils in Polish schools? Recommendations of institutional/legal and didactic/pedagogic changes	MAIN STAGE
12.30-13.30	LUNCH	
13.30-16.00	MODULE II – EXTENDED	
	The professional burnout syndrome in aid workers assisting refugees	SMALL STAGE FOYER
	Sexual and gender-based violence against female migrants and refugees	MIRROR FOYER
	Help and do no harm. Ethical dilemmas in aid work*	VIOLET FOYER
	To belong or not to belong...**	WORKSHOP ROOM
	Educating refugee children. Methods and context	MAIN STAGE
16.00-16.30	COFFEE BREAK	
16.30-18.00	MODULE III	
	Co-operation standards for non-governmental organisations operating in refugee centres	SMALL STAGE FOYER
	Advantages and pitfalls of aid work accompanied by intercultural mentors	MIRROR FOYER
	Non-obvious coalitions. Where to seek allies for purposes of integration activities*	VIOLET FOYER
	Alnaskolen. Developing strong commitment in local youth communities**	WORKSHOP ROOM
	Circumstances of the Turkish-Greek border and the Balkan Trail**	MAIN STAGE FOYER
18.00-19.00	DINNER	
19.00-20.30	rites of Spring // Right of War Performance	MAIN STAGE

\* English translation provided

\*\* English-language sessions

## DAY TWO

<b>09.00-10.00</b>	<b>BREAKFAST SESSIONS</b>	
	We care for our volunteers!	SMALL STAGE FOYER
	Talking about refugees. A controversial topic at school	MIRROR FOYER
	How to talk about refugees and migrants from Africa*	VIOLET FOYER
	Working with refugees in Germany**	WORKSHOP ROOM
<b>10.00-11.30</b>	<b>MODULE I</b>	
	Networking vs. refugees in local activities	SMALL STAGE FOYER
	Developing and managing a multicultural team in an organisation	MIRROR FOYER
	Working with trauma survivors*	VIOLET FOYER
	Refugees are welcome?!**	WORKSHOP ROOM
	The drama method in aid work supporting refugees	MAIN STAGE
<b>11.30-12.00</b>	<b>COFFEE BREAK</b>	
<b>12.00-13.30</b>	<b>MODULE II</b>	
	Multicultural Assistants and Teacher Assistants at school – experience exchange, conclusions, recommendations	SMALL STAGE FOYER
	Linking social and institutional networks to foster refugee integration	MIRROR FOYER
	The refugee – silent coloniser or good neighbour? Hate speech against refugees in the context of displacement plans*	VIOLET FOYER
	Mental health of undocumented migrants in Sweden – diagnosis and treatment**	WORKSHOP ROOM
	Alnaskolen. Developing strong commitment in local youth communities**	MAIN STAGE
<b>13.30-14.00</b>	<b>LUNCH</b>	
<b>14.00-15.30</b>	<b>MODULE III</b>	
	Combating the system exclusion of the Romanian Roma	SMALL STAGE FOYER
	Can you work to assist refugees in Poland without refugees? Action design, activities, and experience exchange in the context of the Wrocław Welcomes Refugees Coalition grassroots campaign and similar initiatives.	MIRROR FOYER
	Role of local communities in refugee integration in Poland*	VIOLET FOYER
	Receiving asylum seekers and refugees – the Icelandic experience**	WORKSHOP ROOM
<b>15.45-16.45</b>	<b>SUMMARY AND EVALUATION</b>	SMALL STAGE FOYER
<b>16.45-17.15</b>	<b>FAREWELL TEA</b>	

\* English translation provided

\*\* English-language sessions





**Training sessions** – knowledge as the focal point: learning about new methods and tools, acquiring new skills, improving the understanding of familiar areas.

**Debate sessions** – all discussions kick off with a theme/issue suggested by moderators; the purpose might be to develop a specific solution or adopt a position.

**Experience sharing** – participants are offered an opportunity to talk about their own experience, similar to or differing from others; to find out how to handle challenges; and to share their own knowledge.

**Breakfast sessions** – less formal morning gatherings on Forum Day Two: participants discuss a specific subject over coffee and croissants.

Most sessions are a blend of two or more of the formats presented.



10.00–10.45

## Forum Opening Session

**Invited guests:** la Qandil, Reporters Collective, Le Monde diplomatique; Michał Grosz, Reporters Collective; Michał Borkiewicz, Bread and Salt Group; Joanna Subko, Bread and Salt Group

**Moderator:** Jacek Biały, Helsinki Foundation for Human Rights

**Venue:** main stage

During the opening session we will briefly describe the sociopolitical context regarding governmental declarations and current situation of refugees in Poland. We will also discuss the reactions of societies and governments in Central and Eastern Europe to the influx of refugees.

The session will begin with a presentation of a short documentary movie produced by Reporters' Collective (Kolektyw Reporterski) showing dreadful consequences of Bulgarian authorities' decisions and police and border guards' brutality towards refugees. We will also present a positive example of social initiative, which managed to harness the spontaneous generosity of individuals despite the unfavorable political climate in Poland.

In conclusion, we will present a new website called [uchodzcy.info](http://uchodzcy.info) – a unique resource center full of solid knowledge about refugees and a manual encouraging users to engage in diverse aid initiatives. The website provides inspiration for various acts of support toward refugees, such as preventing xenophobia or giving direct support for persons in need, and informs about diverse initiatives started by non-governmental organizations or small, grassroots movements.



11:00-12:30

## International safeguards – the law and the practice

**Moderators:** Maria Pamuła, UNHCR; Aleksandra Arcichowska, UNHCR

**Format:** training session with debate elements

**Venue:** small stage foyer

The session will focus on the foundations of ensuring international protection in light of challenges carried by current migration circumstances, with special attention paid to relocation and displacement issues and the related UNHCR standards. The session may prove to be of particular interest to practitioners representing non-government organisations, informal groups, local governments, and social services.

## Refugee crisis in the Middle East. Who are the refugees seeking to reach EU member states?

**Moderators:** Piotr Stopka, Polish Center for International Aid; Wojciech Wilk, Polish Center for International Aid

**Format:** training session

**Venue:** mirror foyer

The purpose of the session will be to provide participants with more information on the humanitarian crisis in Syria and the Middle East, said crisis recognised as one of the immigration wave triggers. Moderators will talk about the humanitarian circumstances in Syria and Iraq, the refugee crisis affecting i.a. internally displaced persons, and the migration trails into Europe (characteristics, countries of origin, reasons for migration, etc.). They will also attempt to comment on how to distinguish between refugees and other migrants.



11:00-12:30

## Social welfare offer for refugees\*

**Moderators:** Bogusława Domańska, Helsinki Foundation for Human Rights Cztowieka; Olga Lesiak, Social Welfare Centre for the Mokotów District, Warsaw; Dominik Wach, Warsaw Family Assistance Centre

**Format:** training session with debate elements

**Venue:** violet foyer

The session will focus on institutional social assistance offered to refugees by local government agencies (local family assistance and social welfare centres). Experts providing aid to foreigners in their daily work will describe most recent assistance offers, help understand knowledge held already, and talk about forms of aid expanding well beyond the integration programme framework (non-financial support forms included). Participants will be invited to join a discussion concerning the role of social assistance as an integration fostering system.

\* English translation provided

## Providing and promoting health care to undocumented migrants – the Swedish perspective\*

**Moderators:** Milosz Swiergiel, Rosengrenska Foundation (Sweden)

**Format:** training session with debate elements

**Venue:** downstairs workshop room

The Rosengrenska Foundation is a network of healthcare employees and volunteers. In the course of the session, we will be sharing 18 years of experience in providing medical care to undocumented migrants in Sweden, and presenting methods proven effective in delivering medical assistance and proliferating healthcare-related knowledge. New Swedish legislation resulted in improved access to medical care during recent years. How have strategic lobbying activities by the civic society contributed to the change?

\* English-language session



11.00-12.30

## What educational model should be applied in educating foreign pupils in Polish schools? Recommendations of institutional/legal and didactic/ pedagogical changes

**Moderators:** Ewa Pogorzala, Foundation for Social Diversity

**Format:** debate session

**Venue:** main stage

Education and knowledge of the country of stay is of key importance to the integration process – this is why designing effective solutions in the field ought to become a major integration policy matter. The first part of the session will involve a presentation of facts and figures concerning current solutions for the education of foreigners in Poland, and of the findings of a research project organised by the Foundation for Social Diversity to diagnose the situation of pupils in Polish schools and the scope of teaching Polish as a foreign language. During part two, participants will be offered an opportunity to discuss recommendation proposals, and to submit their own suggestions with regard to institutional/ legal and didactic/ pedagogical changes in order to design an optimum model of educating pupils with a migrant background. The session will enable non-governmental organisations to share their accomplishments and solutions in the field of educating foreign pupils, with a perspective to make such experience part of the formal schooling system.

13.30-16.00

## The burnout syndrome in aid workers assisting refugees

**Moderators:** Małgorzata Symonowicz, Berlin Center for Torture Victims BZFO (Germany)

**Format:** experience sharing

**Venue:** small stage foyer

Working for a non-governmental organisation active in fostering refugee integration carries a number of challenges and burdens. Typical difficulties tying in with work to support marginalised groups are additionally spiked with cultural differences, language barriers, and contact with trauma victims, who are frequently stressed-out, desperate, and frustrated. Negative social attitudes toward refugee acceptance are also occasionally expressed in attacks against aid workers. All these factors contribute to a major risk of professional burnout syndrome, a risk aid workers speak of openly at their own community meetings. Concurrently, most organisations suffer of a shortage of skills and/or capacity (funding included) to effectively prevent burnout in employees and volunteer workers. The purpose of this workshop will be to support participants in the process of identifying burnout symptoms, and to provide knowledge about how to engage in self-help burnout prevention activities. Time will be set aside for participants to exchange related experiences which had affected their own organisations.

13.30-16.00

## Sexual and gender-based violence against female migrants and refugees

**Moderators:** Maria Pamuła, UNHCR; Olesya Malyugina, Other Space Foundation; Iwona Matysiak, Ministry of Labour and Social Policy

**Format:** experience sharing

**Venue:** mirror foyer

The purpose of the session will be to present diverse issues relating to violence experienced by women migrants and refugees in the course of migration (voluntary and forced alike), in countries of origin, during the journey/ flight, and in the destination country. A victim assistance system accessible to foreigners of both sexes will be presented alongside specific case studies. The session may prove to be of particular interest to law practitioners, social workers, and civil servants.



## Help and do no harm. Ethical dilemmas in aid work\*

**Moderators:** Piotr Bystrianin, Ocalenie Foundation; Dorota Przygucka, Ocalenie Foundation

**Format:** debate session

**Venue:** violet foyer

Assisting the needy is a difficult job. In case of refugees or migrants, their past wartime experience and/or trauma may prove an additional obstacle. Cross-discrimination is a factor as well. Furthermore, we have to consider the language barrier and cultural norm differences (communication included). It does happen that aid offered with a large helping of heart doesn't bring the expected results – it does happen that the effect is in complete contrast to expectations. Thus, we will attempt to jointly consider the reasons behind such results, and how we can prevent them. We will try to answer the following questions: how do we distinguish between what a given client wants and what he or she actually needs? Are the two always identical? Can we decide for the client? If so, under what circumstances? Can everyone be helped? Wherein lies the borderline separating empathy from professionalism?

\* English translation provided

13.30-16.00

## To belong or not to belong...\*

**Moderators:** Kjell Østby, Adult Training Centre, Larvik (Norway)

**Format:** training session with debate elements

**Venue:** downstairs workshop room

Migration, cultural changes, and bilingual upbringing are becoming a firm reality for an increasingly large part of the world. Such reality breeds issues related to a sense of belonging and identity. FLEXid is an identity-enhancement course focusing on benefits and challenges accompanying the multiculturalism phenomenon. The term FLEXid itself is a combination of two words: flexible identity. In the course of the workshop, the moderator will also describe his work with migrants and refugees in the Norwegian municipality of Larvik.

\* English-language session



## Educating refugee children.

### Methods and context

**Moderators:** Nadia Poveschenko, For Freedom Foundation; Magdalena Zaborowska, For Freedom Foundation.

**Format:** training session with simulation game elements

**Venue:** main stage

In the course of the workshop, we will jointly consider the feelings and experiences of refugee children placed in educational facilities, methods of making them part of a class and/or school, and solutions to ensure a sense of security in a multicultural group. We will ponder emotions, expectations, and social skills, and deliberate on how forced migration circumstances affect the development of young children. We will refer to teacher- and parent-perspective experience. In concluding, we will present the results of the Foundation's work with children from a refugee centre based in the Warsaw district of Targówek. We will describe work methods, difficulties encountered, success stories, and changes we have observed in the group. The session may prove to be of particular interest to persons working or planning to work daily with foreign children, including teachers, psychologists, multicultural assistants, social workers, and animators.

16.30-18.00

## Co-operation standards for non-governmental organisations operating in refugee centres

**Moderators:** Agnieszka Nida, For Freedom Foundation; Kalina Czarnóg, Ocalenie Foundation

**Format:** debate session with experience sharing

**Venue:** small stage foyer

The debate will focus on co-operation standards followed by non-governmental organisations working at refugee centres. Using our own experience in implementing projects for the refugee centre in the Warsaw district of Targówek as a backdrop, we will focus on fundamental issues concerning organisational co-operation, and describe the major obstacles we encounter. Working with session participants, we will try to answer the following questions: what steps should an organisation take prior to actually moving into a centre? How can we make our own project part of the centre's current agenda? What ought to be researched before a refugee centre activity project is developed? What should be borne in mind and considered? How can one work to improve communication between organisations working to support the same centre in order to avoid activity overlap and ensure that the ultimate results are as beneficial as possible to the recipients? What principles should such co-operation follow?

## Advantages and pitfalls of aid work accompanied by intercultural mentors

**Moderators:** Piotr Bystrianin, Ocalenie Foundation; Kinga Białek, independent expert; Gagik Grogoryan, Ocalenie Foundation

**Format:** debate session with experience sharing

**Venue:** mirror foyer

An intercultural mentor is an individual with his or her own migration experience and integrated with the host society whose work involves providing support to other foreigners in their integration process. The mentor's role involves the following: assistance offered to migrants in their quest to adapt to life in Poland by sharing his or her own experience and helping make expectations realistic; support on the way to integration with Polish culture by explaining Polish cultural norms and potential intercultural differences; help in handling the Polish system as efficiently as possible, including contact with Polish institutions (assistance in legalising the stay, finding a job, a place to live, a school for children, etc.); and support provided to Polish citizens encountering foreigners. Foundation representatives will share their success stories and failures in working with intercultural mentors, and engage in a debate with participants to consider options of avoiding future pitfalls.



16.30-18.00

## Non-obvious coalitions. Where to seek allies for purposes of integration activities\*

**Moderators:** Magdalena Kawa, For the Earth Association; Ewa Kozdraj, For the Earth Association; Hamida Alsayed, For the Earth Association; Karolina Suska, Łaziszczanki Women's Association, Municipal Library and Cultural Centre in Łaziska; Anna Szadkowska-Ciężka, Chancellery of the President, Lublin Town Hall

**Format:** debate session with experience sharing

**Venue:** violet foyer

Reaching the non-non-governmental community with refugee- and migrant-related information. Efficient information management in communities with no direct foreign contact. Ensuring the audibility of refugee and migrant opinions in all such activities. The value of “non-obvious” coalitions from the foreign perspective. The type of activities to be launched and followed in today's times of considerable fear and mistrust of refugees and migrants. This session targets individuals and institutions undertaking activities addressing the host society in their work while not always successful in reaching “non-obvious” communities, such as libraries, cultural institutions, informal women's groups, etc.

\* English translation provided

## Alnaskolen. Developing strong commitment in local youth communities\*

**Moderators:** Rune Gjelberg, Furuset Sports Association (Norway)

**Format:** training session with experience sharing

**Venue:** downstairs workshop room

During the workshop, participants will be told about the operations of Alnaskolen: a school of youth leaders established in the Oslo district of Furuset, where migrants form the majority of the local population. The moderator will tell the story of how Furuset managed to get young people involved in work to support the local community and combat extremism.

\* English-language session, session will be repeated on Forum Day Two



16.30–18.00

## Circumstances of the Turkish-Greek border and the Balkan Trail\*

**Moderators:** Harald Glöde, Borderline-europe, Human Rights Without Borders; Dorothee Bruch, XENION Psycho-Social Assistance for Political Refugees (Germany)

**Format:** training session with experience sharing

**Venue:** main stage foyer

Last year, approximately 850,000 refugees – chiefly from warfare-affected regions, such as Syria, Iraq, and Afghanistan – reached Greece; nearly one-half landed on the island of Lesbos. Given the Greek financial crisis, state structures responsible for taking in refugees are practically inoperative. Hundreds of volunteers from around the world as well as numerous aid organisations have moved to Lesbos in an attempt to improve the refugees’ tragic circumstances. Refugees usually target North European countries such as Germany and Sweden – hence the forming of the so-called Balkan Trail, encased along its full length in fencing, barbwire, and police and military patrols. During the session, participants will discuss current circumstances of the Balkan Trail, and how the so-called refugee crisis has impacted European Union solidarity and the comprehension of and compliance with human rights as such.

\* English-language sessions



19.00-20.30

## Rites of Spring // Right of War

**Preparation:** Association of Cultural Practitioners

**Venue:** main stage

**Starring:** Lika Kuchashvili, Kuban Turabajew, Kurman Turabajew, Asan Turabajew i Arafat Jusupov, Maria Reka, Madina Demilova, Iman Demilova, Zalina Demilova, Khava Soldaeva, Kheda Soldaeva, Anzor Soldeav, Adam Soldaev, Ilman Islambekov

**Directed by:** Nela Brzezińska i Daniel Brzeziński

**Music:** Dokh band

**Sound:** Natalia Judzińska

**Visuals:** Khava Soldaeva, David Sypniewski

**Cooperation:** Martyna Banat

Where are actual borders located? Are they a geographical, or rather a psychological or sociological category? What is the true essence of crossing borders? How does one cross borders existing in one's mind only? The most recent piece by the Cultural Practitioners' youth faction ponders unsurpassable borders: ones we cherish and cultivate ourselves. Nationality. Culture. Belonging. Species. Immersed in such categories, we can but surmise what they mean to people who have woven their daily lives from the fabric of meandering among cultures, learning languages, and observing alien customs. Terms and concepts lose their contours once they begin to whirl around us, joined by constantly temporary places of stay, constantly unissued official decisions, and constantly postponed plans for the future. This is what we dance, aided by Stravinsky's music and his Rites of Spring which had disposed of borders once before: in early 20th-century dance.

The Rites of Spring // Right of War theatrical performance by Association of Cultural Practitioners was authored in 2014 by young refugees from Georgia, Kyrgyzstan, and Chechnya, resident in refugee centres in Dębak and Warsaw.



9.00-10.00

## We care for our volunteers!

**Moderators:** Olga Hilik, Association for Legal Intervention;  
Emilia Piechowska, Association for Legal Intervention

**Format:** experience sharing

**Venue:** small stage foyer

Why it is worth our while to form and care for a team of volunteers and friends of our organisation. When are volunteers at their most useful in assisting an organisation supporting refugees and migrants. During the session, we will talk about methods of volunteer recruitment, volunteer work specificity, and ways in which to create win-win situations for both co-operating parties. We will also consider issues such as working with, training, and rewarding volunteers.

## Talking about refugees.

### A controversial topic at school

**Moderators:** Elżbieta Krawczyk, Center for Citizenship Education; Elżbieta Kielak, Center for Citizenship Education

**Format:** debate session with training elements

**Venue:** mirror foyer

Discussing a very current and controversial topic at school. Holding classes involving conversation, with pupils listening to one another with respect, learning about their classmates' values, concerns, and hopes, and gaining reliable, measured information concerning migration and related issues. Designing a schooltime discussion framework for a subject which triggers intense emotion, is ever-present in political discourse, and remains a crucial matter in terms of general knowledge and serious pedagogical consequences alike. Session participants will be told about the Let's Talk About Refugees project, methods of working with teachers, and class curriculum scenarios involving migrant- and refugee-related topics. We wish to share our experience and discuss the experience of other organisations as concerns such activities in Polish schools. We will also consider ways in which we might base on the process and make use of good practices.



9.00-10.00

## How to talk about refugees and migrants from Africa\*

**Moderators:** Mamadou Diouf, Africa Another Way Foundation; Paweł Średziński, Africa Another Way Foundation

**Format:** training session

**Venue:** violet foyer

The session will focus on refugees and migrants from Africa and the manner they are depicted in by Polish media. Against a backdrop of 2010 media monitoring and the most recent media monitoring which ended in March 2016, an African resident for more than three decades in Poland will discuss the dos and don'ts of speaking and writing about African refugees and migrants, and tell the story of refugee and immigrant public perception in Senegal. Furthermore, moderators will offer a first-time presentation of most recent media monitoring findings and attempt a comparison with the 2010 study. Media monitoring results will also be confronted with public opinion polling.

\* English translation provided



## Working with refugees in Germany\*

**Moderators:** Małgorzata Symonowicz, Berlin Center for Torture Victims BZFO (Germany); Harald Glöde, Borderline-europe, Human Rights Without Borders; Dorothee Bruch, XENION Psycho-Social Assistance for Political Refugees (Germany)

**Format:** debate session

**Venue:** downstairs workshop room

In 2015, Germany received in excess of 800,000 refugees, more than quadrupling their effort during previous years. Berlin alone accepted more than 50,000 individuals. Immense social commitment notwithstanding, the situation remains a major challenge for the German state and society. Furthermore, the situation has been deteriorating as a result of acts of violence against refugees as well as acts of violence that took place on New Year's Eve in Cologne. Despite such events and their extent as well as the unquestionable solemnity of all challenges, the German public debate concerning refugees is much more measured and informed than the Polish discourse. During the meeting, participants will be offered an opportunity to learn more about the perspective and experience of aid workers supporting refugees in Germany.

\* English-language sessions

10.00-11.30

## Networking vs. refugees in local activities

**Moderators:** Gawel Walczak, Polish Migration Forum Foundation

**Format:** experience sharing

**Venue:** small stage foyer

How to invite local structures to join activities of external non-governmental organisations. What are the strong and weak sides of such inclusion? How does one work to keep local partners active once a project is over? How do we go about working with informal groups? We will attempt to answer these and other questions in the course of our session, basing on our own experience and ideas and listening to suggestions tabled by participants. We intend to pay particular attention to co-operating with informal groups: on the one hand, the absence of formal structures frequently makes them impossible partners for non-governmental organisations; yet on the other it is precisely such informality that allows them a major impact on local communities.

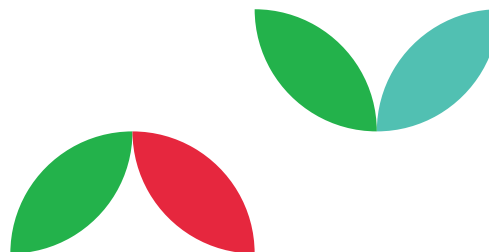
## Developing and managing a multicultural team in an organisation

**Moderators:** Lili Zawadzka, “MultiOcalenie” Foundation; Khavra Elbazdukaeva, “MultiOcalenie” Foundation; Olena Ostafi, “MultiOcalenie” Foundation

**Format:** experience sharing

**Venue:** mirror foyer

Basing on its experience, the Foundation believes that foreigners show greater propensity to accept assistance provided by their fellow countrymen with a similar integration-related past under their belts. Such individuals are usually considered an authority by clients of aid organisations. How should one thus design integration and assistance packages for refugees and migrants with foreigners as package co-authors? What are the advantages and disadvantages of an in-house multicultural team?



10.00-11.30

## Working with trauma survivors\*

**Moderators:** Małgorzata Symonowicz, Berlin Center for Torture Victims BZFO (Germany); Dorota Przygucka, Ocalenie Foundation

**Format:** training session

**Venue:** violet foyer

Many refugees have a history of traumatic experiences: this is why the skill of working with trauma victims is of key importance when helping refugees. Trauma is a factor which can literally turn a human being's entire life upside down, affecting its every aspect. Knowledge about how it impacts human existence is thus indispensable not only to psychologists and psychotherapists working with refugees, but also to social and community workers, teachers, lecturers, trainers, lawyers, occupational counsellors, animators, physicians, and all other individuals encountering refugees in their daily work. The purpose of this workshop is to identify posttraumatic stress disorder symptoms, gain a better grasp of their specificity, and introduce participants to fundamental aspects of contact and aid work with trauma survivors.

\* English translation provided

## Refugees are welcome!?\*

**Moderators:** Charlotta Lagnander, Swedish Network of Refugee Support Groups (Sweden)

**Format:** training session with debate elements

**Venue:** downstairs workshop room

When refugees asked for assistance and shelter, people stepped up whereas the politicians backed off..People organise aid for refugees while politicians display a lack of respect for human beings. During the session, participants will also discuss the clash between hostility and hospitality towards refugees, between the will to help, spontaneous generosity, and the capacity to self-organise on the one hand, and political decisions aimed at closing societies up on the other.

\* English-language sessions



10.00-11.30

## The drama method in aid work supporting refugees

**Moderators:** Małgorzata Winiarek-Kotucka, STOP-KLATKA Association of Drama Practitioners

**Format:** training session

**Venue:** main stage

The purpose of the session will be to present the use of the drama method in preparing a group to receive a refugee, or in resolving intervention or prevention matters in multicultural groups. Working with refugees and teachers in a number of projects, we have developed a materials package we intend to share with others.



12.00-13.30

## Multicultural Assistants and Teacher Assistants at school – experience exchange, conclusions, recommendations

**Moderators:** Agnieszka Kozakoszczak, Foundation for Social Diversity; Danuta Jeziorkowska, Primary School No. 58 in Warsaw; Olga Bilous, Primary School No. 58 in Warsaw; Krzysztof Grochowski, Primary School No. 264 in Warsaw; Cao Hong Vinh, Vox Humana Association; Lyudmila Naidenova, Vox Humana Association

**Format:** debate session

**Venue:** small stage foyer

Multicultural Assistants (MA) and Teacher Assistants (TA) are individuals charged with the task of supporting migrant children and their families, school staff and headmasters, as well as entire school communities in communication and integration. Schools that have had the opportunity of using help provided by these individuals have been emphasising that this is the most efficient form of support available. Concurrently, numerous schools refrain from the option of applying for funds to employ a TA. Furthermore, there is a shortage of knowledge with regard to good practices in the area of establishing and continuing co-operation between schools, TAs and MAs, and non-governmental organisations. The session will offer an opportunity to hear from school headmasters and Multicultural Assistants, to exchange experience, and to discuss the following topics: benefits of employing a TA or MA at the school; and worthwhile matters in establishing and continuing co-operation between schools, TAs and MAs, and non-governmental organisations.



12.00-13.30

## Linking social and institutional networks to foster refugee integration

**Moderators:** Karolina Stubińska, Immigrant Support Centre; Iwona Prusko, Feeria Association; Anna Kwaśnik, Immigrant Support Centre; Katarzyna Werner, Immigrant Support Centre; Karol Lopez, Immigrant Support Centre

**Format:** debate session with experience sharing

**Venue:** mirror foyer

During this session, we will focus primarily on our local experience in establishing and developing relations, and the inter-sectoral and inter-institutional co-operation fostering the integration of refugees and migrants. We would like to discuss the Gdańsk Immigrant Integration Model, its evolution and history, and – last but not least – its accomplishments. We will be more than happy to share our perspective in the field of including local governments and institutions in the process of creating an integration-friendly city, and our experience in refugee and immigrant integration. We intend to describe needs and their diagnosing, integration-related challenges and barriers (the labour market, accommodation issues, etc.), as well as the sequence of bringing different institutions and organisations on board and networking them to the purpose of common solutions. We want to tell the story of acting locally at the district and neighbourhood levels; and of including local community networks in integration-fostering work. The meeting will involve our presentation followed by a moderated debate and experience exchange.

## The refugee – silent coloniser or good neighbour? Hate speech against refugees in the context of displacement plans\*

**Moderators:** Adam Bulandra, INTERKULTURALNI PL Association; Jakub Kościótek, INTERKULTURALNI PL Association

**Format:** debate session

**Venue:** violet foyer

Discussing contemporary migration movements; overcoming concerns, stereotypes, and prejudices. Reacting to context-less shocking media images, prophecies of an end to European civilisation. In the eye of the society, is a refugee no more than a silent coloniser? What are the odds of turning him/her into a well-liked and cherished neighbour? What mechanisms and tools of integration and host society education need to be brought into play once refugees are relocated into a community not necessarily refugee- and migrant-friendly? We will analyse refugee-targeting web-based hate speech, its sample images, and hostile communication designing techniques. We will deliberate on whether good practices and tools exist and can be put to use to counteract the groundswell of hatred, and how to coax communities into action. The drafting of recommendations on preventing misinformation concerning migrants and their European presence will be a major theme.

\* English translation provided

12.00-13.30

## Mental health of undocumented migrants in Sweden – diagnosis and treatment\*

**Moderators:** Alexis Gainza Solenzal, Rosengrenska Foundation (Sweden)

**Format:** training session

**Venue:** downstairs workshop room

The Rosengrenska Foundation opened their doors in 1998, and began with providing medical care to irregular migrants – volunteer workers prevailed, and physical ailments were the main focus. Yet in time it was proven that traumatic experience-related mental issues remain one of the most frequent disorders undocumented migrants suffer from. Untreated mental conditions impacted asylum-seeking procedures and the overall integration process. The Rosengrenska Foundation and its psychiatric assistance team have focused on increasing public health care access for migrants with mental health afflictions. Their activities will be described, with a number of case studies presented.

\* English-language sessions

## Alnaskolen. Developing strong commitment in local youth communities\*

**Moderators:** Rune Gjelberg, Furuset Sports Association (Norway)

**Format:** training session with experience sharing

**Venue:** main stage

During the workshop, participants will be told about the operations of Alnaskolen: a school of youth leaders established in the Oslo district of Furuset, where migrants form the majority of the local population. The moderator will tell the story of how Furuset managed to get young people involved in work to support the local community and combat extremism.

\* English-language sessions



14.00-15.30

## Combating the system exclusion of the Romanian Roma

**Moderators:** Agnieszka Szczepaniak, Nomada Association; Olimpia Świst, Nomada Association; Maciej Mandelt, Nomada Association

**Format:** debate session

**Venue:** small stage foyer

The session will focus on the work and co-operation of assistants with migrant Roma families from Wrocław. Mechanisms of Roma community exclusion will be presented alongside methods applied to change their circumstances. The meeting will also be an opportunity for participants to learn more about the Guidebook to Working with Romanian Roma Communities.



## Can you work to assist refugees in Poland without refugees? Action design, activities, and experience exchange in the context of the Wrocław Coalition Welcomes Refugees grassroots campaign and similar initiatives

**Moderators:** Agata Ferenc, Koalicja Wrocław Wita Uchodźców (Wrocław Coalition Welcomes Refugees).

**Format:** experience sharing

**Venue:** mirror foyer

The session will focus on the issue of developing grassroots initiatives to activate local communities to take action to support refugees. We intend to tell the story of the Wrocław Coalition Welcomes Refugees grassroots campaign with its membership of local non-governmental organisations, social activists, and private individuals. The Coalition was formed in Wrocław in September 2015. We will describe the Coalition's objectives and the way it works, challenges to be encountered by such groups, and challenge handling solutions. We will also present our Dresden study visit experience and the format of our co-operation with the Dresden für Alle coalition. We will talk about good refugee integration practices and how they are applied in Wrocław, recipient of 11,000 refugees in total. People from throughout Poland will also tell their stories of local grassroots initiatives to support refugees.

## Role of local communities in refugee integration in Poland\*

**Moderators:** Agnieszka Sitko, Institute of Public Affairs; Dominik Owczarek, Institute of Public Affairs

**Format:** debate session

**Venue:** violet foyer

Foreign nationals integration is a multi-dimensional process, and as such requires a comprehensive approach, clearly defined objectives, and efficient tools. Regrettably, the process of integrating foreigners (refugees included) with the Polish society tends to be fragmented and largely insufficient. The purpose of the session shall be to offer a critical analysis of forced migrant reception and integration policies from the vantage point of local communities and governments. Findings of a research project operated by the Institute of Public Affairs will serve as a backdrop: we analysed the overall preparedness of local governments to receive new refugee groups from relocation and displacement programmes. Fundamental issues concerning the operation of temporary refugee reception centres in local communities (case studies: Podkowa Leśna near Warsaw and Grupa near Grudziądz) will be highlighted. An analysis of the refugee integration process from the foreign perspective will be presented as well, with special attention paid to current problems and obstacles dampening the effectiveness of any action taken. Moreover, the session will span good practices in assisting local communities and preparing them to work with refugees. In conclusion – the interest and needs of participants pending – we intend to draft an action plan model for communities hosting temporary foreign national reception centres.

\* English translation provided

## Receiving asylum seekers and refugees – the Icelandic experience\*

**Moderators:** Hrafnhildur Kvaran, Icelandic Red Cross; Drífa Hrönn Kristjánsdóttir, Evris Foundation (Iceland)

**Format:** training session

**Venue:** downstairs workshop room

The refugee influx is a new phenomenon to Iceland. On the one hand, it is driven by economic migration within Europe itself, on the other – by the so-called refugee crisis which has reached Icelandic shores as well, albeit the country had previously been no obvious destination for refugees or migrants. This is why Icelandic state structures and non-governmental organisations, unprepared to face such change, had to rapidly adjust to manage their new circumstances. Challenges faced by the state will be discussed alongside the role of the Icelandic Red Cross in assisting asylum seekers. The organisation has a long history of working to support refugees; importantly, volunteer workers are of paramount importance to service provision and the integration process. The Icelandic Red Cross works closely with the Icelandic government and local authorities to relocate persons granted refugee status.

\* English-language sessions

15.45-16.45

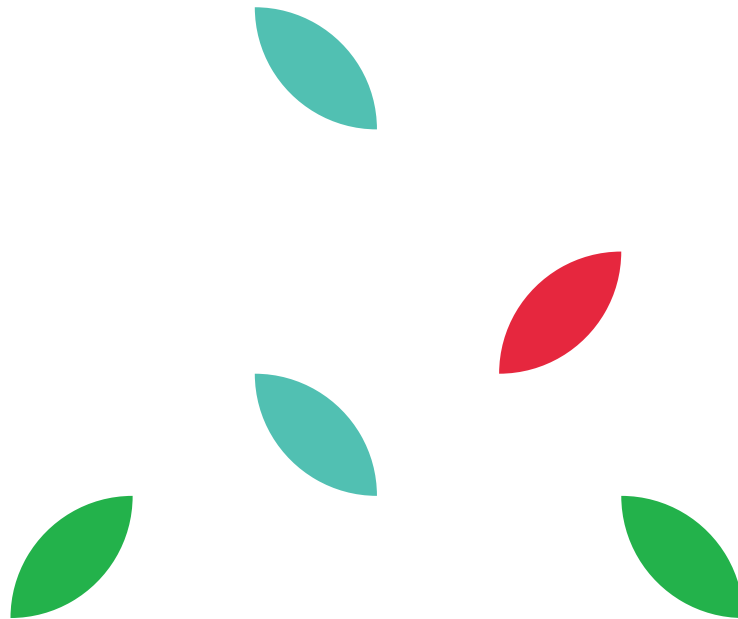
## Summary and Evaluation

**Moderators:** Polish Evaluation Society

**Format:** experience sharing

**Venue:** small stage foyer

What have the participants learned and considered most valuable? What else do they wish to discuss?



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